

GAS ESCAPE OR SMELL OF FUMES

1. Turn off gas supply immediately at the meter/emergency control valve.
2. Extinguish all sources of ignition
3. Ensure they do not operate electrical light or power switches (on or off)
4. Ventilate the building(s) by opening doors and windows
5. Ensure they do not smoke
6. Ensure access to the premises can be made

Report the escape to Gas Emergency Service Provider “**National Grid**” (ESP) **Tel no 0800 111 999** and telephone the tenant back with details given by the ESP. However, collect as many of the following details as possible before reporting to Gas Emergency Service Call Centre.

- Address where the leak/fumes has been detected.
- Name and telephone number of the gas user.
- Name and telephone number of the person reporting the suspected escape.
- Place where the smell is most noticeable.
- Time when the smell was first noticeable.
- Whether the emergency control is turned off.
- If the emergency control valve is turned off, whether there is still a smell of gas/fumes.
- If it is not turned off, the reason why (Emergency control not accessible or broken etc.)
- Whether there is a smell of gas outside the property.
- Any special circumstances (e.g. elderly or handicapped residents, access problems etc.)

Obtain the following information from the Gas Emergency Service Provider
And keep a record of:

- The job number
- The date and time of report
- The person to whom you reported the incident

Contact Centre to telephone tenant with above details.

IMPORTANT NO JOB SHOULD BE RAISED TO ATTEND THE PROPERTY BEFORE THE EMERGENCY SERVICE PROVIDER.