

Domestic Gas Servicing Service Promises

Developed and agreed in partnership with our customers

As a service provider we will:

- Provide you with full information relating to the works being carried out to your property. You will receive notification of any works, prior to the work commencing
- We will consult with you, and following completion of works measure satisfaction and ensure we continually review and improve our service
- Treat you and your property with respect at all times
- Carry out repairs to central heating systems by appointment, and aim to complete the repair in one visit
- Ensure all gas heating appliances in your home receive a gas safety inspection every year
- Use innovative methods to gain access to carry out gas safety inspections, including the use of legal action where necessary, to ensure you and other people living nearby remain safe
- We will agree a morning, afternoon or evening appointment on a mutually convenient day (including Saturday morning)
- We will seek to recover the costs of missed appointments if a customer misses an appointment that they have specifically requested out-of-hours – i.e. evening or Saturday morning
- Following a service, leave a signed Landlord's Safety Record with each customer
- Ensure that all personnel on site carry identification at all times, including CORGI or CAPITA identification, which can be produced on request
- Engage an independent assessor to carry out quality checks on 15% of work carried out

**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.