

Changes to gas servicing and safety checks

Westlea is making changes to gas servicing and safety checks.

If you have a gas appliance in your home then you probably know that Westlea (as your landlord) has a legal obligation to make sure that a gas service and safety check is carried out every year. The service not only helps keeps you safe from Carbon Monoxide poisoning but will also make sure that your system runs efficiently and will help to reduce your energy costs.

It is essential the annual service of your gas appliance(s) is carried out before the previous service expires. We will now be getting in touch with you up to eight weeks before your service is due – much earlier than in previous years. We hope that this will make it easier for you to agree an appointment and will make sure the servicing and safety checks are completed on time.

This is the way we will be arranging gas appliance servicing and safety checks from now on:

- Ultra Warm, our contractor, will write to you to request an appointment, and will ask you to contact them within a week to arrange it.
- If no contact is made with Ultra Warm in one week, we (Westlea Housing) will write to you and also try to contact you by telephone to ask that you get in touch with Ultra Warm within seven days.
- If we are unable to contact you, we will also visit your home and, if you are at home when we call, we will contact Ultra Warm on your behalf by telephone so that you can arrange an appointment.
- In cases where we cannot contact you, we will place a warning sticker on the front door of your home to tell you about the risk of missing your safety check and asking you to contact Ultra Warm to arrange a date for a service within seven days.
- In very extreme cases – where no contact is made and we have made every effort to try and reach you – we



may apply to the county court for an injunction to force access to your home. This is not something we want to have to do and we will only do this when if we have contacted you in all of the above ways but still had no response from you.

Your safety and comfort is our absolute priority. Please help us to help you by contacting Ultra Warm as soon as they have written to you. If you have any new contact information –for example, an email address or a new telephone number – please let us know and call our repairs line on 01249 466100 so we can update our records.

Ultra Warm will be leave a feedback card for you to fill in after the service has been carried out. Please try to find the time to complete it with your ideas or suggestions to help us to improve the service we offer you.

4 easy steps to keep warm and safe

- 1** Keep your service appointment.
- 2** Never sleep in a room with a gas fire or back boiler – it could kill you.
- 3** Ring us on 01249 466100 if you suspect any faults with your gas appliances.
- 4** If you smell gas phone the 24hour Gas Emergency line on 0800 111 999 to report it immediately, day or night.