

What you must do

The council have a statutory duty to ensure gas safety and so we annually service all council-owned gas appliances e.g. fire, back boiler, water heater etc.

When your gas appliance(s) are due for a service, our contractor will write to you with an appointment date. Please ensure that you keep this appointment or arrange an alternative date.

Failure to have your gas appliance serviced every year may result in a build up of soot. This causes inefficient combustion which produces carbon monoxide.

Note: Failure to allow access to your property in order for any council owned gas appliance to be serviced could result in the council taking action to gain access to council homes to carry out this essential work.

If you have any queries or to make an appointment for an overdue gas service, call our gas servicing hotline:

☎ 020 8760 5588

Please remember if your council-owned gas appliance is not working properly it cannot be serviced.

Any repairs that need to be carried out should be phoned or emailed to:

Repairs

☎ 020 8726 6101

housing@croydon.gov.uk



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The Silent Killer

CARBON MONOXIDE POISONING

If you feel unwell, and your symptoms could be related to **CARBON MONOXIDE** you should immediately go to the Accident and Emergency Department at your nearest hospital or dial 999

Be Aware Be Safe

Out of hours, call our emergency number: ☎ 020 8726 6000

You can also call the National Gas Emergency Service at any time on ☎ 0800 111 999 for gas emergencies



Be Aware Be Safe

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FACT: Carbon monoxide from gas appliances kills a number of people in Britain each year

What is carbon monoxide?

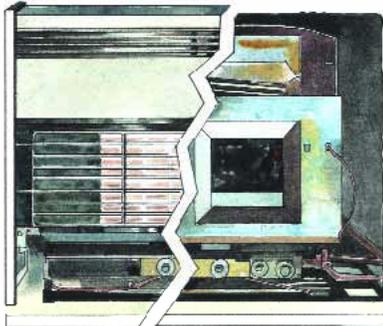
Carbon monoxide is produced when a faulty gas boiler or gas fire does not burn correctly. It is a toxic gas and can kill without warning, within a matter of hours. You can't see, taste or smell it.

Are you at risk?

You could be at risk if you sleep in a room where there is an **OPEN FLUED** appliance, like a gas fire or gas fire/back boiler unit. You are particularly at risk if you leave such appliances on throughout the night.

These appliances work by taking air from the room in which they are located, so ventilation must be good.

Gas fired back boiler



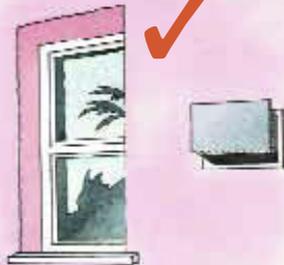
Example of fitted fire front

Inside view of associated back boiler unit

BALANCED FLUE or FAN FLUED

Appliances such as wall mounted boilers and water heaters are room sealed and take their air from outside your home.

Their flues are sited on the outside wall.



Gas cookers, which are flue-less appliances, also need air to burn gas correctly. If cooking for a long period, leave a window open to allow in fresh air.



Who could it affect?

Everyone. The most vulnerable are the elderly, young children, unborn babies and people with heart or respiratory illness.

Example grille/vent



What are the causes?

- The chimney, flue, ventilation grilles or vents being covered/blocked up.
- Gas appliances not working properly and which have not been checked or maintained regularly.

What are the symptoms?

Unexplained... DROWSINESS • HEADACHES • CHEST PAINS • STOMACH PAINS • FLU LIKE SYMPTOMS • DIZZINESS • NAUSEA

What to look for:

- Stains, soot or discolouration around the flue, radiants on the gas fire, appliance casing or decorations.
- Orange or yellow flames that should normally burn blue.
- Improvement from above symptoms when away from home.

What are the answers?

X NEVER use a gas appliance if you think it is not working properly.

X NEVER cover an appliance or block vents on top of gas fires or on top of or around boilers.

X NEVER block, seal or obstruct any fixed ventilation grilles or air bricks sited in the wall or floor.

X NEVER block or cover any outside flues or allow plants to grow over them.

X NEVER build a conservatory or lean-to onto an outside wall where there is a flue terminal.

X NEVER sleep in a room with an open flued appliance.

! **BE CAUTIOUS** wherever draught excluders or double-glazing is fitted to a room containing a gas appliance. The appliance should be regularly checked to make sure it is working properly.

CARBON MONOXIDE DETECTORS

Croydon Council provide and install carbon monoxide detectors where there are council-owned appliances.

