



# Gas Servicing

## Gas Servicing

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 and Bridgewater Housing.



This includes boilers, gas fires and gas supplies. The checks will not cover any gas appliances fitted by the resident. 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. Please make sure you respond promptly to our letters asking you to make an appointment for a gas safety check.

### **Detailed here is our 5 stage procedure for gaining access to your home for gas safety checks:**

#### **STAGE 1:**

A letter is sent to residents at least 31 days before the gas safety check is due. Residents 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 safety reminder. Please read this letter – your life could depend on it.'

**To make an appointment:**

Telephone: 0800 876 6060

Call into our offices at: Crown Square, Waldeck Road,  
Maidenhead, SL6 8BY.

Or email: [contact@mdha.co.uk](mailto: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. The second letter reinforces the importance of the safety check and will ask you to get in touch to arrange an appointment. Again the envelope is stamped with the warning information. If you have forgotten to respond to the first letter please contact us as soon as possible when you receive the second letter so we can check all your gas appliances are operating safely.

**STAGE 3:**

If we have not heard from you 10 days from the date that the second letter was sent, a third letter will be 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 Neighbourhood 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 we do not receive a response immediately.

**STAGE 5:**

The matter is passed to our solicitors who will take appropriate action on our behalf. This could result in a resident 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 resident concerned. Court action will be a last resort, so that we can gain access for these safety checks.

