

# Gas Servicing

**The law states that we must service all gas appliances every year to make sure they are safe. Your tenancy agreement clearly states that you must give us access to do this. Faulty gas appliances can kill.**

## Gas Appliance Servicing

Carbon Monoxide fumes from faulty appliances can kill; the fumes have no taste or smell. The best way to ensure that you and your family are not at risk is to let us in to check and service all our gas appliances in your home.

We will write and remind you one month before your annual gas service is due, asking you to contact Eastline on 0161 274 2390 to make an appointment for an engineer to come to your home and carry out the service. In some circumstances, we may be able to offer a weekend or evening call.

If you are out when our engineers call they'll leave you a card telling you that they have been. You must telephone the number on that card to set up a new appointment time as soon as you can.

## The Safety Check

The engineer will carry out a thorough inspection of all our gas appliances. If any need repairing, every effort will be made to carry out a repair while your gas appliance is being serviced. If your appliance is uneconomical to repair or is unsafe it will be replaced within our published response times.

If the appliance is your responsibility and it is found to be unsafe the engineer will disconnect it from the gas supply to make it safe. It is against the law to reconnect unsafe gas appliances.

We will also send you a customer satisfaction form with a free reply envelope for you to complete. By filling this in you will help make sure we're giving the best service we can to all our tenants.

## If You Own Gas Appliances

If you own your gas cooker we will check that it is safe, but under your Tenancy Agreement you are responsible for having it serviced. If gas fires and central heating boilers have been installed in your home with our consent we will service them for free at the same time as carrying out your safety check.

## Our Standards Of Service

If you wish to tell us about any part of the service you think we can improve, or something we did that you liked then please contact us to let us know. If you are unsatisfied with our service, we have a dedicated complaints form, which should be returned to us at the address below.

## Important!

**Don't forget to ask the engineer who calls to show you their Identity card. Feel free to check this out by calling the number on your letter before you let them in - the engineer won't mind at all!**