



your home

# Gas appliance servicing:

Your **FREE** yearly safety check

Available in large print, Braille and on CD

**Once a year we visit every Northwards home to check all our gas appliances are safe, and service them so they work well and save you money on your fuel bills.**

**This FREE gas check isn't optional; although it's something we want to do anyway. It's actually our legal duty to you as Northwards tenants.**

## **Why we do it**

Every year around 30 people die from breathing carbon monoxide fumes from faulty gas appliances and many more end up in hospital. We don't want that to happen to you.

Carbon monoxide is a silent killer – it has no taste and no smell. The best way to ensure that you and your family are not at risk is to let us check and service all our gas appliances in your house.

## **What you need to do**

Our servicing and safety checks are carried out for us by Corgi registered engineers.

Seven days before they are due in your area they will send you a letter

reminding you that they need to visit your home to carry out your annual check and will suggest an appointment date and time.

If that appointment isn't convenient, or you need someone there to translate for you, just call the telephone number given on the letter. The engineers run a flexible appointments system, offering four appointment slots during the day, and can even call on a Wednesday evening or a Saturday morning if that suits you better.

If you're out when they call they'll leave you a card telling you that they have been. You must telephone the number on that card to set up a new appointment time as soon as you can.

## **The safety check**

The engineer will carry out a thorough inspection of all our gas appliances. If any need replacing they will give you a selection to choose from, where possible.

Once they have finished their visit they will ask you to sign a landlord's safety certificate to confirm that the check has taken

place, and give you a copy to keep for future reference. It's important you keep that safe.

Shortly after the safety check we will send you a customer satisfaction form with a free reply envelope for you to complete. By filling this in you will help make sure we're giving the best service we can to all our tenants.

## If you own gas appliances

If you own your gas cooker we will check that it is safe, as we do for all Northwards tenants, but under your Tenancy Agreement you are responsible for having it serviced.

You must ask either our engineers or another qualified gas engineer to do this for you. If you would like us to service it you need to tell us when we send you the appointment for your safety check. There is a charge that you will need to pay in advance.

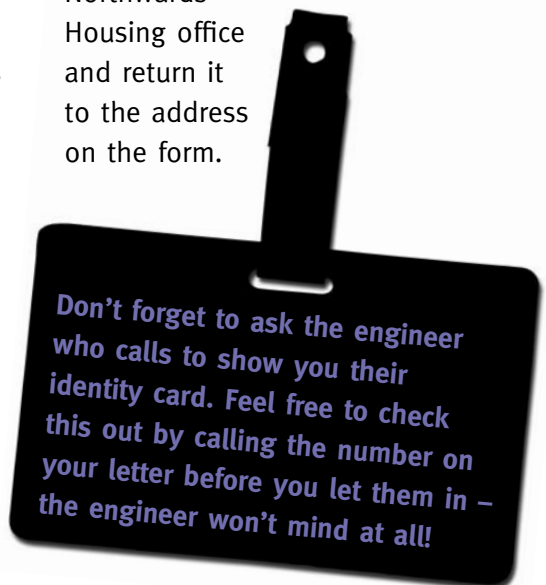
If you ask another engineer to service your cooker they will give you a copy of the service report (called a CP12), and you

need to send a copy for our records to the address below.

If gas fires and central heating boilers have been installed in your home with our consent we will service them for free at the same time as carrying out your safety check.

## Our standards of service

If you wish to tell us about any part of the service you think we can improve, or something we did that you liked then please complete a complaints form or "Happy with our service?" from your local Northwards Housing office and return it to the address on the form.



## To find out more...

To contact us you can:

**Telephone us** on 03000 123 123

### Write to us at

Gas Servicing,  
Northwards Housing,  
Parkside Centre,  
Sheepfoot Lane,  
Prestwich,  
Manchester M25 0BW

### Go online at

[www.northwardshousing.co.uk](http://www.northwardshousing.co.uk)

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## If you don't let the engineer in

It's hard to believe,  
but a (very) small  
number of people are  
so reluctant to let us  
in to do their gas  
check that we  
have to use our  
legal powers to force  
entry to their home.

We don't like doing it,  
but we will as a last  
resort, because your  
safety matters to us.

**WELCOME**



## Extra services for customers with reduced hearing or vision

To get this leaflet in Braille, large print or on CD:

**Call:** 03000 123 123    **E-mail:** info@northwardshousing.co.uk

**Fax:** 03000 124 123    **Text phone:** 0161 274 0899

Nëse këtë dokument e domi të përkthyer, ju lutemi telefononi numrin më poshtë, ky dokument gjendet edhe në gjuhën braille, në format me germa të mëdha ose në CD.

Albanian

إن كنت تريد ترجمة هذه الوثيقة، يرجى الاتصال بالرقم المذكور أعلاه. تتوفر هذه الوثيقة أيضاً بصيغة برايل للمكفوفين وبالحروف الطباعية الكبيرة أو على قرص مدمج – سي دي.

Arabic

如果您想要一份中文译本，请拨打下列电话。  
这文件也有盲文版、大字体版和 CD 光盘备索。

Chinese

Přejete-li si překlad tohoto dokumentu zavolejte prosím na níže uvedené číslo. Tento dokument je také k dispozici ve slepeckém písmu, ve velkém formátu nebo na CD.

Czech

Si vous désirez une traduction de ce document, appelez le numéro ci-dessous. Ce document est également disponible en braille, en gros caractères ou sur CD.

French

نه گه ر بڻت خوڻشه نه رجومه ي. نه م به لڳه نامه به وه رگريت، نڪانه به يوه ندي بکه به نه و ژمنه ي  
خواره وه. نه م نه لڳه به هه ر وه ها به شوراوي نوسراوي ڳوڻران، نه چيني ڳه زړه و بيان نه سه ر سي دي  
هه به.

Kurdish

Se deseja obter este documento traduzido, por favor contacte o número abaixo, este documento também está disponível em Braille, impressão grande ou CD.

Portuguese

I faddii aad rabto 'in dukumentigan lagu turjumo fadlan soo wac lambarka hoose, waxaa dukumentigan weliba lagu heli karaa farta Braille ee dadka indhaha la', far waaweyn ama cajal (CD).

Somali

اگر آپ امن دستاویز کا ترجمہ چاہتے ہیں تو براؤ کریم نیچے دئے گئے نمبر پر کال کریں، یہ دستاویز بریل، بڑی چھپائی یا سی ڈی کی شکل میں بھی دستیاب ہے۔

Urdu

03000 123 123