



woven

Advice on
maintenance,
safety and
servicing of gas
appliances.

GAS SAFETY

Gas safety refers to the legal and practical measures taken to ensure that all gas appliances, fittings, and installations within a property are **safe to use, properly maintained,** and **reduce risk to tenants.**

SIGNS OF UNSAFE GAS APPLIANCES



- Flames that are **yellow or orange** instead of steady blue
- **Pilot lights** that frequently go out
- **Soot, scorch marks**, or discolouration around appliances
- **Musty smells** or unexplained **condensation** on windows and walls

If you notice any of these signs, stop using the appliance and report the issue immediately.

EMERGENCY PROCEDURES

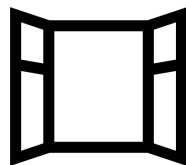
Turn off gas supply at main meter (usually located outside or against an outside wall).

Open windows / doors to ventilate property.

Do not use electrical switches, do not smoke, or light flames.

Evacuate the property and call the **Emergency Gas Line: 0800 002 001.**

Report the incident to Woven once safe.



CARBON MONOXIDE (CO) SAFETY

- **CO is a silent killer:** it is **colourless, odourless,** and **tasteless**, making it impossible to detect without a proper alarm.
- **CO alarms** are installed near boilers or just outside boiler rooms. These alarms alert you to dangerous levels of carbon monoxide.
- **Do not remove or tamper** with CO alarms. If your alarm is missing or faulty, report it immediately.
- **Replace the battery every six months.** A good rule of thumb is to change the battery when you adjust your clocks for daylight saving time. Replace the battery immediately if you hear 1 beep every minute = low battery.

RESPONSIBILITIES OF THE HOUSING ASSOCIATION

- **Annual Servicing:** Woven ensures that all gas appliances, heating systems, and associated pipework are inspected and serviced **once every 12 months** by engineers who are registered with the **Gas Safe Register**. This annual check is essential to confirm that appliances are operating safely and efficiently, and to prevent risks such as gas leaks or carbon monoxide poisoning.
- **Qualified Contractors Only:** Only engineers who hold a valid **Gas Safe ID card** are permitted to carry out gas-related work in tenant homes. These professionals are trained to identify faults, carry out repairs, and ensure compliance with safety regulations.
- **Safety Records:** After each annual gas safety check, tenants can request a copy of the **Gas Safety Certificate**. This document outlines the results of the inspection and confirms that the property meets legal safety standards.

TENANT RESPONSIBILITIES

- **Allow Access:** Tenants must allow access to their property for scheduled gas safety inspections. Failure to do so may result in enforcement action or temporary disconnection of the gas supply to ensure safety (see back page).
- **Report Issues:** Any signs of gas leaks, strange smells, or appliance faults should be reported immediately to the emergency services and Woven. Early reporting can prevent serious incidents.
- **Do Not Tamper:** Tenants must not interfere with gas meters, pipework, or appliances. Unauthorized tampering can be dangerous and may invalidate safety certifications.
- **Keep Areas Clear:** Access to gas meters and appliances must be kept clear at all times. Avoid storing bins, furniture, or other items near these areas to ensure safe and easy access for inspections and emergencies.

ACCESS: Your health and safety is a priority for us and it is a condition of your Tenancy Agreement that you allow us to complete checks in order to ensure that your gas or oil appliances and electrical systems are working safely. This is to keep you, your family and your neighbours safe. These checks are free of charge and could save your life.

- Our contractors will make an appointment with you. If it is not suitable, or you have specific needs, please contact us before the date for a more convenient appointment.
- If our contractor is unable to gain access, you will receive a letter with contact numbers to arrange another appointment.
- Repeated 'no access' visits cost time and money, and may result in you being charged for these. It is also a breach of the Tenancy Agreement and may result in legal action.

IMPORTANT

Remember that you must arrange for any gas appliances you own (cookers, fires etc. not supplied by Woven) to be installed and checked annually by a qualified Gas Engineer.



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