

Transcript for the ‘What to do if your carbon monoxide alarm sounds’ video

Video summary:

This video shows the steps that need to be taken if you hear the carbon monoxide alarm sound in your property.

Audio	Visual
Happy, upbeat music plays. Voiceover: What to do if your carbon monoxide alarm sounds.	The VIVID logo appears on-screen. [Text appears on-screen:] “What to do if your Carbon Monoxide alarm sounds”
Voiceover: If your carbon monoxide alarm sounds, you’ll need to switch your gas off.	A carbon monoxide alarm is shown.
Voiceover: Your gas control valve is located at your gas meter.	A gas meter is shown. [Text appears on-screen:] “This is usually found in a utilities box outside your home, under the stairs or in your kitchen cupboard”
Voiceover: You’ll need to turn the handle, so it’s across the pipework.	A closer look at the control valve on the gas meter is shown. Someone reaches forward and turns it fully.
Voiceover: Once you’ve turned your gas off at your meter, you will need to call Southern Gas Networks on 0800 111 999.	A person is shown to be dialling a number on their mobile phone. She holds it up to her ear. [Text appears on-screen:] “Call Southern Gas Networks 0800 111 999”
Voiceover: You’ll need to open your windows and doors,	A person is shown opening a large window.
Voiceover: and leave the property immediately until they arrive.	A person is shown leaving their house through the front door.
Voiceover: They’ll ensure the property is safe.	An engineer is shown to be checking the carbon monoxide levels.
Voiceover: If further repair-work needs to be completed, you’ll need to contact us on 0800 652 0898. We’ll send the gas engineer to make your home safe again.	The VIVID logo appears on-screen. [Text appears on-screen:] “Contact us: 0800 652 0898 customer@vividhomes.co.uk www.vividhomes.co.uk ”

If you’d like any more information or support on this topic, please get in touch

<https://www.vividhomes.co.uk/contact-us>