



GAS SERVICING

GIVE US ACCESS AND BE SAFE



GAS SERVICING

Keeping you safe – Important Information

- Using gas appliances in your home is normally very safe and problem free.
- By law, to keep our gas appliances working safely, they need to have a gas service every year by a qualified gas engineer.
- Our gas engineers must be able to gain access to your home to carry out this service.
- We will take legal action to gain access to your home if necessary.

FREE gas service for your home

To help keep you safe, Family Housing carries out a free gas service check every year.

What is a gas service check?

The gas service will normally take about one hour. During a gas service, a qualified engineer will check all gas appliances, such as boilers, for:

- Gas leaks – these can be dangerous and can cause explosions.
- Faults – appliances that are faulty can release dangerous gases, such as carbon monoxide, which can kill.

If the service shows that all gas appliances are working safely, a gas service certificate will be left with you or posted to you within 28 days of the service.

When will I have my gas service?

It is a legal requirement to have your gas service once a year. We will contact you to arrange an appointment and if you need to re-arrange your appointment, please contact us straight away.

Important things to remember

Our gas service check is free.

All our gas engineers carry an identification card. Please ask to see this card before you allow anyone into your home. If you are in doubt about their identity please call us on 0121 766 1100.

The gas engineer will not inspect or repair gas appliances that you own.

We will only check gas fires connected to a chimney or flue installed by Family Housing.



**: Legal action will be taken against any tenant who refuses to allow access :
: into their home to carry out the gas service. The legal costs can be passed :
: onto the tenant. :**

Gas Safety

- ✘ Do not use a ceiling fan at the same time as using any gas appliance that has a naked flame.
- ✘ Do not block air vents or flues inside or outside your home.
- ✘ Do not attempt DIY gas work!
- ✓ Do install a carbon monoxide detector / alarm.
- ✓ Do only allow a Gas Safe Register engineer access to service or repair your gas appliances.
- ✓ Do be cautious when buying second hand gas appliances.





Gas leak / smell of gas

If you think there may be a gas leak in your home:

- Do not switch on or off any electrical equipment, this includes light switches and mobile phones. This can cause an explosion.
- If you can, turn off the main gas supply; the on/off lever can be found at the side of your meter.
- Put out all cigarettes or naked flames.
- Open windows for ventilation.
- Call the gas emergency helpline on 0800 111 999.

Carbon Monoxide

Faulty gas appliances can produce carbon monoxide. You cannot smell it, taste it or see it, but it can kill. If you think your gas appliances are not working properly, please call the gas emergency helpline on 0800 111 999.

! UNDER YOUR TENANCY AGREEMENT AND BY LAW YOU MUST ALLOW US ACCESS INTO YOUR HOME TO CARRY OUT A GAS SERVICE. !

Please give access to our Gas Engineers – it is FREE and could save your life and the life of others.



Telephone Emergency Gas Helpline 0800 111 999

Family Housing contact details: Telephone 0121 766 1100
8am-8pm Monday to Friday | 8am-1pm Saturday
Emergency out of office hours
0121 766 1100 (transfer to our out of hours service)



E-mail post@family-housing.co.uk



Post Family Housing Association Bordesley House,
44/46 Coventry Road, Birmingham B10 0RX



Website www.family-housing.co.uk





0121 766 1100

Family Housing Customer Services

thebigwordGroup

Gas Servicing | This document is available in another language upon request.

Albanian

Shërbimi për gazin

Me kërkesë, ky dokument gjendet edhe në gjuhën shqipe.

خدمة الغاز

هذه الوثيقة متاحة باللغة العربية عند الطلب.

Arabic

Bengali

গ্যাস সার্ভিসিং

এই ডকুমেন্ট অনুরোধে বাংলায় পাওয়া যায়।

Gujarati

ગેસ સર્વિસિંગ

આ દસ્તાવેજ વિનંતી કરવાથી ગુજરાતીમાં મળી રહેશે.

Hindi

गैस सर्विसिंग

अनुरोध पर यह दस्तावेज़ हिन्दी में भी उपलब्ध है

سێرفیس کردنی گاز

ئەم بەلگەنامەیە بە زمانی دیکەش دەست دەکەوێت ئەگەر داوا بکەیت.

Kurdish - Sorani

Kurdish - Kurmanji

Sêrvîs kirna gaz

Vê belgenamêye li ser daxwazîya we bi zimamên din pêşkiş dibe.

Punjabi

ਗੈਸ ਸਰਵਿਸਿੰਗ

ਇਹ ਦਸਤਾਵੇਜ਼ ਮੰਗ ਕੇ ਪੰਜਾਬੀ ਵਿਚ ਵੀ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

Somali

Baarista Gaaska

Dokumentigaan waxaa lagu helaa Soomaali haddii la codsado.

گیس سروسنگ

درخواست پر یہ دستاویز اردو میں بھی مل سکتی ہے۔

Urdu



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