

If in doubt, call the emergency gas supplier number 0800 111 999, before phoning Soha on 01235 515900 (or email housing@soha.co.uk)

Repairs

Please report any repairs to our Customer Services team on 01235 515900.

Feedback

We will ask for your feedback on our gas servicing process. Please let us know what you think, as this will help us improve our service in the future.

Win!

Vouchers worth £50

If you keep your gas servicing appointment, you will be entered into a prize draw. At the end of the year, we will pick out two winners at random. Each one will win a £50 voucher.

If you would like this information in a different language, in large print or on CD, please contact us on 01235 515900.

Polish

 Obsługa gazu

Jeśli chcesz uzyskać te informacje w innym języku, dużą czcionką lub na płycie CD, skontaktuj się z nami pod numerem 01235 515900.

Portuguese

 Serviços de gás

Se desejar receber esta informação em outro idioma, num tamanho de letra maior ou em CD, queira contactar-nos através do número 01235 515900.

Bengali

 গ্যাস পরিষেবা

যদি আপনি এই তথ্য একটি ভিন্ন ভাষায়, বড় অক্ষরের ছাপায় অথবা সি.ডি'তে চান, তাহলে অনুগ্রহ করে 01235 515900 নম্বরে আমাদের সঙ্গে যোগাযোগ করুন।

Chinese

 煤氣服務

若您需要以其他語言撰寫、以大字體顯示或以 CD 方式儲存的此資訊，請致電 01235 515900 聯絡我們。

Albanian

 Shërbimi i gazit

Nese deshironi kete informacion ne gjuhe te ndryshme, te shtypur apo ne CD, ju lutemi te na kontakton ne numrin 01235 515900.

Slovakian

 Servis plynu

Ak požadujete túto informáciu v inom jazyku, vytlačení s veľkými písmenami alebo na disku CD, kontaktujte nás na čísle 01235 515900.

Soha Housing, Royal Scot House,
99 Station Rd, Didcot OX11 7NN

Tel: 01235 515900

Fax: 01235 515970

Email: housing@soha.co.uk

Website: www.soha.co.uk



Gas servicing



15 06/09

We have worked with residents to develop standards so that we meet our legal duties to keep you safe and provide you with a good service. We will:

- Carry out an annual gas safety check using a registered gas engineer to all gas appliances which we have fitted, or which we own. We will record, comment and advise you on your own gas appliances
- Offer you an appointment for your gas servicing and change this once if it is not convenient
- Make servicing appointments outside of office hours for a small fee
- Expect our contractors to treat your home with respect, show identification and be polite
- Contractors will leave a resident satisfaction form and stamped addressed envelope which we would be grateful if you would complete and return to us

Soha Housing has a legal duty to carry out annual gas safety checks on all our properties and to make sure that all our appliances are checked every year by a Gas Safe Register registered installer under the Gas Safe Register Scheme (previously known as CORGI).

Safety checks

Under the conditions of your tenancy, you must allow our contractor access to your home to carry out safety checks.

Appointments

We will write to you when your gas safety check is due with an appointment date. If this date is inconvenient, please contact our contractor whose details will be included on the letter you receive.

Missed appointments

If you had to go out when our contractor calls, they will leave a letter. Simply ring the number on the card to arrange another appointment.

Appointments are available:

- a** Monday to Friday 8am - 5pm (am or pm slot)
- b** Monday to Friday 5pm - 7pm
- c** Saturday 8am - 12noon

NB The out of office hours - **b** and **c** above - can be carried out at no additional cost.

Gas appliances

If you wish to connect any of your own gas appliances, you will need permission from Soha.

You will also need to arrange for a suitably qualified gas engineer to carry out the work.

(Qualified gas engineers should be Gas Safe registered. Please check your local Thompson Directory or Yellow Pages.)

To connect or disconnect your gas supply, please contact your gas supplier. They will need around 48 hours' notice to arrange their work. You will be responsible for any charges.

Gas appliances that are faulty can kill!

Gas appliances need a flue and adequate fresh air to work safely. Do not block air vents. Faulty appliances can give off poisonous carbon monoxide fumes.

You cannot see or smell carbon monoxide gas, but it can kill.

If you can smell gas, it will be natural gas, in which case:

- Immediately turn off the incoming gas supply at the meter
- Open windows for ventilation
- Call Southern Gas Networks on 0800 111 999

Do not

- Use your mobile phone inside the house
- Use your intercom
- Switch any lights or sockets off or on as this could cause an explosion
- Smoke