

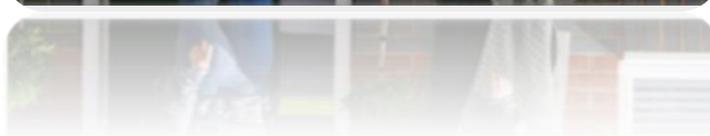
We are committed to providing warm, safe and secure homes. This service standard sets out our approach to delivering the Gas Safety Inspection, where Inspections are completed to a high standard enabling our customers to thrive. In doing this we will meet our statutory and legal obligations.

### We will:

- complete a landlord gas safety inspection at least every 12 months
- usually carry out work in your home between Monday and Friday 8am to 5pm
- contact you 12-15 weeks prior to the due date of the inspection.
- make an appointment with you either via letter, email, phone call or text message.
- complete the inspection in line with all industry standards.
- provide you with a copy of the Landlords Gas Safety Report (LGSR) within 28 days of the completed inspection.
- complete any repair identified during the inspection, on the same visit where parts are available. If a repair is not possible, we will communicate with you when this repair will be completed in line with repairs timescales.
- adopt the standards and behaviors set out in the Contractors code of conduct service standard when working in and around your home.
- deliver a compliant service meeting all legal responsibilities and regulatory standards, such as health and safety and building safety compliance

### We ask you to:

- ensure that access is available to your home for the inspection to be completed when requested.
- ensure that gas appliances inc. flue pipes, gas meters, radiators, hot water cylinders and any associated controls are accessible for inspection.
- Keep external boiler flue terminals clear from obstruction
- report any repair in line with our responsive repairs service standard
- test CO & smoke alarms once a month, ensuring they are clean and dust free
- report any gas emergency to
- ensure that any gas cooker that you own is installed by a gas safe registered engineer, with relevant installation records provided to Bromford.



### Gas Safety Inspection Checklist

#### Gas Safety Inspection Checklist

- ✓ Service Bromford owned gas appliances and associated components in line with manufacturer's instructions
- ✓ Visually inspect any gas appliances owned by you, e.g. gas cookers
- ✓ Carry out a gas tightness test at the gas meter
- ✓ Inspect all flues/chimneys
- ✓ Check radiators and valves are free from leaks and operate correctly.
- ✓ Check that the hot water supply is operating correctly
- ✓ Check and inspect any hot water cylinders fitted are free from leaks.
- ✓ Ensure that heating and hot water controls are set to your requirements

#### We do not permit:

- the use of propane/butane portable heaters in our properties
- outdoor structures such as pergola canopies etc. to be constructed near or around a boiler flue pipe

#### What to do in a gas emergency, if you can smell gas:

- Turn off the gas at the meter
- Extinguish all sources of ignition
- Do not smoke
- Do not operate any electrical light or power switches
- Do not use any phone inside the house
- Do not operate any electrical security doors
- Open doors and windows to ventilate the property
- Ensure access to the property is possible

#### Who to call in a gas emergency If you smell gas?

Gas emergency service on:

**0800 111 999**

You should also report this to us on:  
**0330 1234 034**