

GAS SERVICING

GIVE US ACCESS AND BE SAFE



GAS SERVICING

Keeping you safe - important information

To ensure your gas appliances are working safely, they need to have a gas service every year by one of our qualified gas engineers.

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

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.

FREE gas service for your home

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

Legal action will be taken against any tenant who refuses to allow access into their home to carry out the gas service and you will be recharged for any costs incurred.

Gas service

The gas service will normally take about one hour and gas appliances will be checked for any gas leaks or faults.

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.

The gas engineer will inspect but not repair or service gas appliances that you own and we will only check gas fires connected to a chimney or flue installed by Family Housing.

When will I have my gas service?

It is a legal requirement to have your gas service once a year. We will contact you before this is due to arrange an appointment. If you need to re-arrange your appointment, please contact us straight away as you will be charged if we call and you are not there.

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.
- ✗ Never attempt DIY gas work. It is illegal and unsafe.
- ✗ It is not recommended that you buy second-hand gas appliances.
- ✓ Do install a carbon monoxide detector / alarm.
- ✓ Only allow an engineer qualified on the Gas Safe Register to service or repair your gas appliances.
- ✓ You are required to ask permission from Family Housing before having any gas installation carried out privately.

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, including 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 National Grid 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.

Please give access to our gas engineers - it is FREE and could save your life and the life of others.

Emergency National Grid gas helpline - 0800 111 999.

This freephone number is available 24 hours a day, seven days a week.

Gas servicing.

This document is available in other languages upon request.

Bengali

গ্যাস সার্ভিসিং

এই ডকুমেন্ট অনুরোধে বাংলায় পাওয়া যায়।

Kurdish

سێز فیس کردنی گاز

ئەم بەلگەیه بە پێی داواکاری بە زمانی کوردی ش دەس دەکەوێت

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.

Urdu

گیس سروسنگ

درخواست پر یہ دستاویز اردو میں بھی مل سکتی ہے۔

How to contact us

You can contact us at our office, over the telephone, by e-mail or on our website.

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

(Birmingham) Ltd

Bordesley House

44/46 Coventry Road

Birmingham B10 0RX

Website:

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