



Gas servicing

Our legal duty to you



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 Registered installer under the Gas Safe Register Scheme (previously known as CORGI).

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,
- 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,
- expect our contractors to treat your home with respect, show identification and be polite, and
- send you a report on your gas service within 28 days of it taking place.

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

Missed appointments

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

Appointments are available:

- Monday to Friday 08.00 to 17.00 (am or pm slot),
- Monday to Friday 17.00 to 19.00,
- Saturday 08.00 to 12.00.

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 Safe Registered engineer to carry out the work.

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.

Safety

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, and
- call the emergency gas supplier 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, or
- smoke.

Feedback

We will ask for your feedback on our gas servicing process. Please do let us know what you think, as this will help us improve our service in the future. Our contractor will leave a satisfaction form and a Freepost envelope with you at the time of service.

Win a £50 shopping voucher

If you keep your gas servicing appointment without us having to send a reminder, and then you send us back your satisfaction form, 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.

We will do our best to offer a translation service in a different language if this would be helpful. This may include using a translator to speak to you about the content of a publication rather than giving you a hard copy of your own. We also do our best to offer large print or audio versions of publications. Please ring us on 01235 515 900 or 0800 014 15 45 (Freephone).

Polish

Dołożymy wszelkich starań, aby zaoferować tłumaczenie na inny język, jeżeli byłoby to pomocne. Oferta ta może obejmować usługi tłumacza ustnego, który przedstawiłby treść publikacji, zamiast przekazania tłumaczenia w formie papierowej. Dołożymy również wszelkich starań, aby przygotować druk wielkoformatowy lub wersje audio publikacji. Prosimy o kontakt pod numerem 01235 515 900 lub 0800 014 15 45 (Freephone).

Portuguese

Poderemos também providenciar um serviço de tradução para um outro idioma, se tal lhe for útil. Poderemos recorrer a um tradutor que lhe falará acerca do conteúdo da publicação, em vez de lhe entregar uma cópia impressa da mesma. Envidamos igualmente todos os esforços para fornecer versões em letra grande e versões áudio das publicações. Contacte-nos através do 01235 515 900 ou do 0800 014 15 45 (Freephone).

Italian

Faremo del nostro meglio per offrire un servizio di traduzione in altre lingue, se ciò dovesse servire. Pertanto, al posto di una copia cartacea della pubblicazione da portare con voi, possiamo mettere a disposizione un traduttore che ve ne illustrerà il contenuto. Faremo anche del nostro meglio per offrire stampo a caratteri grandi oppure versioni audio delle pubblicazioni. Chiamateci al numero 01235 515 900 o 0800 014 15 45 (Freephone).

Turkish

Yararlı olabilecek farklı bir dilde tercüme hizmeti sunmak için elimizden geleni yapacağız. Bu, kendinize ait basılı bir kopyayı size vermek yerine, bir yayın içeriği hakkında sizinle konuşmak üzere bir tercüman kullanmayı da içerebilir. Aynı zamanda, büyük baskı ya da sesli sürümleri sunmak için elimizden geleni yapıyoruz. Lütfen bizi buradan arayın 01235 515 900 veya 0800 014 15 45 (Freephone - Ücretsiz Telefon).

Bengali

যদি সহায়ক হয় তাহলে আমরা একটি ভিন্ন ভাষায় অনুবাদ পরিষেবা দেওয়ার জন্য যথাসাধ্য চেষ্টা করব। এর অন্তর্ভুক্ত হতে পারে আপনাকে কোনো প্রকাশনার মুদ্রিত অনুলিপি দেওয়ার পরিবর্তে সেই প্রকাশনার বিয়য়বস্তু সম্পর্কে আপনার সঙ্গে কথা বলার জন্য একজন অনুবাদককে ব্যবহার করা। এছাড়াও প্রকাশনার বড় অক্ষরে ছাপা অথবা অডিও সংস্করণ দেওয়ার জন্য আমরা যথাসাধ্য চেষ্টা করি। অনুগ্রহ করে আমাদের সঙ্গে 01235 515 900 অথবা 0800 014 15 45 (Freephone) টেলিফোন নম্বরে যোগাযোগ করুন।



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