

Contact us:

Tel: 0115 917 7777

E-mail: housingrepairs@broxtowe.gov.uk

Website: www.broxtowe.gov.uk/repairs

Or write to us at the address below



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This document is available in large print upon request

Other leaflets you may find helpful:

Gas Safety

Re-pressurising My Central Heating System

What Repairs Am I Responsible For?

Broxtowe Borough Council - Housing Repairs
'getting it right first time'

Broxtowe Borough Council
Housing Repairs, Council Offices,
Foster Avenue, Beeston
Nottingham, NG9 1AB



**Broxtowe
Borough
COUNCIL**

Gas Servicing

It is important that you and your family are as safe as possible in your home..



53069

getting it right first time

www.broxtowe.gov.uk

Gas Servicing

You are at risk of carbon monoxide poisoning if:

- Your gas appliance was poorly installed
- Your appliance is not working correctly
- Your appliance has not been checked for safety or maintained regularly
- There is not enough fresh air in the room
- Your chimney or flue gets blocked

By law, we are responsible for making sure that the gas fittings and flues are maintained in good order and gas appliances and flues are checked for safety once in a period of 12 months. We will keep a record of the safety checks carried out for at least two years and issue you with a certificate once the safety checks have been completed.

WHO CARRIES OUT THE ANNUAL GAS SAFETY CHECK?

A Gas Safe registered engineer will carry out the check.

WHAT WILL WE DO TO COMPLY WITH THE LAW?

1. We will carry out a free annual service of all gas appliances within your home.
2. We will send you a letter advising of the forthcoming service of your gas appliances giving you the opportunity of contacting us to arrange the works at a time and date convenient to you. We can service your appliance anytime during the week 8.30am to 5.30pm, early evenings up to 7.30pm and Saturday Mornings.
3. We will then make three further attempts to gain entry into your home to carry out the necessary safety check.
4. Failure to provide access will result in further measures being taken to gain entry involving our Legal Department.
5. If we identify any faults during the service, these will be rectified the same working day.
6. If we are unable to repair the appliance, we will leave you with temporary heating facilities during the winter period. If you do not have any alternative form of heating.

Please note that we will service all appliances installed by the council and carry out a safety check on any appliances you have installed yourself.

If you need to contact us to arrange a gas service please do so using the options overleaf.

HOW CAN YOU HELP US?

1. Provide us with access times and dates to suit yourself. This will help us to reduce abortive calls and improve our overall service by being more effective in the way we operate.
2. If you are not going to be in when an appointment has been made, let us know so we can rearrange the appointment.
3. Do not block up air vents in your property.
4. Do not sleep in the same room as an open flued gas appliance.

PROVIDING US ACCESS TO CARRY OUT THE ANNUAL SERVICE OF YOUR GAS APPLIANCES WILL HELP TO PROTECT YOU, YOUR FAMILY, FRIENDS AND NEIGHBOURS FROM GAS ESCAPES AND CARBON MONOXIDE.

REMEMBER

If you smell gas PHONE: 0800 111 999

- **Do not** smoke or strike matches
- **Do not** turn electrical switches on or off
- **Do** put out naked flames
- Open doors and windows
- Keep people away from the affected area
- Turn off the meter at the control valve

Help us to protect you and your family by providing us access to service and maintain your gas appliances