

Gas Safety Tips



If you smell gas

Report it to SGN on 0800 111 999 immediately.

There is no need for LHA to send our contractor as SGN will advise from site if further works are required.

Know what to do.

Open all doors and windows and turn gas off at emergency control valve

Call SGN on 0800 111 999 – they will ask property specific questions and give further instruction and advice on what to do

If your CO detector is going off

instructions are the same as above – contact SGN immediately. You cannot smell carbon monoxide gas so trust your alarm



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Gas Servicing - Your Responsibilities

As your landlord LHA have a legal responsibility to ensure our gas appliances within your property are serviced annually. This a legal requirement and you must provide access to allow the service to be carried out.

Pre-payment meters require both gas and electric credit to allow the service to be carried out.

If you have installed your own gas fire this should be serviced independently, at your own expense, on an annual basis.

The annual service appointment is usually made 10 months after the last service was carried out to allow us time to gain access and deal with any problems such as a lost gas card, illness, holidays etc. Failure to provide access will result in forced entry to ensure the gas supply is made safe, this is always a last resort.

Gas Repairs (LHA contractor - GasSure)

Our contractor attends emergency repairs 24/7, 365 days a year. Out with normal office opening hours you can contact GasSure directly on 01294 468 113.

Contractor repairs boiler, radiators, water heaters, gas pipes, flue and central heating pipework.

Gas cookers and fires installed by tenants are a tenant responsibility (always ensure you are using a GasSafe registered engineer).

Gas Audits (LHA Contractor - Argon Technical)

LHA employ an external gas auditor to check approximately 10% of gas services and installations, these addresses are randomly selected.

All gas engineers working for GasSure and Argon Technical are Gas Safe Registered.



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