

Annual gas servicing

What is annual gas servicing?

Gas servicing is a free service undertaken for the safety of you and your family.

It is a legal requirement, as your landlord, that we service your gas appliances every year.

You, as the tenant, are required by the terms of your tenancy agreement to allow us access to carry out this servicing.

Your annual gas service check makes sure your gas appliances are working efficiently and, as well as keeping you safe, this can also save you money on your heating bills.

When will my annual gas servicing be done?

There is an annual cyclical program of servicing undertaken on our behalf by British Gas and they will send you a letter with details of the date and time of your appointment.

If this date and/or time are not convenient for you there will be details on the letter so that you can re-arrange your appointment for a time and date that is convenient for you.

Please note: It is necessary that you are, or another adult is, at home when we visit to do your annual gas servicing appointment.

What if I miss an appointment?

If you miss your first appointment, you will be sent a second letter from British Gas, giving you a new appointment.

If you cannot make an appointment or miss an appointment, you can call to re-arrange any appointment, by ringing British Gas on 0845 8500047 or **free** on 0800 1077009 if you are calling from a landline.

It is very important that gas servicing is done regularly and that you allow us access to do this servicing. **Carbon monoxide poisoning from faulty appliances can kill** and it is a condition of your tenancy that **you** let us in.

If the contractor is unable to gain access after two attempts the council will employ its 'access procedure' in accordance with the gas servicing policy.

If you continually miss appointments, or don't allow us to do the work, we will apply to take court action against you in order to gain access to your property to service your gas appliances. Once an application has been made to the court, you will be liable to pay all costs, a sum that will be no less than £450 – even if you arrange an appointment prior to attending court.

You will also be in breach of your tenancy conditions.

Gas meters

Gas meters are the responsibility of your gas supplier. If you have a problem with your gas meter, please contact your gas supplier. Your neighbourhood manager can show you how to turn off your gas meter.

Stay safe – Stay serviced

Further information and contact details

Should you have a problem with your gas appliance and require a repair, or if you require any further information about gas servicing, please call repairs on:

Tel: 01722 434470 / 434593 / 435596

Out of hours: 01722 411676

If this is not an urgent matter you can also call on free phone: 0800 1697373 and leave a message.

Postal address: Housing Management, Department of Neighbourhood and Planning, P.O. Box 2281, Wiltshire Council, Salisbury SP2 2HX.

Telephone: 01722 434294 or 0300 456 0100 (low cost call)

In person: Housing Management, Department of Neighbourhood and Planning, 25-27 Milford Street, Salisbury, SP1 2AP.



Information about Wiltshire Council's services can be made available on request in other languages and formats such as large print and audio. Please contact the council on 0300 456 0100, by textphone on 01225 712500 or by email on customerservices@wiltshire.gov.uk