

# Annual gas servicing

## What is annual gas servicing?

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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?

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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?

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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 01722 413344.

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

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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 useful contacts

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**Should you have a problem with your gas appliance and require a repair, or if you require any further information about gas servicing, please contact the repairs team:**

**Telephone:** 0300 456 0117 (option 2 for repairs, option 3 for gas servicing)  
Any calls outside of office hours will be diverted to the out of hours service.

**Email:** [housingrepairs@wiltshire.gov.uk](mailto:housingrepairs@wiltshire.gov.uk)

**Write to us or visit us:** Housing Management, Wiltshire Council  
Council House, Bourne Hill, Salisbury SP1 3UZ

Information about Wiltshire Council services can be made available on request in other languages including BSL and formats such as **large print** and audio. Please contact the council by telephone **0300 456 0100**, by textphone 01225 712500, or email [customerservices@wiltshire.gov.uk](mailto:customerservices@wiltshire.gov.uk)

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