

A Guide To **Oil and Solid Fuel** Servicing



What will be done during the service?

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

How long will it take?

This depends on the number and type of appliances you have in your home. Normally a 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 oil and solid fuel servicing?

Servicing must be carried out to make sure that your appliances are working safely. If an 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 oil and solid fuel 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 responsible landlords we are anxious to ensure the safety of our residents by checking that your appliances are working safely, and we may have to take court action if you do not allow us to access your 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 oil and solid fuel appliances in all of 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 oil and solid fuel appliances promptly and effectively.
- We will provide an out of hours emergency 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 oil or solid fuel appliances are not working properly?

You should turn off the appliance then open doors and windows for ventilation. You should then call us direct on **0800 197 0022** and let us know what is happening.

As part of the management of its homes, Isos Property Services needs to ensure that residents are living in a safe property including those homes with oil or solid fuel heating appliances.

What is oil and solid fuel servicing?

Oil and solid fuel servicing is the inspection of your heating appliances and it is good practice to carry it out once every 12 months.

Who will carry out the servicing?

A suitably qualified, competent fitter, from our Isos Property Services team, will carry out the servicing. If none of our engineers are available, we may send a suitably qualified contractor.

Contact:

Beaufront Park,
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NE46 4TU

T 01434 611400

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