



**“He took
my money
then my
daughter’s
life”**

**Better Gas Safe than sorry.
Your guide to gas safety.**



“He took my money then my daughter’s life”

In 2004, Anne bought a house that needed a new central heating system and gas fire. She knew she needed a gas fitter who was registered, and thought the person she found was qualified to do the job.

When Anne returned from work on Good Friday the following year, she knew something was wrong as soon as she entered the house. She called for her 14 year old daughter and rushed upstairs to find her lying on the floor. She had no pulse and there were bubbles around her mouth caused as she had struggled to breathe.

“.....
I wiped the bubbles from her mouth with my shirt, and held her to me. My child was dead.
.....”

The emergency services came and realised immediately that it was carbon monoxide poisoning.

Anne ultimately discovered, although the person who fitted the gas fire was registered, he was working illegally because he was not qualified or registered to carry out work on gas fires. He was prosecuted and received a two-year sentence for manslaughter. That finished on her birthday.

“.....
He took my daughter’s life, and he took my life away. My message to anyone who wants gas work done in their home is never use an illegal gas fitter and always check the fitter’s card to make sure they are Gas Safe registered and qualified to do all the work you need doing. And I would urge everyone to fit an audible carbon monoxide alarm. If something does go wrong it can save your life.
.....”



Hear Anne’s story at
[GasSafeRegister.co.uk/truestories](https://www.GasSafeRegister.co.uk/truestories)

A true story illustrated by actors.

BETTER GAS SAFE THAN SORRY. ALWAYS CHECK THE CARD.



0800 408 5500
GasSafeRegister.co.uk



Better Gas Safe than sorry.
Always check the card.

Put this sticker on your boiler by the control, to remind you to always check the engineer's Gas Safe Register ID card.

KEEP SAFE IN YOUR HOME WITH THESE TOP TIPS:

- Only use a Gas Safe registered engineer to fit, fix or service your appliances.
- Always check the engineer's Gas Safe Register ID card.
- Check the engineer is qualified for the work you need doing – you can find this information on the back of their ID card, on our website or by calling us.
- Get your gas appliances regularly serviced and safety checked every year.
- Carbon monoxide can kill. Fit an audible carbon monoxide alarm certified and marked to EN 50291. It should also have the British Standards' Kitemark or another European approval organisation's mark on it.
- Check for warning signs that your appliances are not working correctly e.g. lazy yellow flames, black marks or stains around the appliance and too much condensation in the room.
- Remember the six main signs and symptoms of carbon monoxide poisoning: headaches, dizziness, nausea, breathlessness, collapse and loss of consciousness. If these symptoms disappear or become less noticeable when away from home, this can be a sign that carbon monoxide is present.

GAS SAFETY AT HOME

Badly fitted and poorly serviced appliances can cause gas leaks, fires, explosions and carbon monoxide poisoning. Carbon monoxide is a highly poisonous gas. You can't see it, taste it or smell it but it can kill quickly with no warning.

If a gas fitter is not registered, they are working illegally and possibly unsafely. Saving pennies may seem like a good idea but using an illegal gas fitter could cost you and your family your lives. Don't take the risk.

GAS SAFETY IN RENTED ACCOMMODATION

Landlords have legal duties under the gas safety law. They must keep all gas appliances they provide in good condition, and get a Gas Safe registered engineer to do a gas safety check every 12 months.

If you are a tenant always:

- Check the Gas Safe Register ID card of any gas engineer that comes to do work in your home.
- Cooperate with your landlord and let a registered engineer in when a gas safety check or servicing has to be done.
- Ask for a copy of the gas safety record before you move in or within 28 days of the check being done.

If a landlord refuses to regularly service and safety check appliances – the gas safety law 'Gas Safety (Installation and Use) Regulations 1998' states they must do it – contact the Health & Safety Executive on 0845 345 0055.

For more information on landlords and tenants responsibilities visit www.GasSafeRegister.co.uk/renting



PROTECTING YOU FROM UNSAFE GAS WORK

Gas Safe Register is there to help keep you and your family safe. Visit us at www.GasSafeRegister.co.uk or call us on **0800 408 5500** if you want to:

- find and check an engineer
- get gas safety advice
- nominate your home for a free gas safety inspection (if you have had gas work done in the last six months)
- report an illegal gas worker
- make a comment, suggestion or complaint.

IN AN EMERGENCY

If you smell gas or think there might be a gas leak or a leak of fumes: turn off the gas at the meter, extinguish naked flames, open windows and immediately call the gas emergency number for your area. Seek medical advice if you feel unwell.

Gas emergency contacts:

Great Britain: **0800 111 999**

Guernsey: **01481 749000**

Isle of Man: **01624 644 444**

Northern Ireland: **0800 002 001**

For LPG contact your LPG supplier.