

# **Boiler Advice**

## **If you can smell Gas**

If you can smell gas and suspect that there may be a gas leak in your property then contact the Gas Emergency Services immediately.

**Tel: 0800 111 999 24 hours per day, 7 days per week.**

### **Do:**

-Open all doors and windows.

### **Do not:**

-Turn any electrical switches on or off.

-Put on your gas hob, smoke, strike any matches or do anything that could ignite the gas.

## **Signs that your boiler has a problem**

- Sounds- Unusual sounds coming from your boiler, such as clanging.
- Pressure- Boiler regularly losing pressure or with very high pressure.
- Pilot Light- If your boiler has a pilot light this should be lit and be a blue colour. If the pilot light is orange, or not lit, then check how to restart or reset your boiler in the boiler manual.

## **What to check**

You should never try to fix a broken boiler yourself. However, the following checks can be safely carried out before seeking professional assistance.

### **1. Do you have power?**

Without power your boiler will not work. Check if your boiler is on by checking the display and making sure that it's lit. Are your timings as they were? A power cut could have reset your boiler.

### **2. Gas Supply**

Check whether other gas appliances, such as your hob, are working. If other gas appliances are not working then contact your gas supplier to report.

### **3. Water Supply**

Check that you have water supply to your property by running a tap. If you have no water supply to your property contact your local water supplier for advice.

### **4. Turn up your Thermostat**

Adjust your thermostat to see if the boiler kicks in. Alternatively, if you have your heating set on a timer, make sure that the clock is set to the correct time.

### **5. Reset your boiler**

Try Resetting your boiler by following the manufacturer's manual. Many boiler manuals can be found online.

### **Emergency Temporary Heating**

Emergency temporary heating is available from West Sussex County Council for £1.00 as a stop gap for eligible residents without a working heating system.

Applicants must meet the following criteria:

- In receipt of means tested benefit

OR

- with a net household income of less than £18,000 and
- a) Aged over 60 years old
- b) With a dependent child under 16 years of age
- c) Pregnant
- d) Suffering from a long term health condition worsened by living in a cold home

For further information please contact the Housing Standards Team.

**Email: [Housingstandards@midsussex.gov.uk](mailto:Housingstandards@midsussex.gov.uk) Tel: 01444 477292.**

### **Financial Assistance for Boiler Replacement**

Depending on your eligibility, support may be available for a range of energy efficiency measures including boiler replacement.

The following websites provide further information on the current schemes that are available:

- <https://www.simpleenergyadvice.org.uk/>
- <https://energysavingtrust.org.uk/home-energy-efficiency/financial-support>
- <https://www.westsussexenergy.co.uk/>
- <https://applyforleap.org.uk/apply/>

### **Advice for Tenants and Landlords**

#### **Gas Safety**

Landlords must ensure that boilers undergo a safety check by a Gas Safe registered engineer every 12 months.

By law, a copy of the Landlord Gas Safety Record must be provided to tenants within 28 days of the annual gas safety check and for new tenants at the start of their tenancy.

To check whether an engineer is registered visit [www.GasSafeRegister.co.uk](http://www.GasSafeRegister.co.uk) or call **0800 408 5500**.

For further information on gas safety call the free Gas Safety Advice Line on 0800 300 363.

### **Boiler Repair/Replacement**

In the event that a boiler stops working, Landlords must ensure that it is repaired or replaced within a reasonable timescale.

What is deemed as being reasonable will vary depending upon the time of year, external weather conditions and whether or not there is an alternative means of providing hot water and/or heating.

In cases where a landlord fails to take appropriate action, enforcement action may be taken by the Council in the form of a legal notice. Please contact the Housing Standards Team for further advice.

**Email: [Housingstandards@midsussex.gov.uk](mailto:Housingstandards@midsussex.gov.uk) Tel: 01444 477292.**