

Is the flame from the gas appliance yellow and lazy?

Have a look at the gas flame, for example whilst cooking. The flame should be crisp and blue. A floppy yellow or orange flame may be a sign that the appliance is not working correctly (except for fuel-effect fires that display this colour flame).

Is there soot or staining?

Dark staining around an appliance (like a gas fire) is a sign that it may not be working correctly and could be producing carbon monoxide.

Is there a build-up of condensation?

A build-up of condensation in the room where there is a gas appliance is a sign that an appliance may not be working correctly and could be producing carbon monoxide.

If you suspect a gas appliance may not be working correctly:

- Turn the appliance off and call a Gas Safe registered engineer to check the appliance.
- If you suspect carbon monoxide poisoning, seek medical help immediately.
- If you smell gas or think there might be a gas leak, turn off the gas at the meter, put out naked flames, open windows and do not operate any electrical switches.
- Call the gas emergency number for your area (available 24 hours a day, 365 days a year).
 - Great Britain **0800 111 999**
 - Northern Ireland **0800 002 001**
 - Isle of Man **0808 1624 444**
 - Guernsey **01481 749 000**
 - Jersey **01534 755 555**
 - For LPG gas contact your supplier directly.

How else can you help?

Is there a carbon monoxide alarm in the property? If they don't have a carbon monoxide alarm, encourage them to buy one. They cost around £20 from DIY shops, supermarkets, or their energy supplier. Get an audible alarm marked EN 50291 and with the British Standards Kitemark. Special carbon monoxide alarms are available for the hard of hearing.

Are vents or chimneys blocked to stop draughts?

Gas appliances need ventilation to work correctly, and it is important that vents are not blocked to stop draughts.

Is the person you care for renting their home?

In rental properties the landlord is legally responsible for the maintenance of the gas appliances that they provide, including pipework and flues. They must also arrange a gas safety check with a qualified Gas Safe registered engineer every year and provide proof of this annual check by giving the tenant a copy of the Landlord's Gas Safety Record.

