

Transcript for the 'What to do if you smell gas' video

Video summary:

This video shows a clear guide on the steps you need to take if you smell gas, including how to cut off the gas and who to contact for assistance.

Audio	Visual
Happy, upbeat music plays. Voiceover: What to do if you smell gas.	The VIVID logo appears on-screen. [Text appears on-screen:] "What to do if you smell gas"
Voiceover: If you smell gas in your home, you'll need to turn the gas off at your meter.	A gas meter is shown.
Happy, upbeat music plays.	A gas meter is shown. [Text appears on-screen:] "This is usually found in a utilities box outside you home, under the stairs or in your kitchen cupboard"
Voiceover: You'll need to turn the control valve until you can't turn it anymore. 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, not to operate any electrical switches,	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: Their engineer will check the safety of your gas supply and appliances.	An engineer is shown to be checking over the gas meter.
Voiceover: If Southern Gas Networks think repair-work is needed to any internal appliances or pipe-work, you'll need to call 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>