

Gas Servicing

keeping you safe



THE ACCORD GROUP



Gas Servicing

This leaflet explains the Service Standard that you can expect from us in providing Gas Servicing and why it is so important that you allow us to carry this work out.

The Accord Group comprises 7 organisations which work together: Accord, Ashram, Caldmore and Moseley & District housing associations, bchs, Fry Housing Trust and Redditch Co-operative Homes. This leaflet applies to all of these organisations.



The way we work

We aim to **Put People First**, which means making sure everyone is safe in their home. We aim to deliver **Excellence Through Innovation** and use the latest technology to ensure you are not at risk. We want to **Make a Difference** and do things quickly and effectively. We are **Committed to Communities** and protecting people in the neighbourhoods we serve.



We welcome your views and feedback.

You can contact us by phone, fax, email or letter on:

Tel: 0300 111 7000 **Fax:** 0121 358 9011

Email: customerfirst@accordgroup.org.uk

Customer First, Accord Group, 178 Birmingham Road,
West Bromwich, B70 6QG

You can also contact the individual associations within the Accord Group directly and through our websites at www.accordgroup.org.uk. Individual offices addresses and opening hours are on the inside back cover of this leaflet.



We will ensure that every home has an annual Gas Safety check. It is important for you and your family's health and safety that gas appliances are serviced every year.

How safe are you?

A faulty gas appliance can give off Carbon Monoxide which might make you feel nauseous and, in high quantities, can **KILL** in minutes.

If you smell gas or fumes and suspect a leak, you should follow these do's and don'ts:

- **Do** turn off the gas supply at the meter
- **Do** ventilate the building by opening doors & windows
- **Don't** operate electrical switches
- **Don't** smoke



**Call the emergency gas service on the free phone number:
TRANSCO 0800 111 999**

If the smell persists, leave the property. You should then contact us. Contact details are on the inside back cover of this leaflet.



Safety Checks:

It is a legal requirement for us to carry out an annual gas servicing check within your home. This check will be carried out on appliances, flues, meters and pipe work which are our responsibility. We use qualified gas engineers to do this work.

How do you arrange to come and check gas services?

We will let you know when we are planning to carry out the gas servicing check in your home.

Our contractor offers flexible appointment times to give as much opportunity for you to be available so that they can carry out this important work.

Sometimes appointment dates/times may be inconvenient but we **MUST** get access to your home every year to carry out gas servicing. We will make three reasonable attempts to agree access dates/times to your home.

If we do not get access to your home within the required 12 month period, we will take the appropriate legal action to enter your property.

This is for the safety of you, your family and your neighbours.

Before the start of any new tenancy, we will ensure that a gas safety check has been carried out in the empty property.



Do you check gas appliances like cookers?

We are not required to maintain or check gas appliances that belong to you. The qualified gas engineer who visits your home will carry out a visual inspection of your appliances and will give you advice on continued use of items such as your cooker or fire. If your appliances are seen to be 'unsafe' they will be isolated.

Gas Certificates

We will provide you with a copy of the gas safety record or certificate after the annual check. If you are a new resident, you will get a copy with all other documentation when you sign your tenancy agreement.

Who carries out the Gas Servicing?

A contractor working on our behalf will carry out the gas safety check in your home. You should ask them to provide proof of their identity (ID) before you let them into your home.

Code of Contact

We have a Code of Conduct that sets out the behaviour required by those people carrying out work in your home. This includes how they should treat you and your property and the need for them to clean up after any work.

SERVICE STANDARDS: In carrying out gas servicing we will:

- Provide a minimum of 30 days notice of the first appointment to carry out a gas safety inspection and service
- Provide a text or telephone reminder 48 hours before the appointment
- Re-arrange appointments to suit you and offer evening and Saturday morning appointments if required
- Enable you to contact the contractor directly to rearrange appointments
- Provide you with a copy of the gas safety certificate and place a dated inspection and service reminder sticker on your boiler
- Ensure contractors' operatives are polite, wear uniforms and carry identification and names badges
- Carry out a resident satisfaction survey after every gas service that has taken place, analyse the results, feedback our findings to you and use this information to improve the service we provide
- Check any hard-wired smoke detectors in your home while we are there



What if I am not happy?

We welcome feedback, good and not so good, on the services we deliver. It helps us put right any problems and improve the way we do things.

It also helps us compliment our people if they have delivered a good service. If you are happy, or unhappy, with the service you have received please tell us. We will give you details of our Compliments and Complaints policy and we will carefully consider your comments and respond to you.

CONTACT DETAILS

Accord Group Central Services

178 Birmingham Road,
West Bromwich, B70 6QG

T: 0300 111 7000

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Accord Housing Association

37 King Street, Darlaston
Walsall, WS10 8DE

T: 0300 111 7001

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Closed: 12.30pm – 1.30pm
on Wednesdays

Ashram Housing Association

Fairgate House, 205 Kings Road
Tyseley, Birmingham, B11 2AA

T: 0300 111 7000

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Ashram Coventry Office

4 Longford Road, Coventry, CV6 7AW

T: 0300 111 7000 and 02476 667 314

E: customerfirst@accordgroup.org.uk

Open: 9.30am – 4.30pm Tuesday
and Wednesday

GROUP WEBSITES:

www.accordgroup.org.uk

**Emergency Out of Hours calls
about Anti-social Behaviour
and Repairs can be made on
0300 111 7000**

bchs

Fairgate House, 205 Kings Road
Tyseley, Birmingham, B11 2AA

T: 0300 111 7000 and
0121 764 3808

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Caldmore Area Housing Association

18 Caldmore Green, Caldmore
Walsall, WS1 3RL

T: 01922 614505

E: Info@caldmorehousing.co.uk

Open: 9am – 5pm Monday to Friday

Fry Housing Trust

43 Rowley Village, Rowley Regis
West Midlands, B65 9AS

T: 0121 559 6406

E: admin@fryha.org.uk

Open: 9am – 4.30pm
Monday to Friday

Moseley & District Housing Association

106 Alcester Road, Moseley
Birmingham, B13 8EF

T: 0121 442 5000

Textphone: 07900 912728

E: frontdesk@moseleyha.org.uk

Open: 9am – 4pm Monday,
Wednesday and Friday and 9am –
1pm Tuesday and Thursday

Redditch Co-op Homes

Britten House, Britten Street
Redditch, B97 6HD

T: 01527 591 170

E: hazel@rch.coop

Open: 10am – 4.30pm
Monday to Friday

Do you need this document in another language or format? Tick the box next to the language you need and send it to the address below. This leaflet is also available in Large print, Braille, Audio and EasyRead formats. **This leaflet is about Gas Servicing.**

Arabic

هل تريد هذه الوثيقة بلغة أو بصيغة أخرى؟ ضع علامة في المربع المجاور للغة أو الصيغة التي تريد ثم أرسلها للعنوان المذكور في الأسفل:

يُحدث هذا الكتيب عن صيانة الغاز

Bengali

আপনি কি এই কাগজটি কি অন্য কোনো ভাষায় বা ফরম্যাটে আপনার চান? যে ভাষায় বা ফরম্যাটে আপনি এটা চান তার পাশের বাক্সে টিক চিহ্ন দিন এবং नीचेर ठिकानाय এটা পাঠিয়ে দিন।
এই লিফলেটটি গ্যাস সার্ভিসিং সংক্রান্ত

Gujarati

આ ઇસતાવીજ તમને બિજિ બોલી મા યા ચોપડી મા જુ વે ?
તમે ટીક કરો બોલી મા યા ચોપડી મા તમુ ને જુવે નીચે અદદરેસ પર મોકલો
આ કાગરપુ ગાસ નુ સરવીસ સારુ છે

Hindi

क्या आपको इस दस्तावेज़ की ज़रूरत किसी दूसरी भाषा या फॉर्मट में है? अपनी ज़रूरत की भाषा या फॉर्मट के आगे वाले बॉक्स पर सही लगाएँ और नीचे दिए गए पते पर भेजें।
यह पुस्तिका गैस सर्विसिंग के बारे में है।

Polish

Czy potrzebują Państwo niniejszy dokument w innym języku lub formie? Jeśli tak, prosimy o postawienie haczyka w okienku obok danego języka lub formatu i odesłanie dokumentu na poniższy adres.
Niniejsza ulotka dotyczy usług związanych z dostawą gazu

Punjabi

ਕੀ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਦੂਸਰੀ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ? ਲੇੜੀਂਦੀ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਦੇ ਸਾਹਮਣੇ ਵਾਲੇ ਖਾਨੇ ਵਿਚ ਟਿੱਕ ਲਗਾ ਕੇ ਹੇਠਲੇ ਸਰਨਾਵੇਂ ਤੇ ਵਾਪਸ ਭੇਜੇ ਜੀ।
ਇਹ ਪਰਚਾ ਗੈਸ ਸਰਵਿਸਿੰਗ ਸਬੰਧੀ ਹੈ

Slovak

Potrebuje tento dokument v inom jazyku alebo formáte?
Označte poličko s jazykom alebo formátom, ktorý potrebujete, a zašlite na nižšie uvedenú adresu.
Tento leták je o Servisnej údržbe plynu

Somali

Miyaad dhokomentigan ugu baahan tahay af kale ama qaab kale? Calaamadee sanduuqa ku xiga afka ama qaabka aad rabto oo ku soo dir cinwaanka hoose.

Xaashidan waxay ku sa'absan tahay Hagaajinta Gaasta.

Urdu

کیا آپ کو یہ دستاویز کسی دوسری زبان یا نمونے میں چاہیے؟ اس زبان یا نمونے کے خانے کے آگے نشان لگائیں جو آپ کو چاہیے اور اسے نیچے دینے کے پتہ پر بھیج دیں۔ یہ معلوماتی یہ معلوماتی پرچہ آپ کی گیس سروسنگ سے متعلق ہے



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