

# Gas Safety Servicing



wandle

## What you need to know about gas appliances at your home

### Introduction

Making sure the gas appliances in your home are safe could save your life. An unsafe boiler, cooker or heater could cause fire, explosion or carbon-monoxide poisoning. The law says we must regularly maintain the gas appliances we provide for you, to ensure they are safe. This leaflet sets out:

- Our responsibilities to service explains your gas appliances
- How we do the annual service
- Your responsibilities to allow us to do the service
- What you can do if we don't service your gas appliances
- What we will do if you don't let us in to do the service

### Our responsibilities to service your gas appliances every year

We have a legal duty to ensure that every gas appliance we provide in your home is inspected every year and has a valid gas safety certificate. Our policy is to service your gas appliances every 10 months.

The safety certificate is valid only if a Gas Safe Registered engineer issues it. It lasts for one year and engineers can issue it only after they have done a safety check. We will give you a copy of the certificate.

We are responsible only for the appliances we provide. In most properties, this is just the gas boiler. But if we do own any other gas appliances, such as your cooker, we are responsible for servicing these too. Check your tenancy agreement if you aren't sure which appliances we are responsible for.

### How we do the service

K&T Heating Services are our heating & hot water contractor. They carry out gas safety servicing, and maintenance and repairs to gas-powered heating and hot water systems.



K&T Heating Services:  
**24 hours a day/365 days a year**  
Telephone **0800 092 2420**  
From a mobile **0208 269 4500**  
Email [wandle@ktheating.co.uk](mailto:wandle@ktheating.co.uk)

The following gas safety servicing appointment slots are generally available:

Monday – Friday:	Saturday (Limited):
8am – 11am	8am – 1pm
11am – 2pm	
2pm – 5pm	
5pm – 8pm	

For all other enquires contact your Local Area Team at Wandle (details can be found on the next page)

### Making an appointment

When the service is due, K&T will write to you with an appointment. If you can't keep the appointment, please call them on the telephone number provided or rearrange online with the ID number with instructions provided in the letter from K & T.

If you are out when the engineer calls and you don't rearrange the appointment within 1 week, K & T will offer you another appointment and we may ask K&T to call without an appointment.



## The gas service

The engineer should show you an identity card that includes their name, company (K&T Heating) and Gas Safe Registered number. They should keep to our code of conduct for contractors. This includes being polite and helpful, informing you, and respecting you, your family and your home.

The service should take no more than an hour unless there are problems. If there is a problem that affects your gas safety, the engineer will make the appliance safe. This might include repairing it, disconnecting faulty equipment, or asking the gas emergency service to cut off the gas supply to your home.

This is for your safety. We will repair it at the time or as soon as possible afterwards.

K&T will send you a copy of the gas safety certificate within seven days of the service.

## Your responsibilities to allow us to do the service

You must let us in to do our ten month service and any repairs needed. This is a condition of your tenancy.

## What we will do if you don't let us in to do the service

We will write to you with an alternative appointment before we take further action to gain entry to do the ten month service. If they are in the area, an engineer may call without an appointment to try to do the service.

If you don't provide access to complete the service, we will ask your Customer Relationship Officer to assist. They will contact you as a final step before starting legal action such as an injunction. If we must take legal action to gain entry to your home, you must pay all the costs.

## What you can do if we don't service your gas appliance

We are committed to meeting our legal duties. So if you have a gas appliance provided by Wandle which hasn't been serviced in the last ten months, please let us know so we can review our records. You can contact K&T or our Customer Service Team. We will be pleased to book an appointment with you.

The Health and Safety Executive is responsible for enforcing gas safety regulations. It can take action against any landlord who fails to carry out their legal duties for gas safety, such as:

- Not providing a tenant with a valid gas safety certificate
- Refusing to let the tenant see a certificate
- Failing to do any work required by the regulations.

## What to do if you smell gas

If you smell gas or suspect there is a gas escape, you should immediately do the following:

- Open all doors and windows
- Shut off the gas supply at the meter control valve, if you know where it is

If gas continues to escape call National Grid on the Gas Emergency Freephone number **0800 111 999**.

### Contact your Local Area Team:

We are open Monday to Friday: 8.30am - 5.30pm

Lambeth and Southwark  
lambethandsouthwark@wandle.com  
**0300 2000 112**

Wandsworth  
wandsworth@wandle.com  
**0300 2000 113**

Croydon, Lewisham and Bromley  
croydon@wandle.com  
**0300 2000 114**

Merton, Kingston and Sutton  
merton@wandle.com  
**0300 2000 115**

