

YOUR GUIDE TO

Gas Safety



As part of our commitment to keeping your home safe, Community Gateway Association (CGA) will carry out yearly gas servicing and safety checks for all our properties. During this check, we will also service your smoke and carbon monoxide (CO) detectors.

Gas Safety Check Appointments

Faulty gas appliances are dangerous, not only do they cause gas explosions and fires, but also carbon monoxide leaks. Carbon monoxide leaks have no smell or colour but can kill in a short period of time. Problems in your home put your neighbours at risk too.

That is why it is so important that you allow us access to your home to do our yearly Gas Safety check.

- We will write to you at least two weeks before your appointment to confirm a date and time.
- If the appointment is not convenient, you can call us on **0800 953 0213 (option 1)** or visit www.communitygateway.co.uk/book-repairs-appointment to arrange a different date and time.
- 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 repeatedly avoid letting us in, or refuse access to your home, we may take legal action and you will be charged with the legal costs.

What You Can Expect From Us

- Your gas supply, pipes and any gas appliances we provide are safe at the start of your tenancy.
- Your gas supply, pipes and any gas appliances are checked by a Gas Safe, qualified engineer, every 12 months.
- Your home has smoke and carbon monoxide detectors fitted and working and you receive a record of this.
- We attend all emergency repairs within four hours – these are repairs that pose a serious risk. In less urgent situations, we will visit within 24 hours.
- We carry out general repairs within 20 days.
- If your boiler is broken in colder months, we can supply you with electric heaters.

Keeping Your Home Safe

- If your gas boiler or cooker becomes faulty, contact us immediately on **0800 953 0213 (option 1)**.
- DO NOT attempt to carry out your own repairs or services on gas pipework or appliances. It must be done by our Gas Safe registered engineers.

- Please ask for permission to install or move your own gas appliances. These can then be included in our annual safety checks.

If You Smell Gas In Or Around Your Home

- Open windows and doors.
- Turn off the gas emergency control valve at the meter.
- Extinguish all naked flames.
- Leave your property and then call the National Gas Emergency service on **0800 111 999** immediately.
- Do not use electrical appliances or switches, as a spark could ignite the gas.
- Do not light cigarettes.
- If you feel unwell, visit your GP or hospital immediately and let them know you have been exposed to carbon monoxide.

For more information about gas safety please visit the Gas Safe Register website at www.gassaferegister.co.uk

How to Contact Us:

To book a repair, or to discuss Gas Safety with us, please contact us:

- Call: **0800 953 0213 (option 1)**
- Email: repairs@communitygateway.co.uk
- Visit our website: www.communitygateway.co.uk/book-repairs-appointment
- Visit our office: **Harbour House, Port Way, Preston, PR2 2DW (Monday-Friday 10am - 4pm)**

To report an emergency repair out of office hours call us on **0800 953 0213**.

Give Us Your Feedback

We welcome your compliments, complaints and comments to help us improve our services. We will make sure that your feedback is addressed fairly, effectively and promptly. Submit your feedback via any of the methods below:

- Online: Complete the form www.communitygateway.co.uk/complaints-and-compliments
- Email: complaints@communitygateway.co.uk
- Phone: **0800 953 0213 (option 6)**
- Visit us: **Harbour House, Port Way, Preston, PR2 2DW (Monday-Friday 10am – 4pm)**
- Write to us at: **FREEPOST RTSY-EKRT-ASKR - Service Improvement Team, Community Gateway Association, Harbour House, Port Way, Preston, PR2 2DW.**



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If you require this guide in a different format such as larger print, or in a different language, please contact us on **0800 953 0213 (option 6)**.



www.communitygateway.co.uk