

**Gas safety**

**Why does my boiler need to be serviced?**

Poplar HARCA has a legal responsibility to make sure that gas fittings and flues in tenant’s homes are safe. Regular servicing keeps you appliances running smoothly and reduces the risk of carbon monoxide escape.

**How often does it need to be checked?**

When a new boiler is installed and every year after that. We also service the boiler before a new tenancy begins.

**Can I opt out?**

No, this is essential work. Poplar HARCA is legally responsible for keeping your home safe.

**Who will carry out the testing?**

Our approved contractor K&T Heating Ltd. The operatives are Gas Safe registered and will carry identification. If you have any concerns about whether or not an operative is genuine, call us on 0800 035 1991.

**How do I book an appointment?**

We will contact you before the visit is due to arrange a convenient appointment.

**How should I prepare for the visit?**

You will need to make sure that the operative can access all the areas they need to. This will mean that you need to move any belongings from near gas installations such as your boiler.

**Will somebody need to be at home?**

Yes. Somebody over the age of 18 will need to be at home while the work takes place.

**How long will the test take?**

The visit will usually take less than an hour.

**What will the engineer do while they are in my home?**

They will check and, where appropriate, service your gas meter, boiler, flue, hot water cylinder, and gas fire. They will also check smoke, heat and carbon monoxide detectors.

**Will the engineer service my own appliances?**

No. We do not service or repair tenant’s own appliances such as gas cookers.

**What if the operative notices that my appliance is unsafe?**

Dangerous appliances will be disconnected and you will need to arrange for the fault to be rectified.

**What will happen if a problem is found?**

Usually a repair will be carried out straight away. If this isn’t possible we will disconnect the appliance and arrange a new appointment for the work to be completed.

**Can you remove or replace my gas fire?**

No, but we will disconnect a gas fire to make sure it is safe.

**Will I get a copy of the certificate?**

Yes, you will receive a copy of the Landlord’s Gas Safety Record within 28 days.

**What will happen if I miss my appointment?**

We will follow our Access Procedure to make sure that we can carry out these essential safety checks.

**What should I do to make sure my boiler is safe?**

* Make sure your servicing takes place on time by keeping your appointment
* Always follow the manufacturers safety instructions
* Talk to us before making any changes
* Only allow Gas Safe registered engineers to work on your own gas appliances
* Don’t cover an appliance or block air vents, air bricks or ventilation grills
* Report repairs or concerns to us as quickly as possible