

Health and Safety Property Checks

Herefordshire Housing is committed to the health and welfare of our tenants. As a Corgi, NIC EIC and HETAS registered company, all properties owned by Herefordshire Housing benefit from the annual Property health and Safety Checks/Services. These include:

- Gas Service/Safety Check (if applicable)
- Solid Fuel Service/safety Check (if applicable)
- A Safety Check of Gas Installation Pipework (eg. pipework to a cooker)

You will be contacted in writing to allow you to make a convenient appointment for our staff or service provider to visit your home and complete the Health and Safety Check/Service.

It is very important that an appointment for this essential maintenance is made and kept. By doing so, you greatly reduce the health and safety risk to yourself and your family, friends and neighbours, either through carbon Monoxide Poisoning (CO) or explosion from a leaking gas supply.

If you are unable to be at home during normal working hours, or have difficulties arranging access please call our Gas Services appointment team on **(01432) 384125**. We will make every attempt to meet your appointment request to ensure this service is successfully completed.

Faulty gas or solid fuel appliances can give off carbon monoxide. This gas cannot be seen, tasted or smelt but can kill you. A faulty appliance can also cause explosions.

Herefordshire Housing, as a Registered Social Landlord, has developed detailed procedures to ensure it meets its legal and statutory responsibility in completing the annual gas servicing and safety checks. We have actively promoted the importance of gas safety in our customer's homes and encouraged tenants to allow access.

We will write to you letting you know when the gas appliances in your homes needs a safety check and service. Don't worry if you forget to make contact with us to book an appointment, we will send you reminder letters.

There are a number of helpful and key documents related to gas safety that can be download these include:

- Gas Safety Bulletins and Flyers
- Herefordshire Housing Access Procedures

These documents can be downloaded from the Repairs website page.