

Tenants' Information

Getting Your Gas Appliances Serviced



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Babergh District Council has a statutory responsibility as a Landlord to ensure gas appliances in all of its properties are working properly and have annual check-ups.

The council is legally bound to comply with the Gas Regulations of this country and needs access to your property in order to carry out these checks—which could be life saving.

Q. Why is it important to have appliances checked annually?

- A.** If your appliance is not working properly it could produce lethal amounts of carbon monoxide.

Every year many people die or suffer ill health from carbon monoxide poisoning.

When fuels such as gas, oil, coal and wood do not burn properly an excess of carbon monoxide is produced, which is poisonous.

Carbon monoxide has no smell, taste or colour and is therefore easy to inhale without realising it.

Q. What are my responsibilities as a tenant regarding access to my home for maintenance and gas safety checks?

- A.** You have a responsibility to allow our Gas Safety registered contractor access to your property to carry out annual safety checks on gas appliances, flues and gas pipework.

Q. How will I know when an annual safety check should be carried out?

- A.** You will be contacted annually by our contractor, Blue Flame

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Services, who will send you a letter advising when they will be in your area. The letter will invite you to make an appointment directly with them.

Q. What will happen if I do not make an appointment?

- A.** The engineer will call while in your area and leave a calling card if you are not in. If no response is received from you then you will receive up to three letters from Babergh District Council requesting you make an appointment.

If you do not respond to these letters then a Tenant Services Officer will visit your property.

If access still cannot be gained, Babergh will obtain a warrant from the court under the Environmental Protection Act (1990) to allow us to force entry.

Any costs will be recharged to you.

Q. What are the effects of breathing in carbon monoxide?

- A.** Breathing in carbon monoxide prevents the haemoglobin in the blood from carrying oxygen around the body, which causes the body tissue and cells to die.

The most common symptoms of mild carbon monoxide poisoning are:

Headache

Feeling sick (nausea) and dizziness

Feeling tired and confused

Vomiting and abdominal pain

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Contract and Asset Management

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If you need help to understand this information in another language or would like it in another format (audio version or large print) please call 01473 826622

