

Diversity statement

This leaflet is also available in other formats, including large font, audio and other community languages. If you would like to receive one of these formats, please contact BGVPHA on 020 8709 4300.

এই লিফলেট বাংলাতেও পাওয়া যাচ্ছে। একটি কপির জন্য ০২০ ৮৭০৯ ৪৩০০ নম্বরে ফোন করুন অথবা আপনার স্থানীয় অফিস থেকে একটি নিয়ে নিন। [Bengali]

Warqaddan waxaad ku helaysaa iyadoo ku turjuman afaf (luqado) kalo duwan. Haddii aad jeceshahay inaad ku hesho afkaaga, fadlan lasoo xidhiidh BGVPHA oo laga helo 0208 709 4300. [Somali]

Ce prospectus est aussi disponible en d'autres langues. Si vous desiréz avoir une copie dans votre langue, contactez BGVPHA sur 020 8709 4300. [French]

Ta ulotka jest także dostępna w innych językach, używanych w gminie. Jeżeli chcesz otrzymać tę ulotkę w swoim języku, skontaktuj się z BGVPHA pod numerem 020 8709 4300. [Polish]

Tờ thông tin này có sẵn bằng các ngôn ngữ cộng đồng khác nhau. Nếu quý vị muốn nhận một bản bằng ngôn ngữ của quý vị, xin vui lòng liên lạc BGVPHA, điện thoại số 020 8709 4300. [Vietnamese]

我们还提供其他语言版本的说明书, 如果您需要汉语版, 请致电 020 8709 4300 联系乔·兰伯特。 [Chinese]

یہ کتابچہ کیونٹی کی دوسری زبانوں میں بھی دستیاب ہے۔ اگر آپ اپنی زبان میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی جو لمبرٹ سے فون نمبر 020 8709 4300 پر رابطہ کریں۔ [Urdu]



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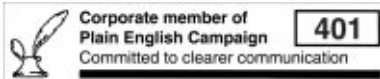
North River Alliance

Bethnal Green and Victoria Park Housing Association
401 Mile End Road, London, E3 4PB.

Tel: 020 8709 4300 Fax: 020 8709 4400 Email: enquiries@bgvpha.org.uk

www.bgvpha.org.uk

Please note that the contents of this document do not affect your rights as stated in the terms of your tenancy. This leaflet provides you with information on the services we will deliver to you.
BGVPHA wishes to thank all the residents who contributed to the production of this document.



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BGVPHA

Committed to Tower Hamlets



By law, we must check all fitted gas appliances that we own and are responsible for, such as central-heating boilers and gas heaters. We must also check gas pipes for leaks that could cause an explosion or carbon monoxide poisoning.

To meet our legal responsibilities, we carry out a gas-safety check in every rented property once a year.

We will take legal action against you if you do not co-operate with this inspection.

Gas-safety checks

Our commitment to you

We will do the following.

- Employ CORGI-registered (Certificate of Registered Gas Installers) engineers who will show you their identification card when they visit your home.
- Carry out a gas-safety check for all gas appliances we own in your property (rented only) at least once a year.
- Arrange an appointment that is convenient for you with at least two working days' notice.
- Visit your home during the following appointment times.
Monday to Friday: 9am to 1pm and 2pm to 5pm.
- If the gas engineer has not been able to get into your home by the third arranged appointment, we will send you an 'access' letter. This is a formal request for you to allow the engineer into your home to carry out a gas-safety check. If you still do not let the engineer into your home, we will take legal action by getting a **court injunction**. This is a court order forcing you to let our gas engineer into your home.

We make these gas-safety checks to protect you and your neighbours from the possible dangers of a gas explosion or carbon monoxide poisoning.

What happens at a gas-safety check?

A CORGI-registered gas engineer will do the following.

- Protect the area around the appliance they are working on, such as using a dust sheet.
- Test the pipes between the gas meter and the boiler or heater for leaks.
- Service all the gas appliances we own (for example, boilers and gas fires) to the manufacturer's recommendations.
- Check the flue that the appliance is connected to.
- Check that ventilation is fitted and that it is not blocked.
- Put all the appliances back together and make sure everything is working.
- Send you a copy of the gas-safety record (form CP12) within 28 days of the check.

The gas-safety check and service will usually take less than an hour, although this will depend on the number and type of gas appliances in your home.

Your responsibilities

You have the following responsibilities as our tenant.

- You should allow one of our gas engineers into your home to carry out the gas-safety check on any appliances and flues that we have provided. This is for your own safety and if you do not co-operate we will take legal action.

- You are responsible for all gas appliances and flues you own so you should have a safety check done at least once a year by a CORGI-registered installer.
- If you are worried about the safety of any gas equipment, you should turn it off and leave it off until you have had it checked by a CORGI-registered gas engineer.

How you can help us

Gas heaters and boilers need either a balanced flue or proper ventilation so that poisonous fumes can be carried away safely.

We will service the gas installations we own each year, but you can help by making sure that ventilation is kept clear.

You should be very careful with gas or water heaters in the bathroom. Make sure the flue is clear and the room is well ventilated by opening the door or window.

Never try to repair any gas fault yourself.

Gas safety

If you smell gas inside your home, you should do the following.

- **Immediately turn off the gas at the meter.**
- Do not turn any electrical switches on or off. They can cause a spark which in turn could cause an explosion if there is a gas leak.
- Do not use your phone as it could cause a spark. Go outside to make a call.
- Do not smoke or use a naked flame.
- Open all doors and windows.

- Check to see if you have left any gas appliance on or if a pilot light has gone out.
- Go outside and call the National Grid's 24-hour helpline on **0800 111 999**. Make sure that someone is available when the gas engineer arrives to let them into your home. They will contact us if repairing the leak is our responsibility.
- Contact our maintenance team on 0800 052 9922 (or 0800 085 6064 at weekends, on public holidays and on weekdays between 5pm and 9am) for more information and advice.

Emergencies

We will do the following.

- Make gas leaks safe within two hours of being reported. We will return and complete the repair within one working day.
- Make all heating-related gas and water leaks safe within four hours of being reported. We will return and complete the repair within one working day.
- Aim to repair gas central heating and water heating within one working day between 1 October and 30 April, and within three working days between 1 May and 30 September.
- Lend you portable electric heaters if we cannot meet these timescales. Please note that we need to get into your home in an emergency. Your **health could be at risk if we cannot get in to inspect your gas appliances.**

If you need more information, help or advice on gas-safety checks, please call our maintenance team on Freephone 0800 052 9922.