

## Gas servicing

This document was written by the Housing Section at North West Leicestershire District Council.

It is available in large print, braille and other formats on request.

This document is also available in other languages on request.

Printed and produced by the Communications Team, North West Leicestershire District Council, Council Offices, Whitwick Road, Coalville, Leicestershire, LE67 3FJ.

## What is gas servicing?

As your landlord, we are legally required to service the gas appliances in your home annually. The reason for this is that appliances that aren't maintained properly can start to produce carbon monoxide, which is odourless, colourless and tasteless.

Carbon monoxide is lethal because it coats the lungs in such a way as to prevent oxygen being absorbed by the body. It therefore causes death by asphyxiation

The annual gas service is therefore for your own safety and this is why it is important that you are at home for your gas safety check.

Because the check is a legal requirement, and because carbon monoxide poisoning is deadly, we always take tenants to court if they do not allow us access to carry out the service.

## How will I know when the service will be?

A letter will be sent to you from 'Thorpete', our gas service contractor, with a proposed appointment date and a free-phone number to contact them to confirm or change the date. This will happen approximately ten days before the proposed appointment.



If our service contractors fail to gain access, a calling card will be left with another proposed visit date.

You are liable for legal action if access is refused. The cost of this is a minimum of £300 and will be charged to you.

## What will happen during the servicing?

The annual gas service to your appliances will be carried out in accordance with manufacturers' instructions. The engineer needs to be made aware of all gas appliances in the property.

A visual check of any gas cooking appliance that is owned by you has to be carried out by law. If the contractor finds a problem with your cooker, or any

other gas appliance you own, they have a legal obligation to disconnect that appliance for your own safety. Whilst we appreciate this could be extremely inconvenient for you, there is nothing that we can do about this. You also need to know that the Council is not responsible for any repairs to gas appliances you own that may have had to be disconnected.

The engineer will leave you with a copy of the gas safety certificate to keep for future reference.



## What happens if my boiler needs repairs?

You should ring the Repairs Call Centre on 01530 454635.

The call centre staff will take your personal details and the details of your repair.

We endeavour to carry out all repairs as soon as possible within the appropriate target response time. Emergency repairs have a 24 hour response time, urgent repairs have a seven day target and non-urgent repairs have a 28 day target.

## What if I can smell gas?

If you can smell gas you should isolate gas at the emergency control, open windows and call the Gas Emergency Service immediately. Telephone NATIONAL GRID on 0800 111999. Do not wait until the annual gas safety check.

## Our commitment to you

North West Leicestershire is committed to giving you the best quality services. This is part of our customer contract with you.

If you think that we have not provided you with the best possible service you should let us know. We will do our best to rectify any problems or concerns you may have. If this is still not dealt with to your satisfaction you can take this further and follow our complaints procedure. You can pick up our 'Have your say' leaflet from the Council offices.