

Annual Service and Maintenance

Gas • Solid Fuel • Electric Central Heating • Hot Water Systems
• Smoke and Carbon Monoxide Detectors



Winchester
City Council

Winchester City Council has specialist contractors to take care of heating, hot water systems and various detectors in your home.

Certain systems will require an annual service including, Gas Fired, Solid Fuel, Biomass and Air Source Heat Pumps. Electric systems do not require an annual service; however, all homes are fitted with smoke detectors and/or carbon monoxide detectors which will need an annual visit.

Any tradesman working on behalf of WCC should carry a photo identity card 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.

Gas and Solid Fuel Systems

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.

It is essential this work is carried out annually to prevent the occurrence of poisonous gas emissions being produced by faulty heating appliances which could result in serious illness or death by carbon monoxide poisoning. Failure to permit us access to complete the service will result in the Council cutting off your gas supply and may put your tenancy at risk.

When you receive notification of an appointment from our contractor, 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.

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

Appliance User Manuals and Service Records

A new User Manual will be issued whenever a boiler is replaced. It provides details of the appliance and how to operate the heating system in your home. It should be kept with the appliance and remain at the property if you transfer or terminate your tenancy. If you do not have a copy of the User Manual for your boiler, we may be able to provide a replacement. Contact Customer Services to enquire.

What Will the Engineer do?

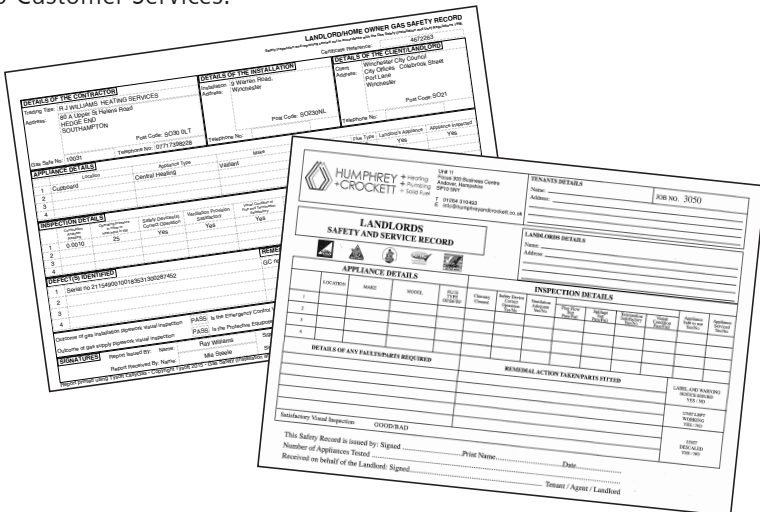
The annual service will be carried out in accordance with manufacturers' instructions. The engineer will check:

- The effectiveness of any flue
- The supply of combustion air
- The operating pressure and/or heat input
- The safe functioning of the appliance

Also as part of your Annual Service check, you can expect the engineer to:

- Be in your home for around 30 minutes
- Check your Carbon Monoxide and Smoke Detectors are in good working order and replace battery or unit where necessary
- Label the Heating Appliance and Detectors with a "Passed – Next Service Due" sticker
- Leave you with a completed copy of the Landlord/Homeowner Gas Safety Record (LGSR) or Solid Fuel Safety & Service Record (SFSSR) which you should keep with the User Appliance Manual to build up a service record for your system.

If a service visit has recently been completed and you did not receive a Safety Record or the last one is more than 10 months old please report this to Customer Services.



How to report a Breakdown

The usual Council procedure applies for reporting heating faults or breakdowns. Call the Customer Service Centre on 01962 840 222

You will be given an appointment in line with our published priorities 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.

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 please contact the Planned Maintenance Manager at City Offices.



CUSTOMER
SERVICE
EXCELLENCE



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**

Telephone calls may be recorded