



Gas Safety



Why do ANCHO need to carry out an annual gas service?

By law, we have to service the gas appliances in your home every 12 months. Failure to do so could be putting your life, the lives of your family and those of your neighbours at risk, and so it is very important that we gain access to do this work.

Why is this so important?

Gas can be dangerous – every year more than 50 people in the UK die from breathing carbon-monoxide fumes from faulty gas appliances. Many more end up in hospital. We don't want this to happen to you. The only way to make sure you and your family are safe is to allow our expert contractor to check your gas appliances. Please make sure you provide access to your home when asked. If you're out, the contractor will leave a card – call the number on the card as soon as you can to arrange a new appointment.

What will happen if I don't arrange access for the contractor?

You will be notified of an appointment time for your gas service. If this is not suitable, you can change it, but, if you aren't in at the arranged appointment time, we may disconnect your gas supply or even force entry to your home. You will be recharged for the cost of this.

What should I do if I think I can smell gas?

Do:

- turn off all your mains gas supply
- turn off all gas appliances and put out all naked flames
- open doors and windows to get rid of gas, and LEAVE YOUR HOME!
- Once outside, phone the National Grid Gas Emergency 24 hour number 0800 111 999 (do not phone from inside your home – it could spark an explosion!)

Do not:

- Use matches, naked flames or cigarettes
- Use electrical switches (do not turn your lights on or off!)
- Use the telephone or mobile phone inside your house.

What is so dangerous about Carbon Monoxide?

Carbon monoxide is a toxic, colourless, odourless, tasteless, non-irritant gas which is harmful to humans and animals. It can occur when a gas appliance has been incorrectly fitted, badly repaired or poorly maintained. It can also occur if flues, chimneys or vents are blocked.

When you breathe in carbon monoxide, it gets into your bloodstream and prevents your red blood cells from carrying oxygen around your body. Without oxygen, your body tissue and cells will die. Symptoms of carbon monoxide poisoning include headaches, dizziness, nausea, breathlessness, collapse or loss of consciousness. These symptoms are similar to those of flu or a viral infection which is why carbon monoxide poisoning often goes unnoticed until too late.

Other signs to look out for include noticing that your symptoms get better if you leave your house or if other family members or pets are also ill. If you think you have carbon monoxide poisoning, turn off all gas appliances and open all doors and windows. Call your doctor or go to hospital immediately. Once you're out of danger, call the gas emergency number above.

Questions

We're happy to help if you're unsure about what to do. Just call our Freephone number **03030 300 999**



Telephone: 01294 313121



Email: mail@ancho.co.uk



Web: www.ancho.co.uk

ANCHO Ltd is a Registered Society under the Co-operative and Community Benefit Societies Act 2014 (No 2559R(S)), Registered with the Scottish Housing Regulator (No 306), Recognised as a Scottish Charity (No SC036082), Registered property factor (PF000346)