

If you are not a gas consumer, we will write to you every year asking you to contact the office to confirm you are not using a gas supply. If you do not contact the office we will send a contractor to your home to visibly check there is no supply.

### People First Housing Association

#### Manchester Office

1 City Road  
City Road East  
M15 4PN  
Tel: (0161) 235 6900  
Fax: (0161) 235 6919

#### Northwich Office

54A Station Road  
Northwich  
CW9 5RB  
Tel: (01606) 333731  
Fax: (01606) 40768

#### Rochdale Office

5 Fenwick Street  
Rochdale  
OL12 6XE  
Tel: (01706) 647693  
Fax: (01706) 649868

**Web:** [www.peoplefirsthousing.co.uk](http://www.peoplefirsthousing.co.uk)  
**E-mail:** [admin@peoplefirsthousing.co.uk](mailto:admin@peoplefirsthousing.co.uk)

People First HA is registered under the Industrial and Provident Societies Act 1965, Registration Number 27746R. It has Charitable Status. People First aims to promote equality of access to all.

**This leaflet is available in other languages, larger print and audio. Please contact the admin team at head office if you would like to know more.**



### People First Housing Association Community-based, tenant-led

#### Gas Servicing Policy

If you do not have your gas appliances checked regularly, you run the risk of carbon monoxide poisoning or even an explosion. That is why People First is legally bound to ensure your appliances are inspected every year.

Our contractors are asked to issue a 'gas safety record' each year, for every property. We give them 28 days notice of your current record falling out-of-date. During those 28 days, the contractor must contact you and carry out a fresh inspection.

#### **It is your responsibility as a tenant to give them access.**

Because of the risk to you and your neighbours if you refuse access, we will take legal action to gain access to your home and you may be liable for any court costs, which arise.

#### **Booking an appointment**

We will write to you 28 days before your service becomes due. Once you receive the letter, you should contact our contractors, Holly Tree Maintenance on **0161 652 3838** to book an appointment.

When you book your appointment, you will be offered a date of your choosing (within the 28-day period) and a morning or afternoon slot.

- The morning slot is between 8.30am and 1.00pm
- The afternoon slot is between 1.00pm and 5.30pm

If you are in full-time employment, we may be able to arrange a Saturday appointment, although we may not be able to offer the Saturday you would prefer.

If you do not book an appointment, the contractor will try to contact you – either by phone or by calling ‘on spec’. If you are not in when they call, they will leave a card asking you to contact them to book an appointment.

They will only leave a card twice. After that, we will assume you have refused access and commence legal proceedings.

If you have booked an appointment for your inspection and you can no longer keep it, you must contact us **immediately** to arrange an alternative date.

Once the inspection is complete, the contractor will issue you with a gas safety record. Please keep it in a safe place. If the inspection identifies any areas of concern, we will rectify them.

### **Missed Appointments**

- If you fail to keep a pre-booked gas servicing appointment, you will be charged a £10 fee.
- If you miss further pre-booked appointments, you will be charged a £30 fee for each one.

If your gas safety record becomes more than twelve months old – as a result of your failure to give the gas contractors access – we will take legal action to gain entry and/or evict you from your home.

### **No credit on your meter**

If you have a card meter, you **must** ensure you have enough credit for the contractor to carry out the inspection. Usually £1 will be enough.

If the contractor attends a pre-booked appointment and there is insufficient credit on your meter:

- You will be charged a £10 fee
- You will be asked to book a new appointment
- You will be issued with a notice of our intention to cap off your gas supply and make it safe. The notice will be withdrawn if the re-booked appointment is fulfilled.

Alternatively, you may ask for your supply to be capped off and made safe there and then, with no fee. If you later have your gas supply reinstated you must contact the office **immediately** to allow our gas contractor to carry out the gas safety check.

If there is no credit at the re-booked appointment, your supply will be capped off and made safe.

### **Legal Action**

If, despite following the procedure outlined, we have not been able to carry out your gas service within the 28-day period, we will seek a warrant of entry from the courts under the Environmental Protection Act and you will be **recharged court costs of more than £100.**