

Gas servicing

May 2015

Introduction

This quick guide provides information about gas servicing and repairs.

Gas appliances, chimneys and flues can pose a serious risk to health if they are not properly installed and maintained.

To ensure that we meet this aim we:

- **service every gas appliance and system that is installed and owned by the Group at least every 12 months;**
- provide a comprehensive service to deal with gas repairs for these appliances and systems.

Which gas equipment is covered?

We service and repair all gas appliances and systems installed and owned by the Group, whether in a resident's home or in a communal area. We also do this for some properties we manage but do not own.

If we are carrying out a service or a safety check in a property where the resident has their own gas appliance installed then we will also make a basic safety check of their appliance too. However residents must remember that they are still responsible for the condition and safety of their own appliances.

Making sure all appliances are safe

It is a very important legal requirement that we inspect and service all of our gas appliances and systems **every 12 months**. We take this responsibility very seriously. We have detailed monitoring arrangements in place to identify any properties where our annual check has not yet been completed, including where tenants have failed to provide access.

If you smell gas call the National Gas Emergency Service on 0800 111 999 any time day or night.

Wherever we carry out service and safety inspections our gas contractors will always issue our residents with a copy of the safety certificate, so that they know their home is gas safe.

We only use approved CORGI registered gas contractors.

Allowing our gas engineers into your home

Your tenancy agreement contains an important clause stating that you must allow our gas engineers into your home to carry out essential checks and maintenance works.

Because gas safety is such a serious issue for you and your neighbours we will take appropriate action to ensure that we meet our legal obligations to keep your home safe. In severe cases where access is refused we will take possession action. **If you refuse to allow our gas engineers into your home it could be at risk.**

We have established good practice procedures to ensure you are given clear notice of our need to gain access for each annual service and safety check and will try to arrange a mutually convenient appointment with you.

As well as yearly checks, we also carry out gas safety inspections every time a property is let to a new tenant.

If you have any problems with your gas equipment, or wish to check when the next service is due, please contact the service centre during normal office hours.

For out of hours emergencies please call Homeserve on 08457 573764 from 8pm to 8am Monday to Friday, weekends and bank holidays. If you have a complaint then please contact the Customer Service Centre or local staff.

Further information

If you would like any more information on this or any of our other policies or services please contact our customer service centre or go to our website www.shgroup.org.uk. Contact details can be found on our webpage, on our Information Card or in Open Door- your residents' newsletter.

Feedback and Complaints

If you have something to say about the Group's policies and procedures or the information we

provide on them then let us know. Please address this feedback to Policy Services Team c/o PO Box 643, Horsham RH12 1XJ or email to servicecentre@shgroup.org.uk marking the email 'Policy Feedback'.

If you have a complaint then either our Customer Service Centre or local staff will attempt to deal with it and resolve it. If we can't find a solution in this way, or if you prefer to deal with the matter more formally, then our complaints procedure will help you. Ask the Customer Service Centre for a leaflet which tells you how your complaint will be handled.

All complaints are dealt with in strict confidence. Our commitment to fairness means that you will not be treated differently if you make a complaint about our service.

For help with translations, or if a large type, Braille or taped summary would be useful, contact the Service Centre.

Arabic	لتلقي المساعدة في الحصول على نسخ مترجمة أو إذا كان من المفيد بالنسبة لكم تلقي نسخ مطبوعة بطباعة مكبرة، أو بطريقة برايل للمكفوفين، أو مسجلة كملخصات على شريط تسجيل صوتي، فيرجى الاتصال بمركز الخدمة Service Centre .
Bengali	অনুবাদে সাহায্য পেতে হলে অথবা বড় অক্ষর, ব্রেইল অথবা টেপে রেকর্ডকৃত সারসংক্ষেপ শুনতে চাইলে সার্ভিস সেন্টারকে 0300 303 1682 নাম্বারে ফোন করুন।
French	Contactez le Centre de services pour obtenir de l'aide sur les traductions, ou si un résumé en gros caractères, en Braille ou enregistré s'avère nécessaire.
Somali	Si lagaaga caawiyo turjumista ama haddii aad jeclaan lahayd farta waaweyn, farta indhoolayaasha (Braille) ama warbixin kooban oo cajilad ku duuban, la xirii Xarunta Adeegga.
Spanish	Si necesita traducciones o resúmenes en letra grande, Braille o casete, póngase en contacto con el Centro de Servicios.
Turkish	Tercüme konusunda yardım için, veya iri puntolu, Braille körler alfabesi ile yazılmış ya da ses kaydı olarak bir özet isterseniz, 0300 303 1683'ten Hizmet Merkezi'ni arayın.