



# Gas servicing and safety in your home

*A landlord services information leaflet*



CITY OF  
**Lincoln**  
COUNCIL

Together, let's deliver  
Lincoln's ambitious future



## Overview

Every year people die or suffer from the effects of carbon monoxide poisoning due to faulty gas appliances.

As your landlord, we are bound by law to carry out an annual safety check on your gas appliances and as a tenant, you have responsibilities too. This information booklet sets out what these are, how to avoid putting yourself at risk from faulty gas appliances and what you can expect from your annual gas service.

The City of Lincoln Council will ensure that all properties with a gas appliance owned by us, receive an annual service and safety check.

**This work is free of charge.**

**City of Lincoln Council need to gain access to service gas appliances within 12 months of the previous Landlord Gas Safety Record as per Gas Safety (Installation and Use) Regulations 1998.**

## Important Gas Safety Tips

- Never try DIY with gas appliances.
- Make sure your gas meter is clear of obstructions.
- Don't block up ventilation air bricks and ensure that flue terminals are kept clear at all times.
- Never use a gas appliance if you think it's not working properly and never cover appliances.
- Whenever draught exclusion, double glazing or a conservatory extension is fitted to a room containing a gas appliance, the appliance should subsequently be checked for safety.
- Be cautious if buying second hand gas appliances—don't scrimp on safety.
- Always follow appliance user instructions.
- Only ever employ gas safe registered persons to work on any of your own appliances.

## Cooker Installations in Flats and Tower Blocks

It is your responsibility, for your safety and the safety of others, to ensure your gas cooker or hob is installed and maintained by an approved person (Gas Safe registered).

We would like to make you aware of legislation regarding the installation of new cookers in flats, maisonettes and tower blocks. By law, any new cooker now installed in these properties must be fitted with a flame failure device. This means that if the flame goes out, gas cannot leak into the room. New cookers will have labels telling you if they are suitable for fitting in your home. Gas engineers will not fit cookers without the safety device in flats, maisonettes or tower blocks.

During the annual gas service your existing cooker will be visually inspected. You do not need to change the cooker unless the engineer advises you it is unsafe.

## Tenant Owned Appliances

During the testing of any chimney or flue owned by us it may be necessary to remove any appliance owned by you connected to our flue. We will need manufacturer's instructions to work on any appliance owned by you, if these are not available we may have to isolate the appliance and issue a warning notice. Any appliance owned by you and found to be unsafe will be isolated. It is your responsibility to ensure appliances owned by you are serviced and maintained using only gas safe registered engineers. Please be aware the council nor its contractors will undertake this work for you.



## Our duty as your landlord

### We will make sure that:

- Gas fittings, appliances, pipe work and flues installed by the City of Lincoln Council are maintained in a safe condition.
- All installations, maintenance safety checks and annual gas servicing are carried out by a Gas Safety-Registered gas installer.
- A gas service/ safety check is carried out on each appliance/flue that is owned by the City of Lincoln Council in your home every year.
- We will show you how to use your heating system efficiently.
- We keep a record of each annual gas service and we will send you a copy of the current gas safety certificate.
- A visual inspection is completed on your own appliances e.g. cookers and gas fires.
- If you are moving into a new home all gas appliances/flues will be isolated until a test and advice check is carried out, which you will need to book through customer services.

## Your obligation as a tenant

### You will make sure that:

- You allow us access to your home, during normal working hours (Monday-Friday between 8am-5pm) to carry out maintenance or safety checks on our gas appliances. You should always use a Gas Safe-Registered gas engineer to carry out any work to a gas installation in your home as they have the training and experience to work with gas safely.
- If you have any doubt about the safety of gas equipment, it should be turned off and you should contact the emergency service provider on 0800 111 999.
- Failure to give us reasonable access is dangerous for you, your family and neighbours. It is also a breach of your tenancy conditions, which will result in us taking legal action.
- If for any reason you are sleeping in a room that contains a gas appliance, please contact us for further safety advice.

## City of Lincoln Council Gas Servicing Procedure

Our heating contractors will write to you two weeks prior to your booked service date.

Please note that a morning appointment is between the hours of **8:00 -12:00** and an **afternoon appointment** is between the hours of **12:01- 17:00**.

These are engineer arrival times, the engineer will then need to carry out the service. If your appointment is not convenient, please telephone 01522 440160 (9:00 to 17:00 Monday to Friday) as soon as you can to rearrange it.

- You should ensure that a responsible adult is at home whilst the service is being carried out.
- Approximately **one day** before the appointment, the contractor will telephone and text you to remind you of the appointment.
- If you have a gas/electric meter, check there is credit available on both meters. We need this to carry out your service.
- If you have a gas fire, switch it off and let it cool down before we arrive and move any personal items away from the fire.
- The gas engineer attends on the agreed date and providing that access is granted, the annual service is completed.
- If there is no-one at home a card will be left advising you that a visit was made.
- A second service letter is sent the following day with another appointment, approximately seven days after the date of the letter.
- Approximately **one day** before the second appointment date, the contractor will telephone and text you again.
- If no-one is at home another card will be left and the engineer will tape the door and keyhole with service warning tape.
- The council will then issue you with a final warning letter. You will be given seven days to make contact and book an appointment.
- If the service is not completed within the seven days, it will be referred to your Housing Officer to commence further action.

**If you do not allow reasonable access to the property, you are in breach of your tenancy agreement and legal action will be taken against you.**

## Danger Signs

Contact us immediately if you notice any of the following danger signs:

- Sooting or staining marks on or around any gas appliance.
- A yellow or orange lazy flame – not crisp and blue.
- A higher level of condensation than normal in the room where the gas appliance is installed.
- Anyone in your household suffering from drowsiness, headaches, nausea or pains in the chest when using a gas appliance.
- Smell of gas.

If you spot any of these signs, turn off the appliance and call the National Grid/ Cadent on 0800 111 999 and the City of Lincoln Council Customer Services on 01522 873333.



## Obtaining copies in alternative formats

The City of Lincoln Council is passionate about promoting equality and diversity. If you have difficulty in understanding anything in this document, please call us on 01522 873333, or email us at [customer.services@lincoln.gov.uk](mailto:customer.services@lincoln.gov.uk), where we can call in an interpreter for you.

### Bangla

ইকোয়ালিটি এন্ড ডাইভার্সিটির (সমতা ও বৈচিত্র্যের) অগ্রগতি করতে এই সিটি অভ লিঙ্কন কাউন্সিল প্রবল ভাবে উৎসাহী। এই নথিতে কোন কিছু বুঝতে আপনার অসুবিধা হলে, দয়া করে 01522 881188, নম্বরে আমাদের কল করবেন অথবা [customer.services@lincoln.gov.uk](mailto:customer.services@lincoln.gov.uk), ঠিকানায় আমাদের ইমেইল করবেন যে ক্ষেত্রে আপনার জন্য আমরা একজন দোভাষীকে ডেকে আনতে পারব।

### Bulgarian

Община Линкълн изключително много държи да насърчава равенството и разнообразието. Ако се затруднявате да разберете нещо в този документ, моля, обадете ни се на номер 01522 881188 или ни изпратете имейл на [customer.services@lincoln.gov.uk](mailto:customer.services@lincoln.gov.uk), където можем да Ви свържем с преводач.

### Chinese (Simplified, PRC)

林肯市议会 (the City of Lincoln Council) 热衷于促进平等与多样性。如果您难以理解本文档中的任何内容, 请致电01522 881188与我们联系, 或发送电子邮件 [customer.services@lincoln.gov.uk](mailto:customer.services@lincoln.gov.uk), 我们可以为您提供翻译服务。

### Lithuanian

Linkolno savivaldybė aistringai skatina lygybę ir įvairovę. Jei jums sunku suprasti tai, kas parašyta šiame dokumente skambinkite mums 01522 881188 arba rašykite el. paštu [customer.services@lincoln.gov.uk](mailto:customer.services@lincoln.gov.uk) ir mes galėsime jums suorganizuoti vertėją.

### Polish

Radzie Miasta Lincoln zależy na promowaniu równości i różnorodności. Jeżeli mają Państwo trudności ze zrozumieniem treści zawartych w niniejszym dokumencie, prosimy skontaktować się z nami pod numerem telefonu 01522 881188 lub wysyłając e-maila na adres [customer.services@lincoln.gov.uk](mailto:customer.services@lincoln.gov.uk), w ten sposób będziemy w stanie zamówić usługi tłumaczeniowe dla Państwa.

### Romanian

Consiliul oraşului Lincoln este pasionat de promovarea egalităţii şi a diversităţii. În cazul în care întâmpinaţi dificultăţi în a înţelege ceva din acest document, vă rugăm să ne sunaţi la 01522 881188 sau să ne trimiteţi un e-mail la [customer.services@lincoln.gov.uk](mailto:customer.services@lincoln.gov.uk), şi vă putem chema un interpret.

### Russian

Городской совет г. Линкольн пропагандирует принципы равенства и культурного разнообразия. Если Вы не уверены, что можете прочитать и понять данный документ или его части, убедительная просьба позвонить нам по телефону 01522 881188 или написать по адресу [customer.services@lincoln.gov.uk](mailto:customer.services@lincoln.gov.uk). Мы запросим для Вас услуги переводчика.

If you would like this information in an alternative format, for example enlarged print or electronically, please contact us on 01522 873333 or email [customer.services@lincoln.gov.uk](mailto:customer.services@lincoln.gov.uk).

## Further information

If you have any comments on what you have read in this guide, or any service that you receive from the city of Lincoln council, please let us know. Equally, we are interested in any suggestions that you have on how to make this a more user-friendly document.

**Website:** [www.lincoln.gov.uk](http://www.lincoln.gov.uk)

**Email:** [customer.services@lincoln.gov.uk](mailto:customer.services@lincoln.gov.uk)

**Telephone:** 01522 873333

**Write to:** Directorate of Housing and Investment  
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