

factsheet

Housing and Health

CUSTOMER SERVICE STANDARDS

HOUSING GAS APPLIANCE REPAIRS



Web: www.charnwood.gov.uk/housing/gasapplianceservicerepairsandren.html
Tel: 01509 634567
Email: housing@charnwood.gov.uk

The Investment and Regeneration Service is responsible for the delivery of the gas appliance repairs. We seek to ensure that all our properties and gas appliances owned by us are maintained to the highest level and that we comply with the Landlord and Tenant Act 1985, the Housing Act 1985 Part XV III and the Gas Safety (Installation and Use) Regulations 1998.

The Gas Engineering partner who carries out the repairs is currently P H Jones who can be contacted direct on 0800 587 8099.

In addition to the standards in the customer charter you can also expect us to deliver the following:

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When you:	P H Jones will:	Within: (Timescale)
Contact P H Jones to report an total or partial loss of heating and/or hot water	Arrange for an engineer to call	Within 1 working day
Request an urgent repair other than detailed above	Carry out the repair	Within 5 working days
Request a non urgent repair	Carry out the repair	Within 20 working days

If you smell gas:

- **Don't** turn any electric switches on or off (this includes 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
- **Do** call **TRANSCO** on a mobile away from the property, a neighbours phone or a phone box on free phone number – **0800 111 999**
- Then call the gas contractor on free phone number – 0800 587 8099.

TRANSCO will attend to ensure the leak is not from a gas main and the gas contractor will attend to carry out remedial

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work to gas appliances in your home and switch the appliance back on once repaired.

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 जुदी जुदी पद्धतिओमां उपलब्ध छे, ते भेणववा भाटे कृपा करी आ नंभर पर क्षेत्र 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 ਸਕਲਾਂ ਵਿਚ ਮਿਲ ਸਕਦੀ ਏ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ (01509) 634560

