

Access for Gas Servicing

Each year you will receive a letter from your gas servicing contractor with an appointment to visit your home and service your gas appliances. If you are unable to be at home to allow access for the contractor on the appointment date you should contact them immediately and make an alternative, convenient appointment.

If you are unable to be at home to allow access to our contractor during normal working hours you can request an appointment on an evening or a weekend to suit you.

Because Gas Servicing is so important it is essential that we get into your home every year to carry out this essential work which will include carrying out all necessary repairs to your gas appliances.

Access Problems

We have the right under your Tenancy Agreement to enter your home to carry out the annual gas servicing. If you do not allow us access then you are in Breach of Your Tenancy Agreement.

If you refuse access to our contractor or if you fail to arrange a convenient

appointment, we will make all efforts to contact you including making efforts outside normal working hours.

As a last resort if we still can't get in to service your gas appliances we will ask the Courts to grant us entry to your home to carry out the service. If we have to do this you will be recharged for this process and this will cost you in excess of £700.

If we repeatedly have difficulty getting access to service the gas or oil appliances we will fit a restrictor. This is a timed device that will cut off the gas supply to your home if a service has not been carried out within a 15-month period.

Your co-operation is required in providing access when our engineers visit your home. Please make every effort to allow us entry as soon as you know that it is the time of the year when we need to service your gas appliances. It saves us and you a lot of time and money in the long run if you let us straight in.

Gas Safety Certificate (CP12)

Each year when your gas appliances have been serviced, you will be issued with a certificate by the engineer. This certificate will be clearly marked 'Landlord's Gas

Safety Certificate' and it should be kept safely by you; it is a legal document.

If you have not got a Landlord's Gas Safety Certificate, or if the date on it is more than 12 months old, please contact us immediately on **0800 915 1600** so that we can book your annual service in, or alternatively ring your gas servicing contractor and make arrangements direct.

WHAT IF I SMELL GAS?

- Contact Northern Gas Networks (formerly Transco) on **0800 11 19 99** immediately and turn off your supply at the meter. You will be given a reference number by the call centre that you need to keep for future reference.
- Put out all cigarettes and do not use any naked flames;
- Open all windows and doors;
- **Do not use any electrical appliances including phones. Do not operate any lights!**
- Report the emergency to our Contact Centre on **0800 915 1600** and wait for help; they may ask you for your reference number from Northern Gas Networks.