

WAVERLEY HOUSING CUSTOMER SERVICE STANDARDS



ANNUAL GAS SAFETY CHECK

Waverley Housing take their commitment to gas safety seriously and are working to ensure that tenants, their families their neighbours and the general public's health and safety are not placed at risk.

We will:

- Meet our statutory obligations.
- Take all reasonable steps to ensure that the annual gas safety check is carried out within 12 months of being installed or at intervals of not more than 12 months since it was last checked for safety.
- Write to our tenants letting them know when the annual gas safety check will take place giving reasonable notice.
- Make a reasonable amount of attempts to gain access to a tenants home for the purposes of carrying out the annual gas safety check
- Exercise our right under the terms of the tenancy agreement to gain access through forcible entry where necessary and in accordance with our company procedures. Only when the above steps have failed.
- Leave tenants properties secure after any forced access.
- Leave notices advising what tenants should do if their locks have been changed as a result of a forced access.
- Correspond with tenants during and following the above process

This document is also available in other languages, large print, and audio format upon request.

(Russian)

Настоящий документ по отдельному запросу можно получить в переводе на другие языки, напечатанным крупным шрифтом или на аудиокассете.

(Polish)

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formacie audio.

(Czech)

Tento dokument je na vyžádání k dispozici také v jiných jazycích, ve velkém tištěném formátu a zvukovém formátu.

(Portuguese)

Este documento encontra-se também disponível noutros idiomas, em tipo de imprensa grande e em formato áudio, a pedido.

Mar 2010