

factsheet

Housing and Health

CUSTOMER SERVICE STANDARDS

HOUSING GAS APPLIANCE SERVICING



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 Annual gas safety check. We seek to ensure that all our properties and gas appliances owned by us are serviced 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, with particular reference to Regulation 36 'Duties of Landlords'.

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

Other service delivery		
When You:	We will:	Within:
Have a gas safety certificate that is	Write to you via our Gas Engineering	28 days prior to the planned visit



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Other service delivery		
When You:	We will:	Within:
due to expire	partner currently P H Jones advising you when they intend to visit. This is within 12 months of the previous safety check.	
	You can rearrange a mutually convenient date to the one detailed in the above letter.	14 days prior to the planned visit
	Carry out the gas safety check	On the day of the visit it will take 45 – 60 minutes to complete.

The Gas engineering partner is P H Jones who can be contacted on free phone 0800 587 8099 should you have any queries regarding your annual safety check.



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

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

這資料具不同的格式，請致電 (01509) 634560 索取。

આ માહિતી જુદી જુદી પદ્ધતિઓમાં ઉપલબ્ધ છે. તે મેળવવા માટે કૃપા કરી આ નંબર પર ફોન કરો (01509) 634560.

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

ਇਹ ਜਾਣਕਾਰੀ ਵੱਖ-ਵੱਖ ਸ਼ਕਲਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ (01509) 634560

