

A Guide To Gas Servicing

What will be done during the gas service?

If your home has gas heating then your boiler and gas fire will be inspected. This may involve the removal and renewal of parts and cleaning. The gas fitter may ask if you have noticed any noises, smells or any other problems. Ventilation will also be checked. You will then be asked to sign the gas fitters paperwork, and you will be given a copy.

How long will it take?

This depends on the number and type of gas appliances you have in your home. Normally a gas service should take between 30 and 90 minutes – this may be longer if there are problems found during the servicing.

Why do we need to do gas servicing?

Gas servicing must be carried out to make sure that your gas appliances are working safely.

If a gas appliance is not working properly it can give out carbon monoxide fumes, which you will not be able to notice as they are odourless and colourless. If you are exposed to carbon monoxide for a long period of time it can cause serious injury, or even death.

What will happen if I do not allow my gas servicing to take place?

As well as breaking your tenancy agreement, your appliances may break down. This could mean no heating or hot water until they are fixed. It may also damage your health if you are exposed to carbon monoxide fumes.

As we are legally bound under the gas regulations to check that your appliances are working safely, we may have to take court action if you do not allow us access to you home.

Service Standards – what you can expect

Isos Property Services will aim to deliver an excellent service to the following service standards:

- We will service gas appliances in all our properties annually.
- We will write to our residents giving them advance notice of the service date.
- We will ensure the service is carried out promptly and effectively.
- We will treat our residents homes with respect.
- We will carry out repairs to gas appliances promptly and effectively.
- We will provide an out of hours emergency repair service all year round.
- We will provide temporary heating equipment if required.
- We will check appliances as new residents move in.

What should I do if I think my gas appliances are not working properly?

You should turn them off immediately and open doors and windows for ventilation. Then you should call our repairs line on **0800 197 0022** and let them know what is happening.

If you can smell gas, or think you have a gas leak, then you should ring TRANSCO free of charge on 0800 111 999.

As part of the management of its homes, Isos Property Services needs to ensure that residents are living in a safe property – especially for homes with gas central heating or other gas appliances.

What is gas servicing?

Gas servicing is the inspection of your gas appliances and must be carried out once every 12 months. We are legally bound, under the Gas Regulations, to check that your gas appliances are working safely. If this does not happen we are liable for prosecution.

Who will carry out the servicing?

A Gas Safe (formerly CORGI) registered competent gas fitter from our Isos Property Services team will carry out the gas servicing. If none of our own engineers are available, we may send a suitably qualified contractor.

Contact:

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|-----------------------|---|----------------------|--|
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