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Carbon Monoxide – the silent killer!



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Every year about 20 people in the UK die from carbon monoxide poisoning caused by gas appliances and flues which have not been properly installed or maintained. Many others also suffer ill health.

When gas does not burn properly excess carbon monoxide is produced.

You can't see it. You can't taste it. You can't even smell it. But carbon monoxide can kill.

Keeping you safe

The law says that Venture, as your landlord, must carry out a gas safety inspection in your home each year. Venture takes this legal responsibility very seriously.

If your appliances aren't serviced, they can break down or stop working properly, leaving you without heating or hot water. They can also seriously damage your health by exposing you to dangerous carbon monoxide fumes.

Allowing us in to your home to service your appliances each year is a condition of your tenancy agreement.



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Your pocket

When a gas appliance becomes less efficient, it uses more gas and costs you more money. For example, if you have a pre-paid meter you will need to top up your payment card more often. Gas appliances that are serviced regularly run more efficiently and offer you better value for money. This means having your annual gas safety check is better for your health and better for your pocket.



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The environment

Regular servicing can help reduce the level of pollutants your gas fire or boiler gives off. It also helps them work more effectively and therefore use less energy. This helps to protect the environment and the future of you and your children.

What is a Gas Service?

It's a free check on your gas appliances and supply.

A Gas Safety Register (formerly CORGI) engineer will carry out your annual gas service. The engineer will inspect your gas appliances, including fires and boilers and the flue or chimney. They will also check that the ventilation is right for the appliance, remove any blockages to the air vents and advise you to remove things in storage cupboards which may affect the performance or operation of the appliance.

The service may involve the removal and renewal of parts and cleaning. If there is a problem, we will put a warning sticker on the faulty appliance and disconnect it until it can be fixed.

We will do this as quickly as possible to limit any inconvenience to you. If we have to repair heating appliances during the winter months we will provide temporary heating to keep you warm.

Venture will only service the appliances that we own. You are responsible for appliances that you own, such as your cooker. However, we will look at any gas appliances you have fitted and tell you if we think there's a problem with your own appliance and what action you need to take.

Once the service is complete, we'll issue you with a safety certificate (called a CP12). You will be given a copy and we will keep a copy on file too.

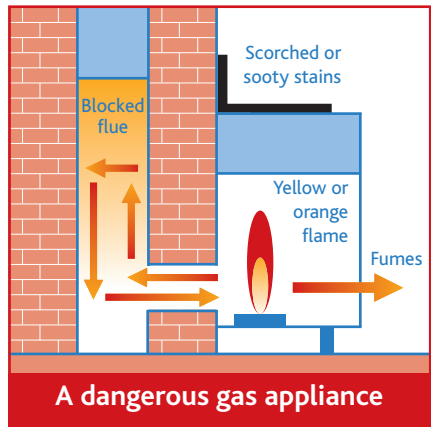
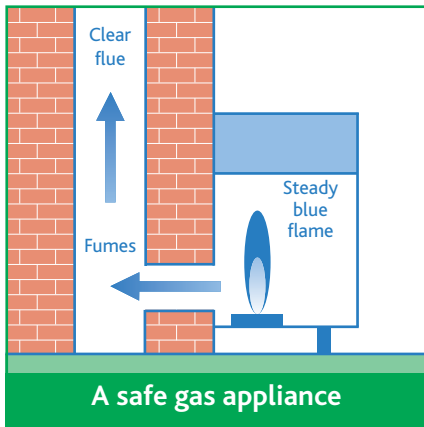
Before your next service is due, we will write to make a convenient appointment.

Because we know you're busy, we offer appointments up to 8pm Monday to Friday and until 1pm on Saturdays.

If you can't keep your appointment please let us know as missed appointments waste our time and your money.

Every one of our homes must have a gas safety check. .

| Do watch for | Don't |
|---|--|
| yellow or brown staining around gas appliances | use gas appliances if you don't think that they are working properly |
| pilot lights frequently blowing out | cover a gas appliance (a cooker or a fire) |
| more condensation around windows than normal | block or obstruct air vents |
| yellow rather than blue flames (apart from on flueless fires) | block or cover outside flues |



What you need to do:

- ✓ allow us into your home to complete this check
- ✓ have **credit on your meter** when we arrive
- ✓ call us if you can't keep an appointment and we will be happy to re-arrange it for you. You may be charged for a missed appointment, so please tell us if you won't be in
- ✓ **ask for our permission** before installing your own gas appliance and always use a Capita Gas Safe Registered engineer
- ✓ make sure that any gas appliances **you own** are maintained and checked by a Capita Gas Safe Registered installer at least once a year. We can provide this service for a small charge
- ✓ if you are concerned about the safety of your gas appliances **turn it off** and **don't use it** until it is checked
- ✓ if you suspect a gas leak, call the **Gas Emergency Freephone: 0800 111 999**

If you have any other questions or want to know when your next gas service is due, please call us on **0151 261 2199**.



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Useful telephone numbers:

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| Venture Housing Repairs Line | | 0151 261 2199 |
| National Grid (for gas emergency) | | 0800 111 999 |
| British Gas | | 0845 600 0560 |
| N-Power | (gas) | 0845 790 6050 |
| | (electricity) | 0845 714 5416 |
| Powergen | (gas) | 0800 363 363 |
| | (electricity) | 0800 731 3313 |
| Scottish Power | | 0800 270 0700 |

Translation, braille, audio tape and large print available on request



0151 261 2100

ستترجم عند الطلب

ব্রাধ করলে এর অনুবাদ করানোর ব্যবস্থা করা হবে

若有需要時將會翻譯成中文。

अनुसोध करने पर अनुवाद करने की व्यवस्था की जाएगी।

ਬੇਨਤੀ ਕਰਨ 'ਤੇ ਤਰਜਮਾ ਕਰਵਾਇਆ ਜਾਵੇਗਾ

درخواست کرنے پر ترجمہ فراہم کیا جائے گا۔

Marka la sooda codsado ayaa laturjumi doona.

Si vous voudriez cette information dans une autre langue, ou dans un autre format tel que Braille ou grande copie svp contactez-nous sur **0151 261 2100**.

Si usted quisiera esta información en otra lengua, o en otro formato tal como Braille o ampliación de foto por favor éntrenos en contacto con en **0151 261 2100**.

Se você gostar desta informação em uma outra língua, ou em um outro formato tal como Braille ou a cópia grande por favor contate-nos em **0151 261 2100**.

Jesli Chcialbys otrzymac ta informacje w innym jezyku lub formacie np. jezyku Braille/teks napisany duza czcionka. Zadzwon pod numer **0151 261 2100**.

Contact details

Venture Housing Association Limited, Venture House
212H Boaler Street, Liverpool L6 6AE

Tenant helpline: **0151 261 2100** (Lines are open Monday to Friday, 9am to 5pm)

www.vha.org.uk Email: **info@ventureha.co.uk**

Please note, if you call our helpline outside these hours a trained operator will offer advice and take a message which will be passed on to the Venture team on the next working day.

Repairs hotline: **0151 261 2199**

Rent payment helpline: **0800 389 4438**

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