

So, you must allow access. If you are not in when the contractor first calls, they will leave a card. Please contact the engineer or Impact immediately and arrange another appointment.

### What if I don't let them in?

If you do not make an appointment for the service, then Impact will take legal action to get a Warrant to enter your home to carry out these important works. If this happens you will be charged for the cost of forcing entry and any legal costs.

**So, please help us to keep you safe. Please make sure you are in to have your gas service carried out.**

**Please phone or write to:**

**Impact Housing Association  
Nook Street  
Workington  
Cumbria CA14 4EH  
☎ 01900 842100**

**Impact Housing Association  
47 Nelson Street  
Carlisle  
Cumbria CA2 5NE  
☎ 01228 633600**

**Impact Housing Association  
The Oval Centre  
Salterbeck, Workington  
CA14 5HA  
☎ 01946 833100**

Our Head Office is: Nook Street,  
Workington, Cumbria CA14 4EH.  
Tel: 01900 842100 Fax: 01900 842101  
Email: [enquiry@impacthousing.org.uk](mailto:enquiry@impacthousing.org.uk)  
Website: [www.impacthousing.org.uk](http://www.impacthousing.org.uk)

### Impact Operates as a Charity

**For Type talk users please prefix  
18001 in front of the number you are  
calling**

# Gas Servicing



**We can provide information in Large  
Print, Braille, other Languages or  
audio. Please—Just Ask**

# Gas Servicing

## What we will do

If your home has a gas fire or gas boiler, then Impact arrange to have these serviced at least once every twelve months.

A trained and qualified gas fitter will contact you when the service is due and arrange a convenient appointment to call and carry out the service. They will need to knock off the gas to carry out the service and so this means you will have no heating or cooking facilities, if your cooker is gas, for up to 45 minutes.

## What does the service cover?

During the service, the engineer will:

- Clean the fire or boiler
- Check all seals

- Check that the flue is not blocked
- Check that the appliance is working safely & efficiently.

When the gas fitters have finished, the service y will complete a certificate, called a CP12, and ask you to sign it. They give Impact a copy and will also leave one with you for your reassurance that your fire and boiler are safe.

If they find any faults or repairs, we will arrange to carry them out quickly, often when the contractor is there.

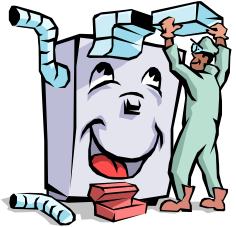
If you have a gas cooker (your own appliance) they will point out any faults, but it will be your responsibility to get any repairs done using a qualified gas fitter.

## What if I am not happy?

The gas fitter will give you a tenant satisfaction card and ask you to sign that you have received it.

Please complete this and return it to us in the freepost envelope. We will investigate any areas you are not happy with and put things right.

## The Service is very important



It is important that you let the Heating Engineer in to carry out the service.

As your Landlord we have a duty to make sure that gas appliances we've supplied are safe.

Faulty gas appliances or blocked flues are very dangerous and have been known to make people ill or even kill them.