

Your Annual Gas Safety Check

Better
safe than
sorry!



We are working hard to make sure you stay safe.

A key part of this is making sure we do an **annual gas safety check** on all our homes.

THIS CHECK IS VERY IMPORTANT AND CAN HELP SAVE LIVES.

It makes sure that the gas appliances, fittings and flues in your home are safe. This includes things like central heating, boilers and gas fires.

If you **smell gas** or think there might be a gas leak, call the free 24-hour national gas emergency number immediately on **0800 111 999**.



Tips on keeping warm and saving energy around the home.

The recommended temperature for sitting rooms and bathrooms is 18 - 21°C. Turning your thermostat down a single degree can save on your heating bill.

Move your sofa, big furniture close to your radiator can stop heat reaching the room. Move them an inch or two away for better air circulation.

If you have thermostatic radiator valves use them in the rooms that you are using and turn them down or off in rooms you are not using. All rooms should be heated occasionally to avoid the risk of condensation and mould growth forming.

Curtains and blinds help keep the heat in, close them as soon as it starts to get dark. Using draught excluders at doors keeps the heat in the room.

Feeling chilly? Put on an extra layer of clothing - an extra jumper or a pair of socks can make all the difference and save you money.

Use a higher tog duvet on your bed to avoid using heating overnight.

Why not try a hot water bottle? Use leftover water from the kettle when making a hot drink to fill it up.

Get some extra blankets and keep them near to the bed to put on if you feel cold during the night.

Unplug your devices - your phone, tablet or TV still use energy on standby.

GETTING IN TOUCH

If you are struggling to pay your bills, our team may be able to help. You get in touch by completing our online form www.platformhg.com/our-team-can-help or by calling **0333 200 7304** and asking for our Successful Tenancies Team.



Why Boiler Servicing is important!

There are lots of reasons why you need to get your boiler serviced, the most important one is to keep your loved ones safe from harm.

Here are some more reasons:

- Getting your boiler serviced regularly will help to keep it running safely. A well-maintained boiler uses energy more efficiently.
- A faulty boiler can be incredibly dangerous – every year, there are around 60 deaths from accidental carbon monoxide poisoning in England and Wales.
- New legislation means that we will be fitting Carbon monoxide detectors in all homes and making sure those that have them are maintained and working effectively.
- During your boiler service, a PHG Gas Safe registered engineer will check for leaks and issues, giving you the peace of mind that comes from protecting your family.
- Servicing may seem like an inconvenience, but it could help to save you money overall.
- During your service, your engineer will carry out a host of checks to make sure that your boiler is working efficiently.
- As well as boiler servicing, we will be checking fire alarms and carbon dioxide (CO) detectors to ensure they are working correctly.
- In homes where there is no carbon monoxide detector we will be fitting them as part of the revised Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022.

Following this guidance will save you money over time, as a more efficient boiler costs less to run.

If you feel that any installed detectors are faulty, report these to Platform Housing Group immediately via our Customer Portal, our online web chat service or by calling **0333 200 7304**.

Keep yourself, your loved ones and your boiler safe, keep warm and save money!

