

The aim of this policy is to ensure the safety of our residents. Gas appliances, chimneys and flues can pose a serious risk to health if they are not properly installed and maintained.

To ensure that we meet this aim we:

- service every gas appliance and system that is installed and owned by the Group at least every 12 months
- provide a comprehensive service to deal with gas repairs for these appliances and systems

Which gas equipment is covered?

We service and repair all gas appliances and systems installed and owned by the Group, whether in a resident's home or in a communal area. We also do this for some properties we manage but do not own.

If we are carrying out a service or a safety check in a property where the resident has their own gas appliance installed then we will also make a basic safety check of their appliance too. However residents must remember that they are still responsible for the condition and safety of their own appliances.

Making sure all appliances are safe

It is very important legal requirement that we inspect and service all of our gas appliances and systems every 12 months. We take this responsibility very

If you smell gas call Transco on 0800 111 999 immediately.

seriously. We have detailed monitoring arrangements in place to identify any properties where our annual check has not yet been completed, including where tenants have failed to provide access. Wherever we carry out service and safety inspections our gas contractors will always issue our residents with a copy of the safety certificate, so that they know their home is gas safe. We only use approved CORGI registered gas contractors.

All our tenancy agreements with residents contain provision for reasonable access to be given for essential maintenance works.

In view of the serious consequences, both in terms of danger to life and prosecution, if access is denied the Group will take appropriate action to ensure that we meet our statutory obligations. ***This means your home may be at risk if you refuse access for this essential work.***

We have established good practice procedures to ensure that our residents are given clear notice of our need to gain access to their home for the annual service and safety check and good opportunity to make a mutually convenient appointment with our contractors.

Gas Servicing & Repairs

As well as yearly checks, we also carry out gas safety inspections every time a property is let to a new tenant.

For any problems with their gas equipment, or to check when their next service is due, residents should contact our gas contractors during normal office hours.

For out of hours emergencies please call Homeserve on 08457 573764 8pm to 8am Monday to Friday, weekends and bank holidays.

If you have a complaint then please contact our gas contractors direct to resolve the issue. If they are not able to resolve it to your satisfaction then contact our Customer Service Centre, local staff or our Gas Contract team who will aim to resolve it as quickly as possible.

If we can't find a solution in this way, or if you prefer to deal with the matter more formally, then our complaints procedure is the best route. Ask the Customer Service Centre for a leaflet which describes in detail how complaints are dealt with.

Contact us

If you live anywhere in the UK except the Isle of Wight, phone us on **0300 303 1771**

If you live on the Isle of Wight, phone us on **0300 303 1772**

All residents

Service Centre opening hours
8am to 8pm, Monday to Friday

Email us at
servicecentre@shgroup.org.uk

Write to us at **Service Centre,**
Southern Housing Group,
PO Box 643, Horsham RH12 1XJ

Visit our website at
www.shgroup.org.uk

For help with translations, or if a large type, Braille or audio summary would be useful, please contact the Service Centre.

Arabic

لمساعدتك في الترجمة يرجى الاتصال بمركز الخدمة على هاتف 0300 303 1771.

Bengali

অনুবাদ সাহায্য পেতে হলে সার্ভিস সেন্টারে 0300 303 1682 নম্বরে ফোন করুন।

French

Si vous souhaitez recevoir de l'aide avec vos traductions, appelez le 0300 303 1771.

Somali

Wixii ah caawimo turjumaan ka soo wac Xarunta Adeegga telefoonka 0300 303 1771.

Spanish

Si necesita que le ayudemos con alguna traducción, llámenos al 0300 303 1771.

Turkish

Tercüme konusunda yardım için 0300 303 1683 'den Hizmet Merkezi'ni arayın.