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Service Standard

Gas Services

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خدمات الغز

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خدمات گیس

APPROVED
by Tenants ✓



Author: Adrian Evans (August 2008)

Gas Services

Sandwell Homes has its own Gas Services team responsible for carrying out the annual gas safety checks to all Council owned gas appliances, flue systems and gas pipework installed in your property.

We have a legal obligation to ensure that all gas appliances; flues and gas pipework owned by us are checked for safety every year. In addition, we employ gas fitters and heating engineers to carry out the replacement of gas appliances condemned for safety reasons.

Our Promise to You:

We will provide information regarding gas safety and the law:

- In your Tenants Handbook
- In our 'Gas Safety Guide'
- On our website www.sandwellhomes.org.uk
- In your local Neighbourhood Office.

We add the further promise that:

- All Gas Engineers employed by Sandwell Homes will be fully trained and competent to carry out all types of gas related works.

Contacting Gas Services - Service or Repair

The following contact numbers can be used for contacting Sandwell Homes Gas Services Team:

You can now contact us to make an appointment from 8.00am to 8.00pm.

Breakdown Service	0121 569 6058
Servicing Appointments	0121 569 6077
Out of Hours Emergencies Only	0800 844 112
<i>(An out of hours Emergency Call out service is available between the hours of 5.30pm to 8.00am)</i>	
Suspected gas leaks or fumes from gas appliances must be reported to National Grid on their 24-hour emergency freephone number 0800 111 999	

Please refer to your Tenants Handbook for further details.

When you contact us we will ensure:

- That our Gas Services Advisors can offer advice on all gas related matters
- That all our customers have easy and convenient access to the Gas Repairs Service
- That Gas Service Advisors give their full attention to customers and deal with them in a polite and helpful manner

- That where a customer does not speak English, Gas Service Advisors will arrange to provide an interpretation service through nominated interpreters, including signers or through National Interpreting Service.

Annual Gas Safety Inspection

We will:

- Carry out a yearly gas safety inspection to all Council owned gas appliances
- Write to each customer giving approximately 2 weeks advance notice that our servicing team will be calling. Posted with this letter will be our 'Gas Safety Guide' containing useful safety advice together with energy efficiency information
- Our engineer will give a minimum of 3 working days notice of the intended inspection date by leaving an appointment card with the proposed date shown and the telephone number, giving the customer the opportunity to change the proposed appointment date to a date mutually agreed
- Carry out a free of charge visual inspection on privately owned gas appliances.

You will be informed of any defects noted on the appliance, which must be repaired by a CORGI registered installer of your choice.

Your Responsibilities

The yearly gas safety inspection and service is for your safety and that of your family and friends, please help Sandwell Homes by ensuring access is available.

- If you fail to keep appointments and we are unable to gain access to your property on a number of occasions, arrangements will be made to gain access through the courts, any costs associated with this course of action will be passed on the tenant
- Report any problems with gas appliances at once to Sandwell Homes Gas Services
- If you smell gas, think you have a gas leak or are worried that fumes containing carbon monoxide are escaping from a gas appliance please call National Grid on immediately on **0800 111999**
- Please do not reduce or block the ventilation to gas appliances or block gas flues or chimneys taking any poisonous fumes away from gas appliances
- Do not carry out any “do-it-yourself” work to install or repair a gas appliance - leave it to the experts. Apart from being very dangerous, you are breaking the law
- Do not purchase or fit a second hand gas appliance.

Want to know more?

Further information available;

- Your Tenancy Handbook
- On our website www.sandwellhomes.org.uk
- In your nearest Housing office
- In your Tenancy agreement

If you would like a copy of this document translated, or require a copy in Braille, large print or audio tape, please contact 0121 569 6030

إذا كنت تود الحصول على نسخة مترجمة من هذا المستند، أو كنت بحاجة لنسخة مطبوعة بطريقة برايل للمكفوفين أو بطباعة مكبرة أو على شريط تسجيل صوتي، يرجى الاتصال برقم 0121-569 6030

আপনি যদি এই নথিটির অনুবাদ পেতে চান অথবা ব্রেইল-এ, বড় অক্ষরের ছাপায় অথবা অডিও টেপ-এ এটি চান, তাহলে অনুগ্রহ করে 0121-569 6030 নম্বরে যোগাযোগ করুন

Eger hûn dixwazin kopiyeye vê dokument bê wergerandin yan jî dixwazin kopiyeye bi Tîpên Koran (Braille), bi Tîpên Mezin yan jî wekî Axaftina Qeydkirî bidestd bixin, jî kerema xwe têkildar bin bi hejmarê telefonê 0121-569 6030.

"ئەگەر تۆ دەتەوێت ئەم بەگەیه وەر بگرێنەوه سەر زمانی خۆت، یان بە د ی
بەرەیل، چاپی قەمەر یان لە سەر شریتی کاسەت بۆ تۆ ئاملا دەکەین، تکایە
پەیوەندی بکە بە ژمارە تەلەفونی 0121-569-6030.

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਇਕ ਕਾਪੀ ਦਾ ਅਨੁਵਾਦ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਬੁੱਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਜਾਂ ਅੱਡੀਓ ਟੇਪ ਦੀ ਕਾਪੀ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ
ਕਿਰਪਾ ਕਰਕੇ 0121-569 6030 'ਤੇ ਸੰਪਰਕ ਕਰੋ

Haddii aad jeclaan laheyd nuqul dukumeentigan ah oo tarjuman, ama aad u baahan tahay nuqul ah
Luuqadda indhoolayaasha, Daabacad weyn ama Cajalad Dhegeysi, fadlan la xiriir 0121-569 6030

اگر آپ کو اس دستاویز کی ایک ترجمہ شدہ نقل چاہیے یا بریل، بڑے حروف یا آڈیو ٹیپ میں ایک نقل کی
ضرورت ہو تو برائے مہربانی 0121-569 6030 پر رابطہ کریں

Your nearest Housing office is: