

Gas Appliance Servicing



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Our Responsibilities

Eastbourne Homes is required by law to ensure that our gas appliances in our tenants homes are inspected once a year by a qualified person to ensure that they are safe and not defective.

So how do we do this?

We have a record of properties where gas appliances are installed and each year our contractors will call on those properties to carry out a gas inspection and service these appliances (it is our policy to visually inspect all tenants' own gas appliances and properties where gas pipework exists). You will receive a copy of the gas certificate once an inspection has been made.

What do you need to do?

The gas servicing contractor will, whenever possible, make an appointment to visit your home at a convenient time. You can help us by being available for the visit and allowing the service engineer access to the appliances. If you are unable to keep an appointment this can be rescheduled by calling our contractor or our 24hr Repairs Freephone Telephone Number which is 0800 220786.

Our contractor will try to make contact on two separate occasions. If the gas engineer is not able to gain access, we will write to the tenant to make a further appointment. You may be charged for broken appointments. If Eastbourne Homes are still not given access legal proceedings may be started.

Why must I have my appliances serviced?

In addition to the legal requirement to service appliances, it is in your best interest to ensure that your home is safe and healthy. Plus a regular inspection also ensures that appliances are energy efficient and not wasting your money.

Web: www.eastbournehomes.org.uk

What if I smell gas?

If you know where the main gas stop tap for the property is located, turn the supply off at the gas main immediately (you may be able to locate the mains gas stop tap by using the directions in your Repairs Handbook). If you smell gas in your property or for any enquiry concerning external gas pipework please ring TRANSCO on 0800 111999.

What happens if I take over the property from another tenant?

If you undertook a mutual exchange, Eastbourne Homes should have been informed and a gas safety inspection made. You should ensure that you are given a gas safety certificate when you take over the property.

What if my appliance requires repair?

We have a 24hr Repairs Freephone Telephone Number which is 0800 220786. General repairs are carried out separately from the annual gas inspection. These are carried out within 24-72 hours dependant on the fault.

What about my own gas appliances?

Eastbourne Homes will carry out a visual inspection of your gas equipment annually and, in order to ensure the safety of its customers and to help increase energy efficiency, tenants will be informed of any necessary repairs and improvements that are needed. If you require permission to fit a new gas appliance please ring 0800 220786. This permission is rarely withheld.

[English]

If you or anyone you know would like a summary of this document in a different language then please contact South East Interpreting & Translation Service on 01273 473986 or our Resident Engagement Team on 01323 415356 and we will be happy to arrange this for you.

[Bengali]

আপনি বা আপনার পরিচিত কেউ যদি এ দলিলের একটি সারাংশ অন্য কোন ভাষায় চান তবে দয়া করে সাউথ ইস্ট ইন্টারপ্ৰিটিং এন্ড ট্রান্সলেশন সার্ভিস কে 01273 473986 নাছারে টেলিফোন করুন অথবা আমাদের রেসিডেন্ট এংগেজমেন্ট টিমকে 01323 415356 নাছারে টেলিফোন করুন এবং আমরা সনদে তার আয়োজন করবো।

[Cantonese]

如果您或您知道的任何人想要本文總結其他的語言的版本，請聯絡東南翻譯服務，電話號碼01273 473986 或聯絡我們的居民聯繫小組，電話號碼 01323 415356，我們會很樂意為您作出安排。

[Farsi]

اگر شما ویا شخصی که شما اورا می شناسید مایل است خلاصه ای از این مطالب را به زبانهای مختلف داشته باشد خواهش میکنیم یا با ادره مترجمان منطقه جنوب شرقی ۰۱۲۷۳ ۴۷۳۹۸۶ و یا با تیم مربوط با ساکنین با شماره تلفن ۰۱۳۲۳ ۴۱۵۳۵۶ تماس حاصل نمایید ما خوشحال خواهیم شد که به درخواست شما رسیدگی کنیم.

[French]

Si vous-même ou quelqu'un de votre connaissance voudrait un résumé de ce document dans une langue différente, contactez South East Interpreting & Translation Service au 01273 473986 ou bien notre équipe de services aux résidents au 01323 415356 : nous serons heureux de nous en occuper pour vous.

[Mandarin]

如果你或你认识的人需要索取这份文件不同语言的提要，请致电东南翻译 (South East Interpreting and Translation Service) 01273 473986 或是我们的住户支援小组 (Resident Engagement Team) 01323 415356，我们将很乐意为你安排。

[Portuguese]

Se você ou alguém dos seus conhecimentos pretende um resumo deste documento noutra língua, contacte *Southeast Interpreting and Translation Service*, pelo telefone 0127347 39 86 ou, o nosso *Resident Engagement Team* (Equipa de ligação dos residentes), pelo telefone 01323 415356 e, teremos todo o gosto em lho facilitar.

[Russian]

Если Вы или кто-либо из Ваших знакомых желаете получить краткое изложение этого документа на другом языке, пожалуйста, свяжитесь со Службой устных и письменных переводов Юго-Востока (South East Interpreting & Translation Service) по телефону 01273 473986 или нашей Группой, работающей с жильцами (Resident Engagement Team) по телефону 01323 415356. Мы будем рады организовать это для Вас.

[Spanish]

Si usted o alguien que usted conozca desea un resumen de este documento en un idioma diferente, por favor póngase en contacto con South East Interpreting & Translation en el número 01273 473986 o con nuestro Resident Engagement Team en el número 01323 415356. Será un placer poder ayudarles.

[Tamil]

உங்களுக்கு அல்லது உங்களுக்கு தெரிந்தவர் எவருக்கேனும் இந்த ஆவணத்தின் சுருக்கம் வேறு மொழியில் தேவைப்பட்டால் சவுத் ஈஸ்ட் மொழிபெயர்ப்பு மற்றும் மொழியாக்கச் சேவையை 01273 473986 என்ற எண்ணிலோ அல்லது குடியிருப்போர் சபுபாட்டுக் குழுவை 01323 415356 என்ற எண்ணிலோ தொடர்பு கொள்க. இதை உங்களுக்காக ஒழுங்கு செய்வதில் நாங்கள் மகிழ்ச்சியடைவோம்.

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