

Gas Safety Information for Hilldale Tenants

Your safety is important to us. At Hilldale, we are responsible for making sure that all gas appliances, fittings and flues in your home are safe and properly maintained.

Annual Gas Safety Checks

To keep your home safe, we carry out a gas safety inspection every 12 months. These checks are completed by a qualified Gas Safe registered engineer to ensure that all gas appliances are working safely.

We will contact you in advance to arrange an appointment at a convenient time.

It is important that you allow access for these inspections, as missing a gas safety check could put you, your family and your neighbours at risk.





Your Responsibilities

As a tenant, you must:

- Allow access for all gas safety inspections and maintenance appointments.
- Report any problems or concerns with gas appliances as soon as possible.
- Never attempt to repair, alter or tamper with gas appliances yourself.

Warning Signs to Look Out For

Please contact us immediately if you notice any of the following:

- A strong smell of gas.
- Black marks or staining around a gas appliance.
- Pilot lights that repeatedly go out.
- Flames that are yellow or orange instead of blue.



**If you have any questions or concerns,
please contact us; we're here to help.**

What to Do in a Gas Emergency

If you think there may be a gas leak:

- ✓ Turn off the gas supply if it is safe to do so.
- ✓ Open doors and windows to ventilate the property.
- ✓ Do not use electrical switches, mobile phones or naked flames.
- ✓ Call the National Gas Emergency Service immediately on 0800 111 999.



Reporting Repairs and Emergencies



If you need to report a gas repair or emergency, please contact us on
01257 367374

Working together helps us keep your home safe and secure.

Carbon Monoxide Safety

Carbon monoxide is a colourless, odourless gas that can be extremely dangerous. For your safety, carbon monoxide alarms are installed where required.

If your carbon monoxide alarm sounds:

- ✓ Leave the property immediately and get fresh air.
- ✓ Seek medical advice if anyone feels unwell.
- ✓ Contact Hilldale Housing as soon as possible.



Reporting Repairs and Emergencies



If you need to report a gas repair or emergency, please contact us on 01257 367374

Working together helps us keep your home safe and secure.