

## **Service Standards - Gas Servicing**

### **Tai Ceredigion's mission statement**

"to be a first class bilingual landlord and employer that puts tenants first, provides quality homes and benefits communities and the local economy".

### **Standard**

Tai Ceredigion has a legal duty to carry out an annual inspection of each mains gas and LPG fire appliance which it owns, as well as flues and gas supply pipe work between the gas meter and the appliance.

### **We will ensure:**

- gas fittings and flues are maintained in a safe condition
- an annual safety check is carried out to each appliance and flue
- that all safety checks, installations, servicing and repairs are carried out by engineers that are Gas Safe registered.
- they keep a record of each safety check for at least two years and issue a copy of the record of the safety check to existing and new tenants.
- all engineers show identification, when calling at your home

### **Tai Ceredigion will inspect the following:**

- All appliances it owns\*
- All gas fires, water heaters and boilers fitted in its dwellings by residents
- Flues and ventilation to all appliances it owns\*
- Gas supply pipe work between the gas meter and the appliance\*
- Any other appliances in the dwelling

It will also service and repair all components marked with an asterisk (\*) in the list above.

Contractors are required to arrange appointments and "All reasonable steps" will be taken by the landlord to gain access.

Detailed records of appliances, safety checks and servicing will be maintained by Tai Ceredigion, as well as the number and percentage of appliances for which access for inspection and servicing has been attempted but denied.

Tai Ceredigion will visually inspect any other appliances, such as gas cookers, which it does not own. If the gas safety check shows that any work is required to an appliance it does not own, Tai Ceredigion's responsibility will be limited to passing that information to the resident. If any appliances are found to be unsafe then the gas supply to that appliance will be disconnected and capped off, for safety reasons.

### **You must**

- meet your responsibility and provide access to your home in order to allow the safety checks and servicing to be carried out.
- ensure your own gas appliances, e.g. gas cookers, are checked.

### **Equal Opportunities:**

In line with Tai Ceredigion's Equal Opportunity statement we will ensure that all members of the public, irrespective of ethnic background, religion, gender, age, sexual orientation are treated in the same way and have equal access to the services provided by Tai Ceredigion.

A copy of our Gas Servicing Policy is available upon request on 0345 606 7654 or e-mail [post@taiceredigion.org.uk](mailto:post@taiceredigion.org.uk).

These Standards will be reviewed regularly, at least every three years