



Find out about...  
**gas servicing**



## Frequently Asked Questions

### How do I know that the contractor is CORGI Registered?

We always use CORGI registered contractors and fitters, but do make sure you ask to see their CORGI identity cards.

### How do I know that the contractor is from Community Gateway Association?

All contractors will wear our corporate uniform and will carry an identity card. If you are in any doubt about the identity of the contractor please call us on freephone **0800 953 0213**.

### What gas equipment is Community Gateway Association responsible for?

We will maintain, service and carry out a safety check on all gas appliances and flues that have been supplied and installed. We will also carry out a gas safety inspection on your own gas fire if you have received permission from us to install it in your home.

### What will happen if my gas appliance fails the annual inspection?

Our CORGI registered contractors will fix any repairs required. It is an offence for you to use, or for Community Gateway Association to allow you to use, a gas appliance that is unsafe.

### If I have not seen a copy of my gas service record, what should I do?

We are obliged by law to show you a copy of the latest safety check record. If you have not received one please contact us and we will send you one.

### What if I don't have a gas supply in my home?

We are still obliged by law to check your home, even though the last service visit showed that there was no gas appliance or gas supply.

### What will happen if I refuse to let the gas engineer into my home?

If you do not allow us to enter your home and check your gas appliances we will take action to gain access through the courts.

In previous cases we have been granted access by the court and tenants have been ordered to pay costs of £400.



Community Gateway Association carries out yearly gas servicing and safety checks to all properties. We also carry out a service of the smoke alarms at the same time as the gas service.

## Landlord Responsibilities

As your landlord we have legal obligations to check all gas appliances in your property.

These checks are important, as faulty gas appliances are dangerous. They can leak a gas called Carbon Monoxide which has no smell or colour, but can kill in a very short period of time.

To keep you safe, we will arrange for your gas pipework and gas heating systems to be serviced every year.

We will make sure that a record of each annual gas service is kept. We will also make sure you receive a copy of the current gas servicing record (Landlord's Gas Safety Certificate CP12).

## Appointments

We will write to you at least a week before your gas service is due to let you know the date and time of your appointment.

If the appointment is not convenient then you can call us on our freephone number **0800 953 0213** to arrange an alternative date and time.

We can offer morning or afternoon appointments as follows:

- Morning - Between 8.00am & 1.00pm
- Afternoon - Between 12.00pm & 5.00pm.

If you work or have other commitments during these hours we can also offer early evening appointments between 4.00pm and 7.00pm or Saturday morning appointments between 9.00am and 12.00pm.

We also provide appointments that avoid the school run between 9.30am and 2.00pm.

We will send you a text the day before the appointment to remind you of the time and we will also text you before we set off to visit your home.

If you are regularly not in your home when we call, or you refuse access for the contractor to service the appliance, we will take legal action to gain access through the courts.

In previous cases we have been granted access by the court and tenants have been ordered to pay costs of £400.



## Service Standards

We have set some service standards that tell you what you can expect from us

- We will carry out an annual gas service
- We will offer you a range of appointment times and meet 97% of those
- The service will be carried out by a CORGI registered engineer
- We will make sure you receive a copy of the gas safety certificate
- We will service your smoke alarm at the same time as the gas service

## Faults

If your boiler becomes faulty, contact Gateway Repairline straight away on freephone **0800 953 0213**.

Do not attempt to carry out repairs or services on gas pipe work or appliances yourself. Work on gas appliances must only be done by a CORGI registered engineer.

## Can you smell gas?

If you smell gas telephone **TRANSCO** immediately on **0800 111 999**, from a telephone outside your house.

You also need to

- Put out cigarettes
- Turn off the appliance at the valve and the main gas tap at the meter
- Open doors and windows to let the gas escape
- Don't use any naked flames
- Don't use electrical appliances as a spark could ignite the gas

If you cannot phone **TRANSCO** yourself we will ring them on your behalf.

If required we will also arrange for one of our engineers to come to your property on the same day to complete the repair. If your boiler is not working and you do not have an alternative form of heating then you will be supplied with electric heaters.

For more information about gas safety please visit the **CORGI** website at [www.trustcorgi.com/consumers](http://www.trustcorgi.com/consumers)