

A Shelter guide

Gas and fire safety

Understanding the
risks in your home

Shelter



Gas and fire safety

This guide gives information about gas and fire safety in your home. It explains fire risks and risks posed by gas appliances, and what you can do to reduce them. If you live in rented accommodation, it explains what your landlord has to do to ensure that you are protected from such risks, and gives information about what you can do if you are worried about gas or fire safety.

The laws that affect your landlord's responsibilities can be very complicated and this guide is only an introduction to the law. If you have a specific problem or need more detailed information, you can get free advice from a Housing Aid Centre or Citizens Advice Bureau, or one of the organisations listed at the end of this guide. You can also call Shelterline on 0808 800 4444. The helpline is open from 8am to 8pm, Mondays to Fridays, and from 8am to 5pm on weekends, and we can provide minicom or interpreting services if you need them.

For more information about your legal rights and contact details of local advice centres, visit our website: **[shelter.org.uk/adviceonline](https://www.shelter.org.uk/adviceonline)**

This guide only provides information about the law in England and Wales. If you live in Scotland or Northern Ireland the law is different and you should contact Shelter Scotland or the Housing Rights Service in Northern Ireland (see Organisations on page 17).

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What are the risks?

If the gas appliances in your home are unsafe, you could be at risk of fire, explosion, or carbon monoxide poisoning.

Carbon monoxide

Carbon monoxide gas is known as the ‘silent killer’ because it’s invisible, has no smell, and can be fatal. Carbon monoxide can be produced if:

- gas appliances are not installed or maintained properly
- gas appliances are broken or not working properly
- flues or chimneys become blocked
- rooms are not well ventilated.

It is very poisonous, and can quickly cause unconsciousness and death. Children, older people, pregnant women, and people with respiratory problems are particularly at risk from carbon monoxide poisoning.

The symptoms of carbon monoxide poisoning are similar to those of flu and can include:

- tiredness
- headaches
- nausea
- chest pain
- sudden dizziness or faintness
- erratic behaviour
- stomach pains or diarrhoea.

If you have gas appliances in your home, and regularly suffer from any

of these symptoms, ask a doctor to test you for carbon monoxide poisoning. If the test is positive, you should immediately turn off all your gas appliances, and arrange for them to be checked by a registered gas engineer.

Reducing the risks

There are several things you can do to reduce the risks from unsafe gas appliances.

Make sure your appliances are properly installed and checked

Ensure all gas appliances are installed, and checked every year by a registered gas engineer. If you live in rented accommodation, your landlord will have to do this (see Landlords’ responsibilities on page 5). If you (and everyone else in your household) are disabled, chronically sick, or an older person, you may be able to get a free gas safety check. For more information, go to www.energywatch.org.uk or contact your gas supplier.

Gas Safe Register replaced the CORGI gas register on 1 April 2009. It is unlawful for anyone who is not registered to install or carry out work on gas appliances. Always ask to see your engineer’s Gas Safe Register identification, and never try to install or fix gas appliances yourself. The Gas Safe Register website provides more information and details of all registered engineers (see Organisations on page 17).

Check for danger signs

These include:

- sooty stains on or near appliances
- ° yellow or orange, rather than blue, flames (except on 'real flame' fires)
- ° pilot lights that go out frequently
- ° excessive condensation
- ° any household members regularly suffering the symptoms of carbon monoxide poisoning (see page 4).

Don't delay repairs

If you do see any of the above danger signs, get your appliances checked by a registered gas engineer, or contact your landlord, immediately.

Get a carbon monoxide detector

Carbon monoxide detectors are not the same as smoke alarms. They sound an alarm when they detect the presence of carbon monoxide. It is especially important to have carbon monoxide detectors in any bedrooms that have a gas fire in them, as leaks can be particularly dangerous while you are asleep. Ideally, you should have a detector in all rooms that contain a gas appliance. If you rent your home, your landlord does not have a duty to fit carbon monoxide detectors, but you can ask her/him to fit one. Detectors are available from most DIY shops and cost about £25. They should conform to British Standard BS7860.

What to do if you smell gas

- Telephone National Grid immediately on 0800 111 999, and tell them your address. Calls are normally free, but some mobile networks may charge.
- ° Do not smoke or use naked flames.
- ° Do not use electrical switches. Sparks caused by electrical appliances can ignite gas.
- ° Open the doors and windows, if possible, to let the gas escape.
- ° Check gas appliances to see if any have been left on. Check to see if any pilot lights have gone out. Turn off the gas at the meter.
- ° Leave the affected area, and keep other people away.

Landlords' responsibilities

If you live in rented property, your landlord has responsibilities to ensure that any appliances s/he provides are safe. Any appliances that belong to you are your own responsibility, and you must ensure they are fitted and checked by a registered engineer. You also have a general responsibility to be conscious of gas safety in your home. If you think any gas appliances are unsafe, you should not use them and report your concerns to the landlord. If you believe your landlord is not

meeting her/his responsibilities see Resolving problems on page 11.

Gas safety checks

Your landlord is required to ensure that a registered gas engineer checks the gas appliances (excluding any that belong to you) every 12 months. The engineer will make safe any appliances that pose a risk (for example, by disconnecting them). It is your responsibility to allow the engineer access to the property to carry out the gas safety check.

Certification and recording

Your landlord must have a valid gas safety certificate for the property, which will be issued by the registered gas engineer when they perform the gas safety check. The certificate will list all the gas appliances in your home and any problems with them. Your landlord must issue you with a copy of the certificate within 28 days of the check being carried out or, if you are moving into a new property, before you move in.

Fixing problems

If the gas safety check reveals any problems with gas appliances that are owned by the landlord, it is the landlord's responsibility to see that they are repaired by a registered gas engineer. It is your responsibility to allow the engineer access to the property to carry out the repairs. The

landlord must also keep a record of any repairs carried out to fix problems on the certificate.

New appliances

If your landlord gets new gas appliances, they must be installed by a registered gas engineer. All new appliances installed in a bedroom, bedsit, bathroom, shower room, or in the sleeping areas of caravans, must either:

- be of the 'room-sealed' type, where the combustion source is completely sealed off from the room, or
- be of less than 14 kilowatt heat input and have a cut off mechanism if dangerous levels of carbon monoxide build up in the room.

Housing Health and Safety Rating System

Landlords have a general duty to ensure that their properties are safe for occupiers and visitors. Safety is assessed using the Housing Health and Safety Rating System (HHSRS). If you live in rented accommodation, and have a serious concern about the safety of gas appliances in your home, you can ask the council to inspect the property under the HHSRS. (See page 14 for more information on the HHSRS.) When inspecting a property under the HHSRS, the council will look at:

- the state of repair and location of

- gas appliances and installations
- the presence and state of repair of flues
- the presence, adequacy, and state of repair of ventilation
- the presence of any carbon monoxide detectors.

If the inspection identifies a risk, the council can take any of the actions detailed on page 15. In some serious cases (if a ‘category 1’ hazard is identified) the council must take action. Note, however, that councils cannot take action against themselves; if you are a council tenant and have concerns about gas safety, and the council will not help, contact a local advice centre for help.

Houses in multiple occupation

As well as the responsibilities above, landlords of houses in multiple occupation (HMOs) have some extra duties in respect of gas safety. If one appliance (for example, a boiler) serves a number of separate flats and is not in a room occupied by a tenant, the landlord can display the gas safety certificate in a prominent place, rather than supplying each tenant with a copy.

Certain HMOs have to be licensed, and can only get a licence if the local council is satisfied that they meet certain standards. This includes HMOs in a designated area (the council will be able to tell you if the accommodation you live in is in

a designated area), and any HMO that has:

- three or more stories (which can include a basement or attic room if it is used as living space or as part of the main building), and
- at least five occupants living in two or more separate households.

Landlords of HMOs must ensure that tenants’ gas supply is not interrupted without good reason.

Contractual terms

Tenancy agreements may give you additional rights on top of your legal rights. For example, your landlord does not have a legal duty to fit a carbon monoxide detector, but if it says in your tenancy agreement that s/he will, then it will be a breach of contract if s/he does not. It is worth checking your tenancy agreement to see if it gives you any extra rights.

Fire safety

What are the risks?

As well as the obvious risk of injury or death from burning, fires can also cause injury or death through breathing in smoke. In addition, there is the risk of damage or destruction of your home – you could become homeless – and you could lose your belongings.

Reducing the risks

There are several things you can do to reduce the risk of fire, and reduce the risk to the people in your household if a fire does break out. More information about fire safety can be found at www.firekills.gov.uk

Preventative measures

In order to reduce the risk of fire breaking out in your home, you can do the following:

Cooking with fat or oil:

- never have the pan more than a third full of oil
- never put food in the pan without drying the food, or if the oil is smoking
- never leave the pan unattended.

Fire and heaters:

- always put a fireguard around an open fire
- always sit at least three feet (one metre) away from a fire or heater
- never put clothes, furniture, or anything else that could catch fire near to a fire or heater
- always ensure that fires are out and heaters are switched off before going to bed.

Smoking:

- never leave a cigarette, cigar or pipe unattended
- never smoke in bed, or in an armchair if you think you might fall asleep

- keep matches and lighters out of reach of children
- never empty an ashtray into the bin if the contents are still hot.

Electrics:

- switch off and unplug electrical appliances before going to bed (except for those designed to stay on)
- do not overload plug sockets with adaptors or extension leads.

Candles:

- never leave a burning candle unattended
- ensure candles are put out before you go to bed, or if you think you might fall asleep
- never place a candle near flammable materials (eg curtains)
- never leave a candle in a draught
- always ensure that candles are placed on a stable, non-flammable stand.

Fit smoke alarms

You should have at least one smoke alarm fitted in your home (but the more you have, the safer you'll be). If you live in rented accommodation, it is your responsibility, not your landlord's, to fit smoke alarms (except in some HMOs; see Landlord's responsibilities on page 9). Smoke alarms can be bought cheaply, but make sure that it meets British Standard BS5446, part 1 (it should have the kite mark on it).

The alarm should be located on the ceiling in a central position, where you can hear it if you are asleep.

Test the alarm every week, make sure it is free from dust, replace the battery every year, and replace the alarm every 10 years.

Plan your escape

You should plan your escape route in the event of a fire. Make sure your entire household are involved in planning the route, and have an alternative route if possible. Make sure the route is free from obstruction at all times and keys are easily accessible. Have a refuge room – preferably one with a telephone in it – in case your escape route is blocked.

Other safety equipment

If you can afford it, it is worth investing in a fire blanket or fire extinguisher. However, never attempt to tackle a fire yourself if you are unsure: if in doubt, get out. If you want to be really safe, you can invest in a sprinkler system. See the Fire Kills website for more information about all these products.

Landlords' responsibilities

Because most fires result from carelessness on the part of occupiers, fire safety in your home is your responsibility. Make sure you follow the steps given above to reduce the risk of fire in your home.

What to do if fire breaks out

- Alert everyone. Shout, and get everyone together.
- Get everyone out straight away. Don't delay to pick up belongings or investigate the fire. Shut doors behind you as you go. If there is smoke, crawl on the floor to avoid being overcome.
- Call the fire brigade by dialling 999. Wait near the house for them to arrive. Don't go back in for any reason.
- Go to your refuge room if your escape route is blocked. Put a blanket or towel under the door to stop smoke getting in. Open the window and call for help.
- If your clothes catch fire, lie on the floor and roll around. Smother the flames with a blanket or fire blanket if possible.
- Before opening any doors, place the back of your hand close to the handle. If your hand feels warm, then do not open the door; there could be fire on the other side.

However, landlords do have a general duty to ensure the health and safety of tenants in their properties, and have some specific responsibilities with regard to furniture and HMOs.

Housing Health and Safety Rating System

If you live in rented accommodation, and have a serious concern about fire safety in your home, you can ask the council to inspect the property under the Housing Health and Safety Rating System (HHSRS) (see page 14 for more information). When inspecting a property under the HHSRS, the council will look at fire safety matters, including:

- the location and state of repair of cookers and heaters
- the state of repair of electrical installations
- any non-fire resistant material (for example, combustible furniture)
- lack of doors allowing fire to spread
- smoke or fire alarms, and fire fighting equipment
- means of escape in case of fire.

If the inspection identifies a fire risk, the council can take any of the actions detailed on page 15. In some serious cases (if a 'category 1' hazard is identified) it must take action. Note, however, that councils cannot take action against themselves; if you are a council tenant, you may need to contact a local advice centre for help.

Furnished properties

If you live in a furnished property, the landlord must ensure that

upholstered furniture meets fire safety standards (unless you have lived in the property since before 1 March 1993 and the furniture was supplied before then). Upholstered furniture that was made after 1993 (and some furniture made before that) will have a label to say that it meets the fire safety standards. If you are in doubt, speak to your landlord. If your landlord won't help, contact the council or your local trading standards office for further advice.

Houses in multiple occupation

As well as the general duty to ensure the health and safety of occupiers, landlords in some HMOs (including boarding houses and hotels that are used for residential purposes) have some specific duties to protect their tenants from fire risks.

Some HMOs have to be licensed (see page 7 for more information). A landlord will not be granted a licence unless:

- the council is satisfied that the fire precautions in the HMO are adequate (this is assessed in the same way as for the HHSRS – see page 14)
- smoke alarms are fitted in the house and kept in proper working order, and the landlord can give the council a statement giving the position and condition of the alarms

- the furniture and electrical appliances in the house are in a safe condition, and the landlord can give the council a statement confirming that they are safe.

The landlord (or their agent) has a duty to inspect the common areas of the property to ensure they are safe, paying special attention to the risks to people with special needs (eg disabled people) and the adequacy of the emergency routes and exits.

Contractual terms

Tenancy agreements may give you additional rights on top of your legal rights. For example, your landlord does not have a legal duty to fit smoke alarms, but if it says in your tenancy agreement that s/he will, then it will be a breach of contract if s/he does not. It is worth checking your tenancy agreement to see if it gives you any extra rights.

Resolving problems

There are a number of steps that you can take to remedy fire or gas safety problems. Most of these apply if you live in rented accommodation, as, if you are a homeowner, you are responsible for your own safety.

There is advice on pages 5 and 9 on what to do if you think you are in immediate danger.

Remember, if you are in doubt, it's better to get out.

Getting advice

It is usually a good idea to get advice if you believe that you are at risk because of a problem with fire or gas safety. An adviser will be able to tell you whether it is your responsibility or your landlord's to remedy the problem. You can get advice from Shelter, your local Citizens Advice Bureau or other advice centres, your local council or, in serious cases, a solicitor. (See Organisations on page 17 for details of where you can get advice.)

Asking your landlord for help

If you live in rented property, and you think there is a fire risk or risk from a gas appliance, it is usually best to first approach your landlord informally. In some cases the landlord may have a duty to take action (see the sections on Landlords' responsibilities on pages 5 and 9). Even if the landlord does not have a duty to take action, s/he may be willing to make repairs or improvements to ensure your safety and the safety of their property, or share the cost of any improvements with you.

If an informal approach to your landlord does not work, or you feel that you cannot approach her/him informally, then you can give your landlord notice of the disrepair. It

is essential to do this if you are considering court action against your landlord, or you intend to carry out the work yourself. The notice does not have to be on a special form; it should be a letter to your landlord, and should state:

- that you are giving the landlord notice of disrepair
- what the problem is and when you noticed it
- any relevant section of the tenancy agreement
- what you want the landlord to do
- the date by which you want her/him to do it (you should allow a reasonable time for this; what is a reasonable time will depend on how serious the problem is).

Risks of taking action

If you are a tenant in private rented accommodation you should be aware that you will probably have very little security. In many private tenancies the landlord can seek possession of the property, after the first six months of the tenancy, without having to have a reason. However, in most cases, the landlord will have to follow the proper procedure and get a court order before s/he can evict you. It could be the case that the landlord thinks that it is less trouble to try to get you out than to get the repairs done. It is therefore always a good idea to get advice before giving your landlord notice of disrepair.

Paying for repairs yourself

If you own your home, it is your responsibility to carry out and pay for repairs needed to ensure fire and gas safety. Remember that a registered gas engineer must carry out all repairs to gas appliances.

If you live in rented property, and you are having a problem getting the landlord to carry out repairs that s/he has an obligation to do, then you have the right to pay for someone to carry out those repairs yourself. However, you should get advice before doing this, as if you do not follow the proper procedure, you may not get your money back. You can then deduct the money you have spent from your rent, or offset the cost of the repairs against any rent arrears you have. However, you must follow the proper procedure for doing this, otherwise you may find yourself liable. The procedure is as follows (keep copies of all documents):

- Give the landlord notice of the disrepair, as above.
- If the landlord has not carried out the repair in the time you have given her/him, write to her/him again to let her/him know that you will be carrying out the repairs yourself if s/he does not.
- Give her/him more time to carry out the repairs.
- Get three estimates of the cost of the work from reputable contractors.

- ° Send the estimates to the landlord, to give her/him the chance to comment and a final chance to carry out the work.
- ° Employ the contractor who gives the lowest estimate to do the work.
- ° Send the invoice to the landlord and request reimbursement for the cost.
- ° If you are a private tenant, you may be putting your tenancy at risk (for more information see Risks of taking action on page 12).

Council tenants

Council tenants who receive Housing Benefit can use the above procedure, but will not be able to deduct the cost of the repairs from the rent. If you invoice the council and it does not pay, you will have to take it to court to get your money back. Again, it is a good idea to get advice before paying for any repairs yourself.

Council tenants have the right to repair in some cases. Contact the council, preferably in writing, to notify them of the problem. The council should then let you know if you have the right to get the problem repaired. If you are entitled to get the problem repaired, and the council does not carry out the repairs in good time, you may have the right to compensation. You can also make a formal complaint to the council or to the Local Government Ombudsman (see Organisations on page 17 for details).

Housing association tenants

If you are a tenant of a housing association property, and believe there is a fire risk or risk due to a faulty gas appliance, you should contact the housing association (in writing) in the first instance.

If, after following this procedure, the landlord does not reimburse you, you can deduct the cost of the repairs from your rent. Provided you have followed this procedure, your landlord will not be able to recover this from you. If you already have rent arrears, and your landlord takes you to court to recover the arrears, you can offset the cost of the repairs against the arrears.

There are several disadvantages to following this procedure:

- It only works if you can pay for the repairs upfront.
- ° It can be a lengthy process and is not suitable where the repairs are urgently needed and/or there is a risk to health and safety.
- ° It can only be used to cover the cost of repairs, not damages due to stress or injury caused.
- ° If you are claiming Housing Benefit, your payments may be suspended pending resolution of the problem.
- ° You will be liable for any damage caused because of the repair or any negligent workmanship.

If the housing association does not carry out the repairs, you can (on top of the other remedies suggested in this section) make a complaint using the association's complaints procedure. If the housing association does not respond to the complaint satisfactorily, you can make a complaint to the Housing Ombudsman Service (see Organisations on page 17 for details).

Health and Safety Executive

The Health and Safety Executive (HSE) has responsibility for enforcing the gas safety regulations. If your landlord is not having safety checks carried out, or is having them carried out by a contractor who is not registered, contact the HSE.

The HSE has powers to:

- issue an **Improvement Notice**
- issue a **Prohibition Order**
- **prosecute** your landlord.

(See Getting a council inspection, below, for more details about Improvement Notices and Prohibition Orders.)

Getting a council inspection

The Government sets standards for all residential accommodation to ensure that occupiers and visitors are safe from hazards (a risk of harm to an occupier or visitor), including risks related to fire and gas. Safety is assessed using the Housing Health and Safety Rating System (HHSRS).

The local council are responsible for assessing hazards under the HHSRS. If you believe there is a problem with a gas appliance or a fire risk in your home (this includes the common parts of blocks of flats), you can ask the council to carry out an inspection, or ask an adviser or solicitor to write to the council on your behalf requesting an inspection. An inspection must also be carried out if the council receives an official complaint about the condition of a property from a magistrate, or a parish or community council. Councils should also carry out a review of the housing in their area every year to identify whether there are any properties giving cause for concern that may need inspecting.

The council should then inspect the property, and identify any hazards. Among the causes of hazards that should be assessed during the inspection are:

- carbon monoxide
- uncombusted fuel gas
- fire
- explosions.

Some other hazards may also be relevant in respect of fire and gas safety (for example, trip hazards may block a fire escape route).

Hazards are divided into 'category 1' hazards, which present an imminent risk of very serious harm, or 'category 2' hazards, which present less of a risk. If a category 1 hazard is identified, the council

must take action; if only category 2 hazards are identified, the council may, but does not have to, take action. There are a number of things the council can do.

- It can issue a **Hazard Awareness Notice**, which informs the owner or landlord of the hazard(s).
- It can serve an **Improvement Notice** on the landlord or owner of the property, requiring her/him to carry out necessary works to remedy the problem.
- It can issue a **Prohibition Order**, which forbids use of the whole, or a part, of the property.
- If there is a category 1 hazard, it can take **emergency remedial action** to carry out the necessary work itself.
- If there is a category 1 hazard, it can issue a **Demolition Order**, ordering that the property be demolished.
- If there is a category 1 hazard in all of the buildings in an area, the council can order all the buildings to be demolished.

If an Improvement Notice has been served, the council can take action to make the improvement with the agreement of the landlord. If the landlord does not take action following service of an Improvement Notice, s/he will be committing a criminal offence. The council can take action itself without the agreement of the landlord in some circumstances where the landlord

has not done so. In all cases, the landlord will be liable for the costs of the improvements.

If a Prohibition Order is made, any person using or permitting the use of the prohibited area is committing a criminal offence.

Council tenants

If you live in a council property, the council still has a duty to inspect the property if it has reason to believe that a hazard may exist on the premises. It should then take appropriate action to repair or resolve any problems identified in the inspection. However, councils cannot serve Improvement Notices, Hazard Awareness Notices, Prohibition Orders, or Demolition Orders on themselves.

Statutory nuisance

If there is a problem with gas or fire safety in your home, it may be a statutory nuisance. A statutory nuisance can include:

- any premises in such a state as to be prejudicial to health or a nuisance
- smoke, fumes, or gases emitted from premises so as to be prejudicial to health or a nuisance.

The council has a duty to inspect any premises where they have received a complaint of a statutory nuisance. If it is satisfied that there is a statutory nuisance, then the council must take action.

This can include:

- an **Abatement Notice**, requiring the landlord to take action to stop the nuisance
- **emergency proceedings** – the council takes action to remedy the problem; the landlord is liable to pay for this.

Councils cannot take action against themselves, so they cannot use the above measures if you are a council tenant (although they still have to inspect the accommodation for statutory nuisance). In this case, you can take action yourself in the magistrates' court to gain an Abatement Notice. Get further advice if you want to do this.

Homelessness

You may become homeless because:

- a fire has destroyed your accommodation, or made it uninhabitable
- the council has made a Prohibition Order relating to your accommodation
- there is a very serious safety problem, so that it is not reasonable for you to continue to occupy the accommodation.

If you do become homeless, you may be entitled to help from the council. You can make a homelessness application. People who have lost their home as the result of an

emergency such as a fire have a priority need for accommodation. For more information on making a homelessness application, see Shelter's guide, *Homeless? Read this*, and seek further advice if you are unsure.

Court action

If there is a problem with gas or fire safety in your home, you may be able to take action in the courts to:

- force the landlord to carry out repairs
- get compensation or damages for any distress, damage to your property, or injury that has resulted from the problem.

The procedure is complicated, so seek further advice from an advice centre or solicitor. Bear in mind that there may be time limits for taking court action, so get advice as soon as possible.

Organisations

Advice UK

12th Floor, New London Bridge
House, 25 London Bridge Street,
London SE1 9ST
020 7407 4070
www.adviceuk.org.uk

Carbon monoxide safety website

www.carbonmonoxidekills.com

Citizens Advice

Myddleton House,
115-123 Pentonville Road,
London N1 9LZ
020 7833 2181
www.citizensadvice.org.uk

Community Legal Service Direct (formerly Legal Aid Board)

0845 345 4345
www.clsdirect.org.uk

Fire safety website

www.firekills.gov.uk

Gas Safe Register

PO Box 6804,
Basingstoke,
Hampshire RG24 4NB
0800 408 5500
www.gassaferegister.co.uk

Health and Safety Executive

0845 345 0055
www.hse.gov.uk

Housing Ombudsman Service

81 Aldwych, London WC2B 4HN
0845 7125 973
www.ihos.org.uk

Housing Rights Service (Northern Ireland)

028 9024 5640
www.housingadviceni.org.uk

Local Government Ombudsman

0845 602 1983
www.lgo.org.uk

Royal Society for the Prevention of Accidents

0121 248 2000
www.rospa.co.uk

Shelter Cymru

25 Walter Road, Swansea,
West Glamorgan SA1 5NN
01792 469400
sheltercymru.org.uk

Shelter Scotland

Fourth Floor, Scotiabank House,
6 South Charlotte Street,
Edinburgh EH2 4AW
0131 473 7170
shelter.org.uk

Trading standards

www.tradingstandards.gov.uk

Until there's a home for everyone

We are the fourth richest country in the world, and yet millions of people in Britain wake up every day in housing that is run-down, overcrowded, or dangerous. Many others have lost their home altogether. Bad housing robs us of security, health, and a fair chance in life.

Shelter believes everyone should have a home.

We help more than 170,000 people a year fight for their rights, get back on their feet, and find and keep a home. We also tackle the root causes of bad housing by campaigning for new laws, policies, and solutions.

Our website gets more than 100,000 visits a month; visit www.shelter.org.uk to join our campaign, find housing advice, or make a donation.

We need your help to continue our work. Please support us.

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