

Gas Servicing

Help & Advice

How to contact us

Customer Services Team
01736 331799

Lines are open from 9.00 am - 5.00pm Monday to Friday.
Fax: 01736 331647 E-mail: contact@penwithha.org.uk
Typetalk: 18001 01736331799 Minicom: 0800 0277014
TEXT: 07797 800079

Or visit us online at: www.penwithha.org.uk

Repairs Hotline:
FREEPHONE 0800 592238

PHA Emergency Line:
FREEPHONE 0800 592238 (5.00pm - 9.00am)

Head Office:
67 Morrab Road, Penzance, Cornwall TR18 2QJ

Hayle Office:
30 Fore Street, Copperhouse, Hayle, Cornwall TR27 4DY

*Leaflets available in large print,
audio, and other languages.*

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Registered as an exempt charity with the Financial Services Authority number 27834R



better homes

better places

better lives



Gas Servicing

Our legal responsibilities

We are required by law to ensure that our gas appliances in tenant's homes are serviced and safety checked by a Gas Safe engineer, to ensure that they are safe.

How do we meet our responsibilities?

We have a record of properties where we have installed gas appliances. Each year our contractors will call on these properties to service and safety check the appliances. It is our policy to safety check all gas appliances and properties where gas pipework exists. You will receive a copy of the gas certificate once an inspection has been made.

What you need to do for us?

The gas servicing contractor will, whenever possible, make an appointment to visit your home at a convenient time. You can help us by making time available for the visit and allowing the service engineer access to the appliances. If you are unable to keep an appointment you can cancel it by using the contact telephone number on the back of this leaflet.

What happens if appliances are not safety checked?

Gas contractors will try to make contact on two separate occasions. If they are not able to gain access, we will send the tenant a letter. If on the rare occasion further attempts to gain entry are not successful, we will take legal action to take possession of your home.

Why should I ensure that my appliances are serviced?

In addition to the statutory requirement to service appliances, it is in your interest to ensure that your home is safe and healthy. A regular service also ensures that appliances are energy efficient and not wasting money.

What if I smell gas?

If you know where the main gas stop tap for the property is located, turn the tap off immediately. You also need to contact TRANSCO: 0800 111999 or PHA: 0800 592238, to advise them of the problem.

What happens if I take over the property from another tenant?

If you undertook a mutual exchange, we will have carried out a gas safety inspection. You should ensure that you are given a gas safety certificate when you take over the property.

What if my appliance requires repair?

You should contact our Customer Services Team in any of the ways shown overleaf. These repairs are carried out separately from the annual gas inspection.

What about my own gas appliances?

We will carry out a safety check of your gas equipment annually. In order to ensure your safety, we will inform you of any necessary repairs and improvements that you need to make.

Contacts

Please contact us by any of the methods overleaf if you have one of the following enquires:

- If the enquiry concerns a repair to an existing appliance in your property and you would like to make an appointment.
- If you would like permission to fit a new gas appliance. This permission is rarely withheld.