



## **GAS APPLIANCE SERVICING**

### ***What is this fact sheet about?***

This fact sheet gives information about the Co-operative's Annual Gas Appliance servicing programme. Full details can be obtained from our offices in Aberdeen and Peterhead or on our web site at:

<http://tenantsfirst.com/about-us/policies/policy-library.asp#propman>

### **Questions & Answers**

Q Why is my heating serviced?

A For your safety. The Co-operative is legally required to ensure that fixed gas appliances in members homes are serviced every year. This ensures that they are safe and operate efficiently.

Q Does this include my cooker?

A No. This is your own appliance and your responsibility.

Q When will it be done?

A The contractor will contact you to give you a proposed date when it should be done. If this date does not suit you, you should contact them to arrange an alternative date.

Q How long will it take?

A Usually less than an hour.

Q What happens if I don't get it done?

A We insist that it is done. It is a requirement of your tenancy. Ultimately we will force entry to your home to carry out the work, and charge you for the works involved. This could be ~£150 for replacement locks.

Q It is only 10 months since it was last serviced, and the contractor wants to come back. Why?

A We schedule the service at ~10 months, this is to ensure that all properties are serviced before the 12 months deadline.

Please let us know if you find this Fact Sheet helpful, or would like additional information on this subject.