

Gas Servicing



maidenhead
and district
housing association




bridgewater
housing



furnival housing

 housing
solutions group



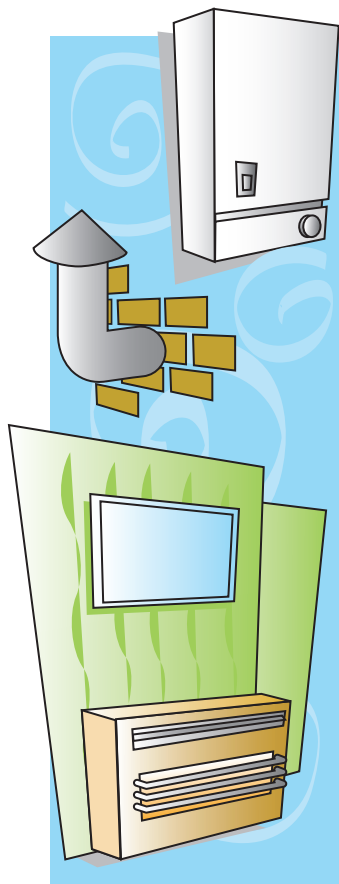
You can't
see it,
taste it, or
smell it, but
carbon
monoxide
can kill.

Figures from the Health and Safety Executive show that approximately 30 people die every year

in the UK from carbon monoxide poisoning caused by gas appliances and flues which have not been properly installed or maintained. Many others also suffer ill health.

When gas does not burn properly, as with other fuels such as coal, wood or oil, excess carbon monoxide is produced which is poisonous.

You can't see it, taste it, or smell it, but carbon monoxide can kill.



Call 0800 876 6060 to book your annual gas check

Gas Servicing

We are legally bound to carry out annual safety checks on the gas appliances we have fitted in your home

For your safety, every year, we need to carry out essential checks on the gas appliances we have fitted in your home.

And we need your help to arrange appointments so that we can carry out these gas checks and keep you and your family safe.

We have a legal responsibility to perform these safety checks.

The gas appliances checked will be the ones installed by Maidenhead and District Housing Association, Bridgewater Housing and Furnival Housing. This includes boilers, gas fires



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and gas supplies. The checks will not cover any gas appliances fitted by the tenant.

Every year we will write to you when the safety checks are due requesting that you contact us to make an appointment so the work can be carried out.

Outlined in this leaflet are details of how we will contact you to make an appointment to carry out these safety checks. Please make sure you respond promptly to our letters, asking you to make an appointment for a gas safety check.

These letters are very easy to see, as the envelope will be marked:



**“IMPORTANT – this is your
gas service reminder.**

**Please read this letter – your
life could depend on it.”**

If you do not respond and we are unable to get access to your home to carry out these safety checks, we may be forced to take legal action to get access to your property to check the gas appliances which have been fitted by us.

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Here is our five stage procedure for gaining access to your home for gas safety checks:

STAGE 1:

A letter is sent to tenants at least 31 days before the gas safety check is due. Tenants are asked to phone our Customer Contact Centre or visit our offices to book a mutually convenient appointment for the service.

You can't miss this letter – it carries the following warning:

**“IMPORTANT – this is your gas service reminder.
Please read this letter – your life could depend on it.”**

To make an appointment call:
0800 876 6060

Or call into our offices at:
Crown Square, Waldeck Road,
Maidenhead
SL6 8BY

Or email: contact@mdha.co.uk

We will do our best to arrange a mutually convenient appointment time for this service, which will take about an hour.

STAGE 2:

If no response is received to the first letter within 10 calendar days, then a second letter will be sent to the tenant. The second letter reinforces the importance of the safety check and asks the tenant to get in touch to arrange an appointment. Again the envelope



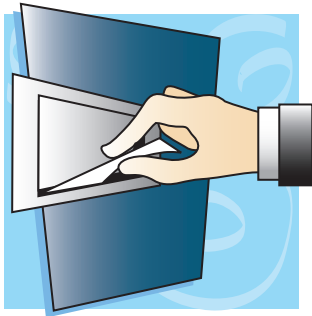
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is stamped with the warning information. So if you have forgotten to respond to the first letter please contact us when you receive this second letter so we can check all your gas appliances are operating safely.

STAGE 3:

The tenant has 10 days from the date that the second letter was sent in which to respond. Failure to do so will lead to a third letter being hand delivered or sent by recorded delivery.



STAGE 4:

If we do not get a response to the third reminder letter then a final letter will be hand delivered

by our housing management team. This will explain our responsibility to carry out the safety checks and our intention to seek to gain access through the courts, if the tenant does not respond immediately.

STAGE 5:

The matter is passed to our solicitors who will take appropriate action on our behalf. This could result in a tenant being taken to court and the court granting access for the safety checks to be carried out. The cost of the court case, which could exceed £600, would be charged to the tenant concerned.

Court action will be a last resort, so that we can gain access for these safety checks.



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If you would like an audio, large print or a Braille version of this document please call our offices on 0800 876 6060.

Urdu

اگر آپ گیس سروس کے بارے میں اس لیفلٹ کا ترجمہ چاہتے ہیں تو براہ کرم ہمیں فون کریں

Tel: 0800 876 6060

Hindi

यदि आप गैस सर्विस के बारे में इस लीफ़्लैट का अनुवाद चाहते हैं तो कृपया हमें फ़ोन करें

Tel: 0800 876 6060

Gujarati

જો ગેસ સેવા અંગેની આ પુસ્તિકાનું તમારે અનુવાદ જોઈતું હોય તો કૃપા કરીને અમને કોલ કરો

Tel: 0800 876 6060

Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਗੈਸ ਸਰਵਿਸ ਦੇ ਬਾਰੇ ਇਸ ਲੀਫ਼ਲੈਟ ਦਾ ਤਰਜਮਾ ਚਾਹੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਫ਼ੋਨ ਕਰੋ

Tel: 0800 876 6060

For gas servicing appointments call 0800 876 6060



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Maidenhead, Berkshire SL6 8BY.

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Minicom: 01628 638136

www.housingsolutions.co.uk

email: contact@mdha.co.uk

