

Oil Fired Central Heating Systems



As your landlord, we are bound by law to carry out an annual safety check on all oil fittings installed in your home. As a tenant, you too have responsibilities.

This leaflet sets out what these are, how to avoid putting yourself at risk from faulty oil fittings and what you can expect from us.

Our duty as your landlord

We are committed to your safety and we take responsibilities on safety very seriously. As your landlord we will ensure that:

- Oil fittings (appliances and pipework), and flues, installed by South Shropshire and Meres and Mosses Housing Associations are maintained in a safe condition.
- All installation, maintenance safety checks and annual oil servicing is carried out by an Oftec registered installer.
- An oil safety check and service is carried out on each relevant gas fitting/flue in your home every year. When you take up a new tenancy all oil appliances/flues will be checked before you move in, and we will give you a copy of the latest Landlord's Oil Safety Record.
- We keep a record of each annual safety check and service.

Your duty as a tenant

- You should allow us prompt access to your home to carry out maintenance or safety checks on our oil fittings/flues.
- You should ensure that any oil fittings which you own are installed correctly and are checked annually for safety and serviced.
- You should always contact us before making any alterations to your home, no matter how minor.
- For your safety, always use a qualified Oftec registered installer to carry out any oil work in your home and provide us with certificates.

Failure to give reasonable access to your home to allow us to complete the annual safety check is dangerous for you, your family and your neighbours.

It is also a breach of your tenancy conditions which could result in legal action to enforce access or end your tenancy. A faulty appliance can give off Carbon Monoxide which might make you feel nauseous and, in high quantities, can **KILL in minutes**.

Danger signs to look out for

Contact us immediately if you notice:

- Sooting or staining marks on or around the appliance
- A higher level of condensation than normal in the room where the appliance is installed
- Anyone in your household suffering from drowsiness, headaches, nausea or pains in the chest when using an oil appliance
- A persistent strong smell of oil

IF YOU NOTICE ANY OF THESE SIGNS, TURN OFF THE APPLIANCE IMMEDIATELY AND REPORT IT TO YOUR LANDLORD ON **0300 303 1190**

DO NOT

- ✗ Erect combustible buildings i.e. sheds or playhouses within 1.8 metres of tank
- ✗ Store flammable materials next to tank
- ✗ Erect combustible fences within 760mm of tank
- ✗ Tilt or move tank in anyway as this may cause damage to the tank and /or pipework
- ✗ Dig or erect washing lines, fences, building i.e. sheds or playhouse where an oil line runs
- ✗ Plant anything within 760mm of the oil tank



DO

- ✓ Report immediately to Meres & Mosses Housing Association if you notice oil leaking from the tank or associated pipework and fittings. No matter how small. Turn isolation valve off at base
- ✓ Access is required to and around tank for annual inspection and maintenance
- ✓ Check oil line before digging, if in doubt contact Meres & Mosses Housing Association
- ✓ Ensure correct fuel is used – 28 second Kerosene



Oil Boiler

DO NOT

- ✗ Let your oil run out, there will be a charge to you if we have to come out to bleed the oil through to the boiler
- ✗ Store flammable materials next to your boiler
- ✗ Tamper with isolation valves or parts within the boiler
- ✗ Obstruct the flue terminal
- ✗ Use contaminated fuel
- ✗ Remove or damage smoke or carbon monoxide alarms



DO

- ✓ If you smell oil from the boiler turn it off and phone Meres & Mosses Housing Association immediately
- ✓ **If you notice water or oil leaking from the boiler or tank turn it off and phone Meres & Mosses Housing Association immediately**
- ✓ Keep an eye on your oil level monitor to ensure you do not run out of oil
- ✓ Regularly test the smoke and carbon monoxide alarms and report any faults to your landlord

Please note that any repairs needed as a result of unauthorised tampering or use of contaminated fuel by the tenant will cause them to be recharged



Your questions answered

Q How do I know when my oil safety check is due?

A You will receive a letter advising when our contractor is due to be in your area to carry out the safety checks. An appointment will be given to you at the time but you will be given the opportunity to rearrange this if necessary.

Q What will happen if I don't allow the association access to complete a oil safety check?

A As your landlord, we are bound by law to maintain and service our oil fittings every year, even if you do not use your oil fittings. Your tenancy agreement states that you are obliged to allow access for the purpose of inspection and repair.

If you repeatedly refuse to co-operate, we will make an application for an injunction to the court to force you to give us access to your home. Failure to comply with the injunction could result in a prison sentence.

If we have to do this, we will ask the court to order that you pay all the legal costs. We could also seek possession of your home.

Q Which oil fittings will you check?

A Your annual safety check will cover any oil fittings that have been installed by us. There will also be a visual inspection of any appliances which you own that are fitted to a flue maintained by the association (i.e. chimney).

Q What will happen if I an oil appliance fails the annual safety check?

A Our oil servicing engineers will repair or replace, where possible, the faulty appliance if it is the primary heating system and belongs to the association. The Oil Safety Record will include details of any repairs completed.

It is an offense to use, or for the association to allow the use of an oil appliance known to be unsafe.

Q How do I know that the engineer is working for South Shropshire or Meres and Mosses Housing Associations?

A The safety check will be carried out by our nominated oil contractor. You will be informed who this is and all the engineers carry an identification card. If you are in doubt about the identity of the person calling at your home please call us on 0300 303 1190.

Q How do I know if an Oftec installer is registered?

A Oftec is the name and official stamp for oil safety in Great Britain. All Oftec registered installers will carry an identification card.



Code of Conduct

We have a Code of Conduct that sets out the behaviour required by those people carrying out the work in your home. This includes how they should treat you and your property and the need for them to clean up after any work.

Service Standards

We will:

- Provide a minimum of 7 days notice of when our oil contractor will be in your area to carry out a safety inspection and service.
- Provide a text or telephone reminder 48 hours before the appointment.
- Re-arrange appointments to a mutually agreed time.
- Enable you to contact the contractor directly to rearrange appointments.
- Provide you with a copy of the oil safety certificate and place a dated inspection and service reminder sticker on your appliance.
- Ensure contractors' operatives are polite, wear uniforms and carry identification and name badges.
- You have been provided with smoke detectors and carbon monoxide alarms, you may be recharged if these are missing or damaged.
- We will randomly carry out spot check inspections on heating servicing and our nominated contractor for this is BlueFlame.



Equal Opportunities statement

We recognise the damage that disadvantage and discrimination can cause. We are committed to equal opportunities and will take positive steps to ensure that you will not be treated less favourably than anyone else in your dealings with us because of race, religion, gender, marital status, sexual orientation, disability, class or age.

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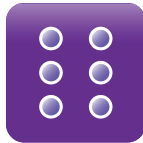
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перевод

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We Are Connexus