

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 sooting or staining?

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

If you suspect an 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, do not operate any electrical switches and immediately call the gas emergency number for your area (available 24 hours a day, 365 days a year).

- Great Britain: **0800 111 999**
- Guernsey: **01481 749 000**
- Isle of Man: **0808 162 4444**
- Northern Ireland: **0800 002 001**

For LPG 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 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 these are not blocked to stop draughts.

Does the person you care for use the cooker to heat a room?

Only use gas appliances for their intended purpose. For example, it can be dangerous to use a gas cooker as a form of heating. If you see the person you care for using a cooker to heat a room you must turn the cooker off and open a window to get some ventilation into the room.

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, 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.