

# factsheet

Housing and Health

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## **GAS APPLIANCE, SERVICING REPAIRS & RENEWALS**

### **How often are the gas appliances in my home checked?**

Charnwood Borough Council ensure that each appliance and flue owned by the Borough Council are checked at intervals of not more than 12 months, for safety.

### **Will I be advised if there is a problem?**

You will be left with a copy of a document called “The Landlord Certificate” which details if the appliance is safe or not.

### **What happens if the appliance is not safe?**

The engineer will isolate/disconnect the appliance and make it safe and a temporary heating and/or hot water facilities will be offered.

### **What happens next?**

If a part is required it will be ordered and fitted by the gas engineer as soon as possible and the appliance will then be left in full working order.

If parts are not available or if the appliance is beyond economical repair a new appliance will be installed.

UPDATED APRIL 2007



**GAS APPLIANCES, SERVICING REPAIRS AND RENEWALS****What do I do if my gas appliance breaks down in between the 12 months?**

If the gas appliance breaks down/stops working you must report the problem **direct** to the Borough Council's Gas Contractor :

***P H Jones 0800 587 8099 between 8.00am - 7.30pm***

Outside these hours report the problem to Lifeline on: 01509 643970.

An arrangement will be made for the gas engineer to call and the appliance will be repaired as previously detailed.

**What if I smell gas?**

If you smell gas

- Don't turn any electric switches on or off (this include lights)
- Don't smoke
- Don't use naked flames
- Do turn off the gas supply at the meter
- Do open doors and windows to get rid of the gas
- Call TRANSCO on a neighbour's phone or a phone box on the following free phone number: 0800 111 999
- Then call the gas contractor on the number detailed previously

TRANSCO will attend to ensure the leak is not from a gas main and the gas contractor will attend to carry out remedial work to gas appliances in your home and switch the appliance back on once required.



**GAS APPLIANCES, SERVICING REPAIRS AND RENEWALS****If you require more information please contact:**

Charnwood Borough Council, Director of Housing and Health,  
Southfields Road, Loughborough, Leics. LE11 2TT

Telephone: CONTACT CENTRE (01509) 634567

E-mail: [housing@charnwood.gov.uk](mailto:housing@charnwood.gov.uk)

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়া করে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

आ भाषिती जुही जुही पद्धतिओमां उपलब्ध छे. ते भेजववा भाटे कृपा करी आ नंभर पर सेन करो (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

ਇਹ ਜਾਣਕਾਰੀ ਵਖ-ਵਖ ਸ਼ਕਲਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਏ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਕੋਲ ਕਰੋ (01509) 634560

