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هينة ة إسكان ليفربول LHT سعيدة بان توفر لك هذه المعلومات في شكل آخر مثلا على شريط كاسيت، بخطوط كبيرة، أو كتابة بريل أو مترجمة إلى لغة أخرى. فإذا كانت هذه الخدمة ذات فائدة لك، الرجاء الاتصال بمركزنا لخدمات الزبائن على الرقم: 01928-796000 وسيكونون سعاداء بمساعدتك.

LHT 非常樂意為你以其他形式（如錄音帶、大字體或盲人凸字、或翻譯成其他語文）來提供這些資料。若是這項服務對你有幫助，請致電 01928-796000 聯絡我們的「客戶服務中心」，他們將會很樂意地幫助你。

LHT est heureux de mettre cette information à votre disposition dans un autre format comme cassette, en gros caractères ou en braille, ou traduite dans une autre langue. Si ce service vous est utile, veuillez contacter notre service clients (Customer Service Centre) au 01928-796000, et il se fera un plaisir de vous aider.

आपको यह सूचना किसी अन्य प्ररूप में, जैसे कि टेप, लार्ज प्रिन्ट या ब्रेल में, या किसी अन्य भाषा में इसका अनुवाद उपलब्ध कराने में एलएचटी को खुशी होगी. यदि यह सेवा आपके लिए सुविधाजनक है, तो कृपया हमारे कस्टमर सर्विस सेंटर से 01928-796000 पर सम्पर्क करें. आपकी सहायता करने में उन्हें खुशी होगी.

LHT پڻ خوشحاله نم زانيارى یمت بؤ دابین بکات به شیویمیکی تر و ملک شمريت ، چاپی گوره ، بریل ، و یان ودرگیران بؤ زمانیکی تر. ننگر سوود نمبینی لم خز مخته ، تکایه پمپوندی بکه به سمئتری خزمتی مدمیل لمسمر 01928-796000 ، و نوان پڻ خوشحالن به یارممتی داننت .

LHT chętnie udostępni Państwu tę informację w innym formacie, takim jak: taśma magnetofonowa, duży druk lub w języku Braille'a bądź przetłumaczoną na inny język. Jeśli ta usługa przyda się Państwu, prosimy o skontaktowanie się z naszym Centrum Obsługi Klienta pod numerem 01928-796000, gdzie z przyjemnością pomogą Państwu.

LHT terá prazer em lhe fornecer estas informações noutro formato tais como numa cassete, em tipo grande ou em Braille, ou traduzidas noutra língua. Se este serviço lhe for útil, é favor contactar o nosso Centro de Atendimento ao Cliente no número 01928-796000 onde terão muito prazer em lhe prestar assistência.

LHT с удовольствием предоставит вам эту информацию в другом формате, например, на аудиокассете, более крупным шрифтом, азбукой Брайля или в переводе на другой язык. Если Вы хотите воспользоваться услугами нашей службы, звоните в наш отдел обслуживания клиентов по телефону 01928-796000, мы будем рады Вам помочь.

LHT waxay ku faraxsan tahay inay kuugu diyaariso akhbaartan qaabab kale sida cajalad, farta waaweynt ama Braille, ama in loo turjumo luqad kale. Haddii adeegani ku anfacyo, fadlan kala xiriiir Xarunta Adeega Macaamiisha 01928-796000, waxay ku farxi doonaan inay ku caawinaan.

LHT le puede proporcionar esta información en otro formato, tal como cinta de audio, impresa en caracteres más grandes o Braille, o traducida a otro idioma. Si este servicio le puede beneficiar, sírvase ponerse en contacto con nuestro Centro de Servicio al Cliente al 01928-796000 y con gusto le ayudaremos.

LHT is happy to make this information available to you in another format such as tape, large print or Braille, or translated into another language. If this service would benefit you, please contact our Customer Service Centre on 01928 796000 (local rate), and they will be happy to help you.



Gas Servicing



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Introduction

It is our legal responsibility to annually service and maintain any flues and gas appliances within your home. Your annual service also includes an essential gas safety check to ensure you and your family are safe.

Carbon Monoxide fumes from your gas appliances can **KILL** if not properly checked. Carbon Monoxide is invisible, it has no smell or taste and even small quantities can lead to serious health problems.

Your Gas Safety Check

It is essential therefore that you allow our engineers access to carry out this important check. If you do not allow access we will have no option but to take legal action against you. This could not only put your tenancy at risk but result in you having to pay solicitors' and Court costs.

We will contact you in writing when your annual service and gas safety check is due.

We offer an appointment system for all gas servicing. Appointments can be made directly with our Customer Service Centre on 01928 796000 (local rate), or directly with the engineer.

The following appointment slots are available:

Monday – Friday
9am – 1pm
10am – 2pm
1pm – 5pm

Thursday (late night)
5pm – 8pm

Saturday
9am – 12.30pm

Your Gas Safety Check CONTINUED

Once the safety check has been completed, the CORGI registered engineer will leave a copy of the safety certificate with you. We will also receive a copy for our records.

LHT and its engineers operate stringent quality control procedures to ensure the safety check is completed correctly to industry regulations. This includes inspections and quality checks by our engineers, our own CORGI registered gas surveyor and our externally appointed consultant.

Remember

- △ It is a legal requirement that we carry out an annual gas safety check
- △ The gas safety check is essential for you and your family's own safety
- △ Appointments are available to suit your needs
- △ Carbon Monoxide and gas leaks can and do **KILL**
- △ If you do not allow access, we will take legal action and you could lose your home.

Frequently asked questions

Q. What equipment will LHT check?

A. The annual gas safety check applies to any gas appliances or flues installed in your home, except for any appliances not owned by LHT.

Q. What work will the safety check and service include?

A. The engineer carrying out the gas safety check will:

- △ Check for any leaks or repairs that are necessary
- △ Check the installation for gas soundness
- △ Visually check the electrical supply, ventilation and flue positions of any appliances

- △ Clean any dust from the casings and components within the appliances
- △ Ensure that the working pressure and heat output are correct and that the flue is operating correctly
- △ Ensure that any flame failure device is operating correctly
- △ Check that all controls are operating satisfactorily
- △ Check that any warning labels are affixed and advise you of any further work that may be required.

Frequently asked questions CONTINUED

Q. What if the appliance fails the annual gas safety check?

A. Our CORGI registered engineers will arrange to rectify any defects found on any of our appliances. The safety certificate issued will include details of any remedial work required. It is an offence to use, or for us to allow the use of a gas appliance which we know to be unsafe.

Q. How do I know that LHT has sent a CORGI registered gas engineer?

A. We ensure all engineers involved in gas servicing are CORGI registered. The engineers are required to carry a CORGI identification card. The card includes a photograph, name and

registration number. You should request to see all identification cards before you allow an engineer into your home.

You should also have received a letter from us advising you that your gas service is due to take place.



Q. What will happen if I do not allow LHT access to maintain my gas appliances?

A. As your landlord, we are bound by law to maintain and service your gas appliances, at least once every 12 months. If you refuse to co-operate by not allowing our engineers access we will take legal action to gain access which could result in you losing your tenancy. You will also be charged for any costs that we incur in taking legal action. Costs are generally in the region of £400 plus. We are also obliged to notify the Health & Safety Executive.

Q. I have not seen a copy of my annual gas safety certificate, what should I do?

A. We are obliged by law to show you a copy of the latest safety certificate. The engineer will leave you a copy of the safety certificate, which we would ask you to keep in a safe place. If you have not received your copy, we will be happy to provide you with a photocopy of the certificate.

Please contact our Customer Service Centre on 01928 796000 (local rate) to request this.

Q. I have recently moved into my property, how will I know when my annual safety check is due?

A. Prior to you moving in, our CORGI registered engineer will have isolated your gas supply. As soon as you have arranged for your gas supplier to re-connect your gas, you must contact our Customer Service Centre on 01928 796000 (local rate) to arrange for a 'Stage 2 Gas Safety Check'. Once this is completed, a safety certificate will be issued to you. Your next safety check will be due within 12 months time.

Q. What if I do not have any gas in my property?

A. We will still need a CORGI registered engineer to verify

each year that there is no gas supply in the property.

Q. What do I do if I smell gas?

A. Take immediate action, in the following order:

- △ Turn the gas off at the meter
- △ Extinguish any naked flames immediately
- △ Open any doors and windows
- △ You must telephone Transco immediately on 0800 111 999
- △ DO NOT turn any electrical switches OFF or ON

