

# Annual Servicing

The Council is legally bound to carry out annual servicing to certain components of the property, which include the heating and hot water system, smoke alarms and CO detectors where fitted, to ensure all equipment is safe.

Where there is a gas central heating system in your property we will carry out a landlord safety check, at intervals not exceeding 12 months and where there is a solid fuel heating system, at intervals not exceeding 6 months.

The service of all components will be carried out at the same time, in order to reduce inconvenience to you, but the service can only be undertaken if you have a supply of gas (for gas central heating) and electricity (for both gas and solid fuel heating) at your home. If you have credit meters, you will need to ensure there is credit on the meters before the service is carried out. It is important that if you have solid fuel you need to allow the fire to go out in advance of the appointment.

As a tenant you are obliged to provide access for our contractors to attend your home for the annual service to be undertaken. It is important for your safety that this is carried out. Repeated failure to allow for pre-arranged access will result in the Council forcing entry in order to comply with our statutory obligations. If there is no gas or electricity supply we will cap off your gas and you will not be able to use your heating or hot water until you arrange for a full service to be completed. You may be recharged for any costs incurred as a result of your lack of co-operation, for example no access or damage to the property resulting from the forced entry.

All engineers will carry Gas Safe cards (yellow gas safe triangle) which is the official industry stamp for gas safety, to confirm their identity and their authorised registration on the Gas Safety Register.