

think


CO

CARBON MONOXIDE

**RESOURCES AND USEFUL
INFORMATION**

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CONTACTS

EMERGENCY CONTACTS

Gas emergency service

(England, Scotland and Wales)

0800 111 999

Gas emergency service

(Northern Ireland)

0800 002 001

OTHER CONTACTS

Gas Safe Register

The place to find your nearest Gas Safe registered engineer

0800 408 5500

gassaferegister.co.uk

HETAS

The place to find your nearest chimney sweep and solid fuel appliance fitting and maintenance engineer

01684 278 170

hetas.co.uk

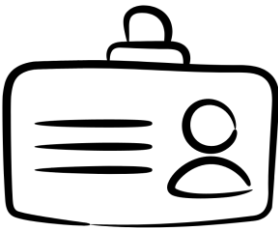
OFTEC

The place to find your nearest oil fuel appliance fitting and serving engineer

01473 626 298

oftec.co.uk

Preventing CO poisoning before it becomes an issue is the best action for everyone. It's a legal requirement to use a Gas Safe registered engineer to look at, fix and repair gas boilers and gas appliances. All gas boilers and appliances should be serviced every year.



Always encourage your clients to ask for an engineer's ID card when they arrive to do any work.

ALARMS

You should follow the instructions specific to your new CO alarm as they will vary. Always read the instructions that come with it. *The main recommendations are:*

Always fit a CO alarm which has the British Standard EN 50291 code and a British Standards Kite Mark



Always fit an alarm that can be heard and would wake you up if you were asleep.
Ideally, fit an alarm in every room where there is a potential source of CO



If you buy one alarm, fit it where there is a source of CO and where people spend most of their time.
Ideally, fit it high up in the room, around 15 to 30cm from the ceiling or a light fitting.
Ideally, fit it 1 to 3m from the cooking/heating appliance.
In a bedroom, fit or place an alarm at bed or breathing level.



Consider clients with sensory deprivation.
Specialist alarms are available



It's better to have one alarm than none. If easier, place it on a shelf or on top of a cupboard so it can be moved around the house. Avoid fitting alarms where there are draughts or in damp or enclosed areas.
Even if a home is all electric, remember CO can be present in a neighbour's home and get into the home through a blocked flue etc.

LANDLORD RESPONSIBILITIES

Across the UK, all landlords are responsible for the safety of their tenants. The Gas Safety (Installation and Use) Regulations 1998 sets out landlords' duties to make sure all gas appliances, fittings and flues provided for tenants are safe. This includes an annual gas safety check which should be undertaken by a Gas Safe registered engineer. The check should include a CO test and cover any LPG in the property.

Legislative changes in 2022 affect CO alarms and landlord responsibilities across the UK.



England



All rented properties (private or social) and new builds with a fixed combustion appliance other than a gas cooker, must fit a working CO alarm. All alarms must be checked under any new tenancy and be maintained by the landlord. This does not affect people who own their own homes.



Scotland

All Scottish homes where there is a carbon fuelled appliance such as a boiler, fire (including open fires), heater and stove or a flue, must have a working CO alarm. This law affects all homes whether rented (private or social landlords) and owner occupied.

Wales

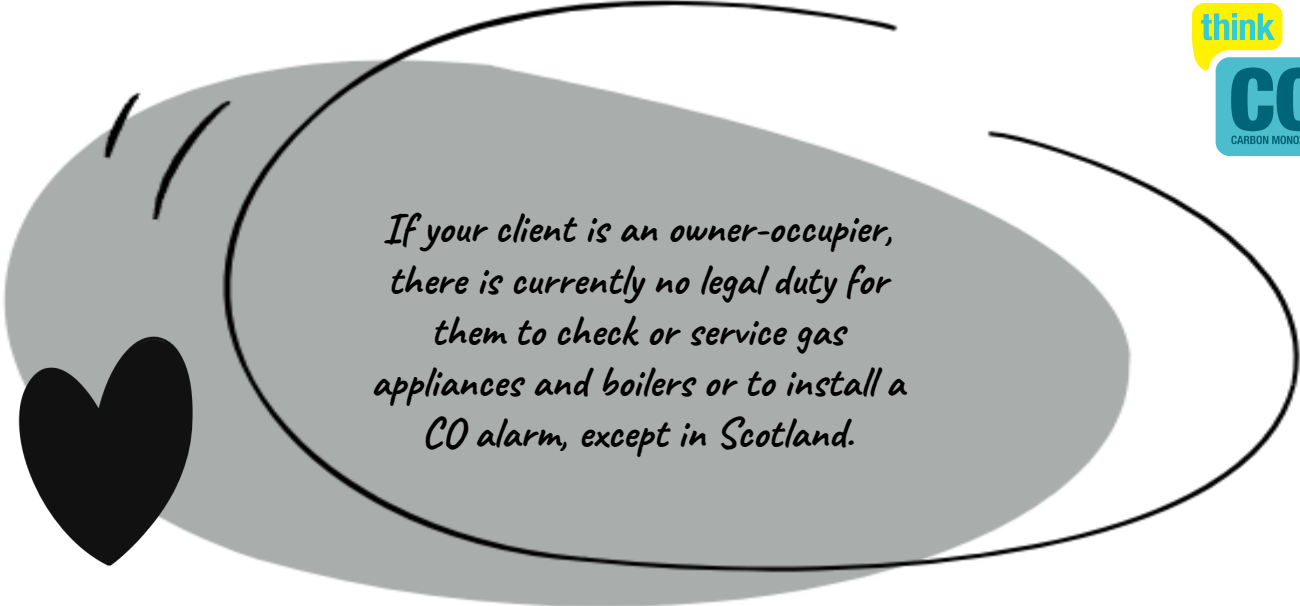
Landlords (private and social) and their agents in Wales must provide CO alarms where there is any gas appliance, an oil-fired combustion appliance, or a solid fuel burning combustion appliance in a rented property. This does not affect people who own their own homes.



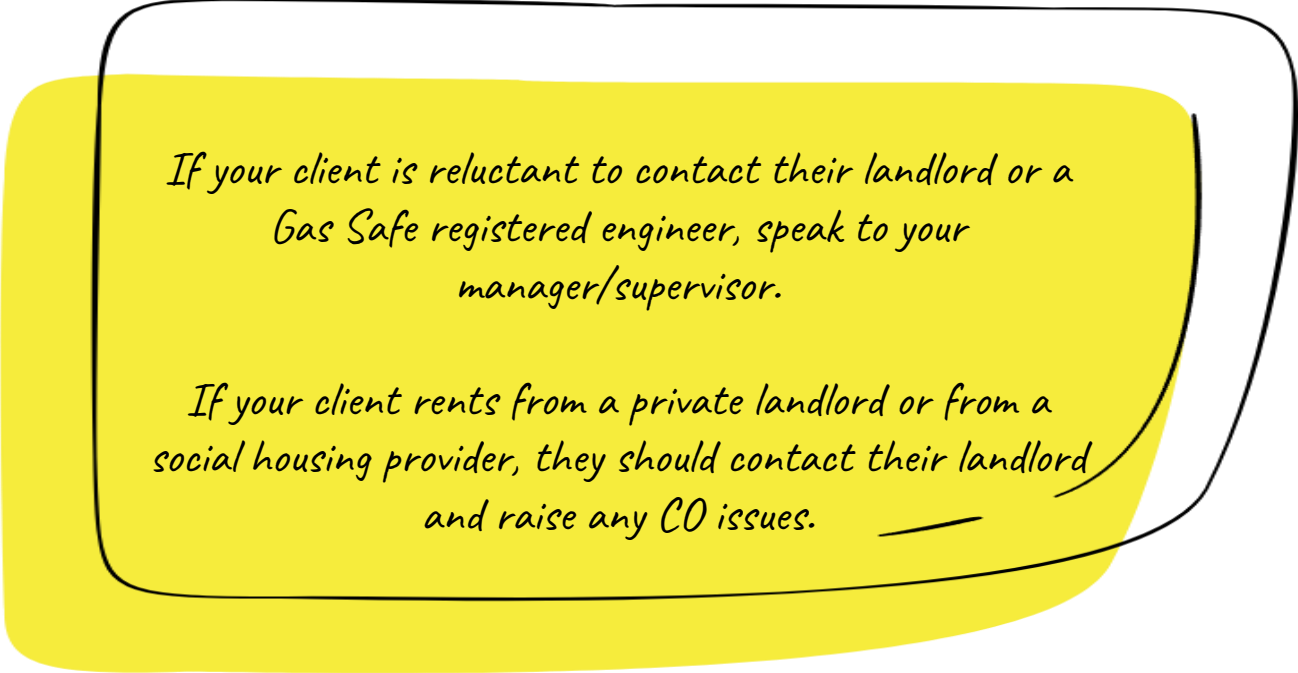
Northern Ireland

The legislation matches the Welsh legislation. The Private Tenancies Act requires CO alarms to be installed in privately rented homes and places a duty on landlords to repair them. All homes (private and rented) in Northern Ireland which install a new carbon fuelled appliance not designed only for cooking purposes are required to have a CO alarm.



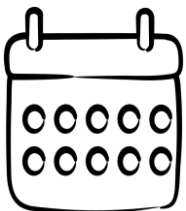


If your client is an owner-occupier, there is currently no legal duty for them to check or service gas appliances and boilers or to install a CO alarm, except in Scotland.



If your client is reluctant to contact their landlord or a Gas Safe registered engineer, speak to your manager/supervisor.

If your client rents from a private landlord or from a social housing provider, they should contact their landlord and raise any CO issues.



Both the battery and the CO sensor in an alarm will wear out. No CO alarm should be more than 10 years old.



There are premises and tenancies that are exempt from CO alarm legislation. These include:

EXEMPTIONS

- Care homes and hospitals
- A tenancy which the occupier shares accommodation with the landlord or member of the landlord's family
- A tenancy which is let on a lease for seven years or more
- Student halls of residence
- Hostels.

However, if a gas appliance is replaced (excluding cooking appliances), the Building Regulations for the UK stipulate a CO alarm must be installed with the appliance as part of the installation.



Best practice would be to follow CO alarm legislation for privately rented accommodation.



PRIORITY SERVICES REGISTER

All energy and water suppliers serving England, Wales and Scotland have a Priority Services Register.

In Northern Ireland, the equivalent scheme is called the Customer Care Register.



People eligible to sign up to it can get extra help and support with their energy supply. This can include:

- ✓ *Priority reconnection if their supply is interrupted*
- ✓ *Alternative facilities for cooking and heating if their supply is interrupted*
- ✓ *Annual gas safety checks*



It's free to join and is voluntary.

ELIGIBILITY

Generally, people could be eligible for Priority Services Register if they:

- ✓ *Have reached state pension age*
- ✓ *Are disabled or have a long-term medical condition*
- ✓ *Are recovering from an injury*
- ✓ *Have a hearing or sight condition*
- ✓ *Have a mental health condition*
- ✓ *Are pregnant or have children under 5*
- ✓ *Have extra communication needs (such as if you don't speak or read English well)*
- ✓ *Are shielding or clinically vulnerable.*

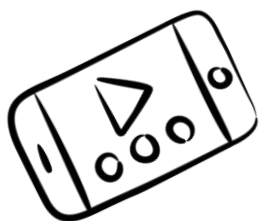
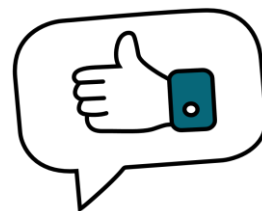


Your client can contact their energy supplier for more details. Alternatively, they can visit the-psr.co.uk website where they can request to join their supplier's Priority Services Register. This is especially useful if your client is unsure who their supplier is. If the client changes supplier, they will have to re-register with their new supplier

VIDEOS AND GUIDES

We've created some great videos that you can play to people you visit. They can help them to understand the importance of CO and how to stay safe.

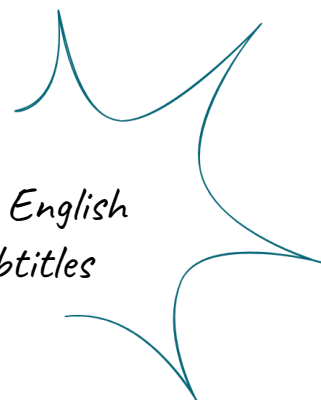
Click here for a British Sign Language version of the video



Click here for a Bangla version of the video

Click here for a Hindi version of the video

Click here for the English version with subtitles



Think CO awareness leaflets are available in 15 different languages, including Polish, Urdu, and Welsh.



Click here to download the Think CO awareness leaflets (including in community languages)

Click here to download the Think CO app. It's an excellent resource for staff and volunteers with little or no CO knowledge who support vulnerable people including in their own homes.

Click here to download a list of support services that may be able to help your clients

Click here to visit our website where you can find even more resources!



SUMMARY

Preventing CO poisoning before it becomes an issue is the best action for everyone.

All gas boilers and appliances should be serviced every year.

When fitting a CO alarm, follow the instructions for guidance on placement.

If you have any queries or want to know about how we can support you, email us at:

thinkco@gassafecharity.org.uk