

YOUR GUIDE TO

Gas Safety



As part of our work to keep your home safe, we carry out yearly gas servicing and safety checks for all properties. We also service your home's smoke and carbon monoxide (CO) detectors at the same time.

What you can expect from us

We will make sure that:

- Your gas supply, pipes and any gas appliances we provide are safe at the start of your tenancy.
- They are checked by a Gas Safe qualified person, every 12 months.
- Your home has smoke and carbon monoxide (CO) detectors fitted and working.
- You receive a record of this, for your peace of mind.
- We attend all emergency repairs within four hours – these are repairs that pose a serious risk. In less urgent situations we will visit within 24 hours.
- We carry out general repairs within 20 days.
- If your boiler is broken in colder months, we can supply you with electric heaters.

Gas safety check appointments

Faulty gas appliances are dangerous. It's not just about gas explosions and fires.

Carbon monoxide leaks have no smell or colour but can kill in a short period of time. Problems in your home put your neighbours at risk too.

That's why it's so important that you arrange to let us in your home to do the yearly Gas Safety check.

We will write to you at least two weeks before your appointment to confirm a date and time.

If the appointment is not convenient, you can call us on **0800 9530213 (option 1)** or visit **www.communitygateway.co.uk/book-repairs-appointment** to arrange a different date and time.

We will send you a text the day before the appointment, to remind you of the time, and we will also text you before we set off to visit your home.

If you repeatedly avoid letting us in or refuse access to your home, we will take legal action and you could be charged with the costs.

Keeping your home safe

If your gas boiler or cooker become faulty, contact our PropertyCare team immediately on **0800 953 0213 (option 1)**.

Please DO NOT attempt to carry out your own repairs or services on gas pipework or appliances. It must be done by our Gas Safe registered engineers.

Please ask for permission to install your own gas appliances. These can then be included in the annual safety checks.

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If you smell gas in or around your home

- Turn the emergency control valve at Gas Meter.
- Open windows and doors.
- Leave your property and then ring the National Gas Emergency service on 0800 111 999 immediately.
- Don't use electrical appliances or switches, as a spark could ignite the gas.
- Don't light cigarettes.

To book a repair or discuss Gas Safety with us, please contact us:

Phone: **0800 953 0213** (option 1)

Email: repairs@communitygateway.co.uk

Visit: www.communitygateway.co.uk/book-repairs-appointment

What if I'm dissatisfied with the outcome?

If you have reported an issue to us, and you are not happy with the service you received, or would like to appeal the outcome provided, you can make a complaint to us.

To make a complaint please contact us through one of the following options:

- Call: **0800 953 0213 (option 6)**
- Email: Complaints@communitygateway.co.uk
- Online at: www.communitygateway.co.uk/comments-complaints-and-compliments

For more information about gas safety please visit the Gas Safe website at www.gassaferegister.co.uk

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