

Gas Servicing

To make sure your gas appliances are safe and working correctly they need servicing every year. If not correctly maintained the gas appliance can generate carbon monoxide which is potentially lethal to you and your family. It may also lead to higher fuel bills by using more gas than necessary.

Our responsibilities

As your landlord we have a legal duty to check the safety of the gas installation and appliances in your home.

This includes:

- the gas supply pipework (from the meter onwards)
- appliances owned by Cottsway
- all appliances you have installed with landlord's permission

One of our registered gas engineers will carry out all necessary checks in line with manufacturers' instructions and legal regulations. Our engineer will talk to you about any problems you may be having and, if required, will show you how to operate the heating and hot water system. When the service is complete, either the engineer will give you a gas service certificate or we will send this to you within 28 days. It records all the gas appliances installed in your home, including your own. Please keep the service certificate in a safe place.

Your responsibilities

As the tenant you must allow us access into your home to carry out the gas service. This access forms part of your tenancy agreement and cannot reasonably be denied.

Please make sure you have a gas and electricity supply when we visit to carry out your gas service. If you have card meters you will need to have credit on them. If we are not able to carry out the service we will charge you for the visit. Leaseholders and shared owners are responsible for arranging their own annual gas service.

Gaining access

We will contact you before the service is due. We will offer you either a morning or afternoon appointment, Monday to Friday. If this date is inconvenient for you, please contact us to change it.

If we make an appointment to visit, which we do not keep, we will compensate you for the inconvenience. If we make an appointment to visit, which you do not keep, we will charge you the cost of the visit.

If you consistently do not keep appointments or do not allow access we will:

- stop the gas supply to the property until we can ensure the gas appliances are safe, and
- serve you with a Notice of Seeking Possession which could lead to eviction, or
- ask the court for an injunction that instructs you to let us into your home
- seek to recover our legal costs from you

Please help us by responding quickly to cards left by our engineers and contact us immediately if you receive a reminder letter from us about gas servicing.

The risk of carbon monoxide

Carbon monoxide (CO) is an odourless and invisible gas, which kills around 50 people in the UK each year. It is produced by the incomplete burning of fuels such as gas, coal, wood and oil. CO becomes dangerous when it is allowed to build up in a room. This can happen if there is poor ventilation or if the appliance is not burning the fuel properly.

For your safety, we install CO detectors in all properties where our gas appliances have open flues. The detector is checked and serviced each year as part of the gas servicing.

If you suspect a gas appliance is not working correctly contact us and our engineers will visit and, if necessary, carry out a gas safety check.

Further advice

- Contact us if you want to know when your home last had a gas safety check.
- Always ask to see the engineer's identification card.
- Never try to repair or install gas appliances, pipework or installations. You may be breaking the law and risking you and your family's life.
- Always follow the operating instructions for your gas appliance. If in doubt please contact us for advice.
- Never block ventilation grills, airbricks or flues.
- Check that you know where and how to turn off your gas supply.

If you smell gas call TRANSCO immediately on 0800 111 999 who will respond within two hours of the call. If you can, turn off the gas supply. Open doors and windows and vacate the house. Do not turn any electrical switches on or off.

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www.cottsway.co.uk



Follow us on Twitter@Cottsway



Cottsway House • Heynes Place • Avenue Two • Witney • Oxfordshire OX28 4YG
T: 01993 890000
E: contact@cottsway.co.uk

Cottsway Housing Association is a registered society under the Co-operative and Community Benefit Societies Act 2014.
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