

## Frequently asked questions around Gas Servicing: Information for customers

### **1. My gas servicing visit is due. Will your contractor/ Impact be attending as normal?**

We are currently aiming to complete the gas servicing programme as we do normally, but with some clear restrictions as a result of the COVID-19 outbreak. The government/industry guidance is that we should continue to carry out gas servicing where it is safe to do so.

There is, however, a significant pressure on our resources at this time and our gas engineers are prioritising emergency repairs (customers without heating or hot water) where it is necessary to prioritise one job over another. It may, therefore, be the case that not all servicing appointments are kept and we ask customers to work with us, be flexible by allowing us to reschedule, and appreciate we are doing all we can to maintain a good service level to all customers during this difficult time.

We will be in touch to arrange for an engineer to visit your home although we may not be able to guarantee an appointment time at the moment, as our gas engineer resources are severely impacted and changing by the day. Please work with us and be as flexible as possible

### **2. If you don't complete my gas servicing visit within the 12 month period, will my family and I be at increased risk from a potentially dangerous appliance?**

Impact has a very robust approach to gas servicing and our gas appliances are well maintained. Whilst our goal is to maintain 100% compliance and attend within 12 months of the previous servicing visit, there is nothing to suggest any of your gas appliances are at a higher risk because we fall slightly outside that 12 month period, however, we do commence our servicing process well in advance of the gas service due date and even if we need to reschedule appointments, the number of services which fall outside the 12 month period will be minimal if customers work with us flexibly.

At these unprecedented times, we are attempting to achieve a reasonable balance between maintaining gas safety compliance and restricting unnecessary contact between our gas engineers and customers and we will assess each situation separately.

Any customer that feels their boiler is not working properly should still report that to us in the normal way.

Our operative will adopt a safe system of work when in your home and will set out exactly what we expect of our customers to support that safe system of work, i.e.

There is a clear path way to the area where the repair is necessary, Make sure the area they need to work is clear and has been cleaned and disinfected, paying particular attention to the external door handles, bell, letterbox etc., Remain at least 2 meters/6 feet away from contractors – ideally stay in a different room.

You must also let us know when we contact you if your circumstances change and a member of your household is showing symptoms of COVID-19, or is self-isolating in line with current government guidance.

**3. There is a member of my household showing symptoms of/has been confirmed of having COVID-19 and is self-isolating in line with government advice. I would still like my gas servicing completed?**

Unless there is an emergency repair or safety concern with a gas appliance in your home we will not be allowing an engineer to attend until such time that the household has been symptom free for at least 7 consecutive days. This is for your own safety, the safety of other members of your household, and also the safety of our contractors. You should contact us when your self-isolation period has ended. Please refer to current government guidance on what period of self-isolation applies to you and your household.

Please also be aware that some customers have been directly contacted by the NHS to advise that they fall into the 'extremely vulnerable group' that should be shielded for their own personal protection. These people must go even further to avoid any close contact with others for a 12 week period. Impact will not be looking to gain access to the homes of people within this 'extremely vulnerable group' to complete a gas servicing visit during this 12 week period, or potentially longer if the government advice is updated further in the coming weeks.

If an engineer needs to attend your home to deal with an emergency you must advise us beforehand that you or a member of your household are showing symptoms of COVID-19, self-isolating or are in the extremely vulnerable group, so that an appropriate risk based approach can be considered.

**4. No member of my household is self-isolating. However, I still have concerns around the spread of COVID-19 and would prefer Impact do not enter my home at this time to complete gas servicing?**

We can assure you that Impact have taken a risk based approach to what activities we continue or suspend during the COVID-19 outbreak. We would urge you to allow us access to complete the gas servicing visit, and we must remind you that this work is primarily carried out to ensure your household and neighbouring properties are not at risk from dangerous gas appliances.

Our engineers will of course adopt safe systems of work whilst inside your home.

That said, we appreciate that these are very difficult times for all of our customers and you may well prefer that we do not enter your home at this time. We respect that

decision and, based on our current approach, we will stay in touch with you, either by phone or letter, to keep you updated on the current advice in relation to COVID-19 and what is considered essential works and any changes to Impact's interpretation of that advice.

**5. Where can Impact's colleagues or customers get further advice?**

Gas servicing appointments and queries relating to the visit will be handled by Impact in the normal way. Any further information required around gas safety and the impact of COVID-19 restrictions, or a specific query not covered by this briefing, please contact:

Sue Loftus (Compliance Officer) – 07808777394 or our low cost general line number 0344 8736290

Gillian Hunter (Compliance Team Leader) - 07718 883534 or our low cost general line number 0344 8736290

You can also find out more information on our website.