



**Talk2KHT**  
*two lines to help you*

Repairs **0500 96 96 94**

General Enquiries **0151 290 7000**

Typetalk users prefix these numbers with 18001 • Interpreting services also available

這份單張提供有大字印刷體，盲文，錄音帶光碟或其語言，  
有關詳情請致電 0151 290 7000

വലിയ പ്രിൻറിലും ബ്രെയ്ലിലും ഓഡിയോ ടേപ്പ് സിഡിയിലും  
അല്ലെങ്കിൽ മറ്റു ഭാഷകളിലും ലഭ്യമാണ് ഈ ലീഫ്ലെറ്റ്.  
കൂടുതൽ വിവരങ്ങൾക്ക് ദയവായി 0151 290 7000-ൽ ബന്ധപ്പെടുക.

Bu bro\_ürün büyük harfli ve bray alfabesinde basımı,  
ses kaseti ve CD ya da di\_er dillerde basımı vardır.  
Ayrıntılı bilgi için, lütfen 0151 290 7000 no.lu telefonu  
arayınız.

The design and content of this  
leaflet have been approved by  
a panel of KHT customers.





KNOWSLEY  
HOUSING TRUST



## Gas and electricity safety checks

You can have this leaflet in large print, Braille, audiotape,  
CD or other languages. Please contact 0151 290 7000  
for more information.

# Gas and electricity safety checks

## Gas

If you can smell gas, or you think there is a gas leak in your property:

- \* *do not smoke or use a naked flame*
- \* *do not turn on any light switches, sockets or electrical appliances*
- \* *open all doors and windows*
- \* *turn off the gas at the meter and contact National Grid on 0800 111 999.*

### **Contact us immediately if:**

- \* *you see soot marks on or around the gas fire or boiler*
- \* *the flame in the gas fire or boiler is yellow/ orange and not blue*
- \* *there is a higher level of condensation than normal in the room where the fire or boiler is located*
- \* *anyone in your household suffers from drowsiness, headaches, nausea or pains in the chest when using a gas appliance.*

## Why do your gas appliances need servicing?

***By law we must carry out an annual gas safety inspection of all gas appliances and the associated pipe work in your home.***

***This is for your safety and that of your neighbours. It is also important to ensure that your gas appliances are working correctly and efficiently.***

## What will the engineer do?

The engineer who calls at your home will:

- \* *check for gas leaks on your installation pipe work and gas appliances, eg. fires and boilers*
- \* *clean the internal parts of the appliances we have installed*
- \* *check and adjust the gas pressure of the appliances where necessary*
- \* *check that the flue is not blocked and is working correctly.*

***Your cooker will also be inspected but not serviced. The engineer will tell you of any problems found and what you should do about them.***

We will give you a Gas Safety Certificate to say that your home is safe.

# Gas and electricity safety checks

## Why your home needs an electrical safety check

By law we must carry out a 10-year electrical safety check to your home. This is to ensure that the fixed wiring in your home is safe for you to use.

## What will the electrician do?

The electrician who calls at your home will:

- \* *check for any faults to your home's fixed wiring system*
- \* *test the fixed wiring system in your home*
- \* *check that the fuses or circuit breakers fitted in the fuse board are of the correct type and size and that the circuits are labelled correctly*
- \* *check and test whether the earthing arrangements for the property are correct and conform to the latest regulations.*

We will not test your own appliances but will tell you if we find any dangerous defects on any appliances. We will give you an Electrical Safety Inspection Certificate to say your home is safe.

## Allowing access to your home

If you do not provide access to your home for safety checks, you will be **breaking your tenancy agreement**, and may be putting the safety of you and your family at risk. If you go on refusing access, we may have to take legal action, which could result in you losing your home **or going to prison**.

## Preparing for your gas and electric checks

We will tell you in advance when a service is due. We can come at a time to suit you, including evenings and weekends. It will be helpful to us and will mean a shorter visit, if you could take the following steps to prepare for the service:

- \* *Please remove all ornaments, valuables etc. from areas where the engineer may work.*
- \* *For safety reasons, please turn off your fire at least 1 hour before our engineer checks it.*
- \* *Please ensure your cooker is clean so it may be checked.*
- \* *Please ensure easy access to cupboards containing boilers or meters.*

# Gas and electricity safety checks

## Reporting repairs

If there is a problem, don't wait for these checks! You can report defects or repairs at any time by calling us on **0500 969694, 24 hours a day, 7 days a week.**

Our normal operating hours are 8am to 8pm Monday–Friday and 9.30am to 1pm on Saturday. Outside these times we offer an emergency service for repairs that need immediate attention or endanger life or property.

