



www.enehl.org.uk

A company with a passion for communities

Gas Servicing



Here to help... 0800 915 1600

Other

If you would like this document in another format or language, please tick as required and return to East North East Homes Leeds, FREEPOST RRJX-YRTK-TACE, Leeds, LS7 3YY.

Your name:

Your address:

Telephone

Formats



CD



Large print



Braille



Text only



أريد الحصول على هذا المستند باللغة العربية

ARABIC

این مطالب را به فارسی می خواهم

FARSI

نهم بایهتانهه به کوردی دهویت

KURDISH

Chciałbym uzyskać niniejszy dokument w polskojęzycznej wersji

POLISH

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TIGRINYA

مجھے یہ دستاویز اردو میں چاہیے

URDU

Another language (write in the box)

For more information call us on 0800 915 1600.

Gas Service Standards:

We are legally required to service all gas appliances in your home and check all flues once every 12 months. This is essential to ensure your continued safety and we set standards for this service.

We will:

- Make sure that the work is carried out by **Gas Safe** registered engineers;
- Contact you at least 4 weeks before the existing service expires to agree a convenient time to complete the next annual service;
- Carry out quality audits to ensure that your gas appliances and flues are being serviced correctly in line with the current Gas Regulations;
- Check to make sure that you are satisfied with the work done and tell you how to complain if you are not satisfied;
- Arrange for the contractor to be recalled at a time that is convenient to you if they have not completed the service or any follow-up repairs correctly.

When our Gas Servicing Contractors visit your home they will:

- Attend on the agreed date and at the agreed time;
- Explain to you each stage of the repairs process and issue you a copy of the Landlords Gas Safety certificate within 28 days of the service;
- Leave the workplace clean and tidy upon completion of the service.

Under the terms of our Management Agreement with Leeds City Council, we have a legal obligation to service and check the safety of all gas appliances in our properties annually. We do this to make sure that you, your family and your guests are safe and also to make sure that your gas appliances are working efficiently.

We carry out a gas service to all our empty homes before or on the day that the new tenant moves in.

If you are a leaseholder you must allow us to carry out an annual service of your gas appliances unless you tell us in writing that you will arrange for this to be done yourself by a Gas Safe Register gas servicing engineer.

If you have not had your gas appliances serviced within at least the last 12 months then you are at risk of Carbon Monoxide Poisoning.

You can find out more about the dangers of Carbon Monoxide Poisoning and what effects it may have on you or your family by visiting our website: enehl.org.uk

We do not carry out services or repairs to your gas cookers or hobs but we will carry out a visual inspection and if they are dangerous we have a duty to protect you and we will turn the appliance off.



GAS SERVICING IS CARRIED OUT TO YOUR HOMES BY:

PH Jones Ltd

Osmondthorpe, Richmond Hill, Halton Moor, Chapletown, Meanwood, Moortown and Wetherby.

If you live in these areas you can contact **PH Jones Ltd** to arrange your annual gas service by calling their **free phone number 0800 02 34 053**.

Eagaheat

Burmantofts, Gipton and Seacroft.

If you live in these areas you can contact **Eagaheat** to arrange your annual gas service by calling their **free phone number 0800 085 5505 and selecting 4 on your keypad**.

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.

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 91 51 600** so that we can book your annual service in, or alternatively ring your gas servicing contractor and make arrangements direct.

YOU NO LONGER HAVE A GAS SUPPLY ENTERING YOUR HOME OR YOU DON'T USE YOUR GAS APPLIANCES

Even if you have gas appliances in your home but you don't use them or if you have no credit on your gas and electric meters we have a legal obligation to check the appliances to make sure that they are safe to use in the future or that they are correctly turned off. If this is the case you must allow access to your home for our gas servicing contractor when you are contacted to arrange the annual service.

IS SUPPORT AVAILABLE FOR ME?

If you are worried about allowing our engineers access to your home please contact us to discuss your worries. We will support you and wherever possible assist you to make sure that you are comfortable with the process.

We have a policy to support vulnerable people and we will make sure that we can advise you and help you through the process.

WHAT IF I SMELL GAS OR FUMES?

- 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.

Servicing gas appliances saves lives; it is a free service that will take no more than 30 minutes of your time to carry out once a year. Our contractors will require access to your gas meter and any rooms with gas appliances in.

Please help us to make sure that you and your family are safe in your home.



Are we getting it right?

We're always trying to improve the quality of our information.

You can help us by filling in this form and:

- ✓ hand it in at any East North East Homes Leeds Housing Office
- ✓ send it to us at East North East Homes Leeds FREEPOST RRJX-YRTK-TACE Leeds LS7 3YY

Thank you for your help

What do you think about this booklet overall?

Please tick whichever applies.

Good Average Poor

What part(s) of it should we improve?

Did you understand the information?

Yes No

If not, please say what you didn't understand

Do you think the layout is

Good Average Poor

How could we improve it?

Your name _____

Your address _____

Your phone no. _____

Email address _____



Gas Servicing

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