



Annual Service and Maintenance

Gas • Solid Fuel • Electric
Central Heating • Hot Water Systems



Winchester
City Council

Liberty Gas is Winchester City Council's appointed contractor to carry out the annual servicing and breakdown repairs service of your central heating and hot water system.



Liberty Gas have a reputation for excellence and are very customer focused. The City Council are working in partnership with them to offer the best possible service and seek continuous improvement.

All Liberty Gas operatives carry photo identity cards which they should present to you before entering your home. If you are in any doubt as to their identity please phone the Council on **01962 840 222**.

Annual Servicing

The Council is required by law to inspect any gas fired or solid fuel heating appliances and associated pipe work located in your home every year. Under the terms of your tenancy (clause 38) you are required to allow us access to carry out this work.

Liberty Gas will check and service your smoke detectors and carbon monoxide detectors whilst carrying out the servicing thus ensuring the safety of you and your home.

It is essential this work is carried out annually to prevent the occurrence of poisonous gas emissions being produced by faulty heating appliances. **Failure to carry out this work could result in serious illness or death by carbon monoxide poisoning.**

When you receive notification of an appointment from Liberty Gas, you must ensure that you keep this appointment or contact them direct to rearrange a more suitable time. Details can be found on your appointment letter.

The Council will take the necessary legal steps to gain access if you do not allow Liberty Gas to carry out the required work. We may serve a Notice on you and seek possession of your home through the court or we may apply for an injunction.

You are responsible for ensuring you are not using a gas appliance that you know or suspect to be unsafe. This also applies to gas supply pipes that may not be in current use.

Appliance logbooks

As part of our Heating Systems Contract, appliance logbooks are issued to all properties that have gas and solid fuel appliances.

The logbook gives details of the appliances and how to operate the heating systems within your home. It must be left in the property should you transfer, or terminate your tenancy. In the logbook there is space for you to keep the engineer's work reports, giving a service maintenance record for your appliances.

If your heating system has been recently serviced and you do not have a logbook, or if your last service record is more than 12 months old please contact the Customer Service Centre on **01962 840 222**.



How to report a Breakdown

The usual Council procedure applies for reporting heating faults or breakdowns. You can still call the main reception number:

01962 840 222

You will be given an appointment for the engineer to visit your home and carry out the necessary work. You can expect the engineer to arrive within 2 hours of this appointment. Should any spares be required they will be delivered to the engineer whilst he is there so wherever possible jobs are completed in one visit. We hope to be able to cut down on repeat visits in this way. We cannot predict how long the engineer will need on site, and we expect you to remain at home until the job is completed.

You can also make a request by:

- Writing to us
- Calling in at reception
- By email to housing@winchester.gov.uk
- or out of hours call: 01962 865 405

Please remember however that you should only call the out of hours service in a genuine emergency - see your Tenants Handbook for guidance. You may be recharged if you request an out of hours visit that is not considered to be an emergency.

Should you wish to make a complaint about the service you receive from Liberty Gas, please contact the Building Services Manager at City Offices.



**CUSTOMER
SERVICE
EXCELLENCE**



UK



The Government Standard

If you have any particular needs which affect how you are able to use or be involved in our services or how you would like to receive information for example translation, interpreters, Braille, audio tape, large print, sign language - please contact the Customer Service Centre either by

telephone 01962 840 222

or by **email customerservice@winchester.gov.uk**