

# Gas Service Promises

## Developed and agreed in partnership with our customers

### Domestic Gas

#### As a service provider we will:

- Provide you with a dedicated Customer Liaison officer while your home is receiving Central Heating Replacement works. We will consult with you before, during and following completion of works to measure satisfaction and ensure we continually review and improve our service
- Treat you and your property with respect at all times. This will be checked by the Customer Liaison officer, to ensure we meet your expectations
- On completion of the improvement works a Customer Liaison officer will deliver the disturbance payment to you. At that point the Customer Liaison officer will ask how satisfied you were with the works. This will be fed back to Tristar Board via the Customer Liaison group who will make recommendations for continual improvement on future schemes
- Consistently reduce the time it takes us to deliver the disturbance payment to
- Replace obsolete central heating systems with modern energy efficient, band A systems, individually designed to suit your property
- Work with the Decent Standard partners when replacing central heating systems, to minimise disruption in your home
- Give you a good selection of choice for electric fires and surrounds, and review the choices on a regular basis with our customers
- Carry out repairs to central heating systems by appointment, and aim to complete the repair in one visit
- Ensure all gas appliances in your home receive a gas safety inspection every
- Use innovative methods for access to carry out gas safety inspection, using legal action as a last resort, to ensure you and other people living nearby

**These service promises can be produced in key community languages, large print, Braille, or on audio tape. Please contact the Customer Service Helpline on 01642 528100.**

**These service promises work in conjunction with our Corporate promises.**