


Gas Servicing



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We have a legal responsibility as your landlord to do a free gas service once a year on the heating appliances in your home.



We will contact you by letter  or email with an appointment for one of our Gas Safe registered engineers to call at your home on the date given and carry out the following checks:

- **check** all gas appliances, flues and gas pipe work are maintained and operate in a safe condition. We will visually inspect any appliances that you own but will mark it as “resident’s own appliance” and note that it was not tested, but make you aware of any remedial action required.
- **repair** or **replace** all faulty boilers, flues, gas fires, water heaters and gas pipe work owned by Thrive Homes.
- **issue** you with a Landlord Gas Safety Record (LGSR), which is valid for a year, stating your appliances are safe, for your own peace of mind.



Why do we offer a free gas service?

GAS IS DANGEROUS:

PEOPLE DIE DUE TO CARBON MONOXIDE POISONING.

This only happens if gas appliances are not maintained properly. Carbon monoxide does not smell or taste of anything.

It is very important that we are allowed access to your home to do the gas service as it is a legal requirement put in place to protect you and if we fail to do this we can be taken to court.

Your Tenancy Agreement refers to the importance of you allowing access to the property in order that Thrive Homes can meet its legal obligation. **Your tenancy could be at risk if you refuse.**

Tenants

Your responsibilities

You must:

- allow our gas engineer access to your home to carry out the yearly gas service. If you can't keep your gas servicing appointment, please contact Thrive Homes by emailing enquiries@thrivehomes.org.uk or calling us on 0800 917 6077 and we will arrange an alternative date. Failure to allow Thrive Homes access may result in court proceedings taken against you.
- contact Cadent on **0800 111 999** if you smell gas or are concerned an appliance may be leaking gas or fumes
- ensure boiler access is not obstructed or items are not stored in the boiler cupboard
- arrange to service any appliance fitted in our property by you. A copy of the LGSR should be sent to Thrive Homes.
- inform us if you are worried about any gas appliance at home
- always keep your gas servicing appointments.

FAILURE TO LET THRIVE HOMES INTO YOUR HOME TO DO THE GAS CHECK WITHIN 12 MONTHS IS A BREACH OF YOUR TENANCY AGREEMENT. THIS IS ALSO AGAINST THE LAW.

This may result in us taking legal action against you and a possible court injunction to force entry to your home in order to carry out the gas service.

Your tenancy may also be subject to review or ended as a direct result of failing to let us do the service.

Faulty gas equipment or fittings in one home can affect the whole neighbourhood – Thrive Homes has a legal responsibility to protect all residents in the area. We aim to be 100% compliant with this law. ***Court costs will be charged to tenants who do not allow us to complete the gas service within the 12 month period.***

New tenants

If you are a new tenant with Thrive Homes, you will receive an Electrical Installation Condition Report (EICR) and a Landlord Gas Safety Record (LGSR) at your tenancy sign up appointment.

These certificates confirm that the gas and electrics in your home have been tested and that all of the appliances we have fitted are safe to use. You will also receive an Energy Performance certificate which provides you with information on how to make your home more energy efficient and reduce carbon dioxide emissions.

The Landlord Gas Safety Record (LGSR) issued to you is a legal document, so please keep it safe. This document records all the gas appliances present at the time of the inspection by our Gas Safe engineers. We will provide you with a copy of the Landlord Gas Safety Record at the end of our engineers' visit which we will ask you to sign.

As a new tenant, if your gas supply has been previously disconnected you can ask us for 'a gas soundness test'. We will be more than happy to do this once you have informed us that your account is registered with a gas provider such as British Gas, Eon and N-Power. (Note: this does not apply to mutual exchanges).

Leaseholders

You are responsible for the maintenance of all gas appliances and flues in your property. You are required to have them checked for safety at least once every 12 months.

If you sublet your property, as a landlord, you actually have a legal responsibility to your tenant under the **Gas Safety (Installations and Use) Regulations 1998**. You must ensure that an annual safety check is carried out on each appliance and/or flue that you provide for tenants' use, and that a record of each safety check is kept for 2 years.

Please ensure you send a copy of your current Landlord Gas Safety Record to Thrive Homes.



Questions

Frequently asked questions:

Q. How will I know when my annual gas safety check is due?

We will write to you 4-6 weeks before your gas service is due with an appointment.

Q. How will I know my gas safety check has been completed?

You will be asked to sign a copy of the LGSR by the Gas Safe engineer conducting your gas service. This will be done straight after your service is complete; the engineer will also sign the LGSR and you will receive a copy for safekeeping.

Q. What appliances will Thrive Homes check?

Our engineers will carry out a full safety inspection and service of all Thrive Homes appliances when your annual gas service is due.

We will visually inspect any appliances that you own but will mark it as "resident's own appliance" and note that it was not tested, but make you aware of any remedial action required.

Q. How long will the gas safety check take?

Your gas safety check should take no longer than an hour depending on how many appliances need to be checked. Any follow up work will be arranged by Thrive Homes at a time that is convenient to you.

Q. What happens if I don't have any credit on my gas meter?

It is your responsibility to ensure that you have sufficient gas and electric credit in order for the service to be completed. We may cap the gas supply if the inspection is overdue until the gas and/or the electric meter is suitably credited. In all cases, Thrive Homes will still carry out a gas carcass check annually. You must inform us in writing if you want the gas meter to be capped permanently.

Q. What will happen if I don't allow access for the gas service engineer?

An annual gas service is a legal requirement and all tenants must allow access when it is due. We will take legal action against tenants who refuse access to complete a gas safety check. Failure to allow Thrive Homes access may result in court proceedings taken against you. As a last resort we will seek an injunction from the courts to gain access to your home and your tenancy may be reviewed or ended and you will be charged court costs.





All Thrive Homes operatives carry Gas Safe and Thrive Homes identification.

ALWAYS ASK TO SEE THIS!

Please do not let anyone into your home unless you are satisfied that they are genuinely who they say they are.

If you are unsure of anyone's identity please call Thrive Homes on **0800 917 6077** before allowing them into your home.

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