

# Repairs

## Gas

### How to report a repair on central heating and gas appliances?

Please contact the repairs line on **01952 217217** to report the repair.

It is your responsibility as the tenant to let us know if there is something wrong with your heating. If you have a gas leak or think fumes are leaking, you should first contact **Transco** on **0800 111 999** and then inform the Trust on **01952 217217**.

The Trust uses both direct employees and sub-contractors to carry out gas repairs and annual servicing to gas appliances. All of our employees and sub-contractors carry Wrekin Housing Trust identification cards and wear The Wrekin Housing Trust uniforms.

### How quick will someone come out?

The repair will be logged as either an emergency or routine repair depending on the type of work required. All gas repairs are carried out as soon as possible, however, the maximum time it will take to carry out repairs is:

- if you have a gas leak or gas fumes – one hour (following a Transco make safe)
- We will respond to all gas emergency repairs within 24 hours
- We will respond to all non-urgent gas repairs within ten calendar days

### What if my boiler stops working?

Before contacting the repairs line, please check the following:

- Is the fuse switch turned on under the boiler and wall thermostat adjusted to a higher temperature?
- If you top your meter up using a gas card, is there credit on the meter?

### What happens if the repair cannot be carried out on the same day?

If there is a full or partial breakdown that cannot be rectified immediately, an adequate source of temporary heating and hot water will be provided depending upon the occupancy and size of your household. Our engineer will order parts and will book an appointment with you to fit the parts before he leaves your home, so you know exactly when we will be calling back.

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## Is there an out of hour's service available?

An out of hour's service is operational for emergency repairs that are needed outside of the normal contact hours.

## Why does my boiler need servicing if it's working fine?

Around 35 people die in the UK every year from carbon monoxide poisoning due to faulty gas appliances. By law, the Trust is responsible for making sure that gas fittings and flues are maintained in good order and all gas appliances are checked for safety in order to ensure this does not happen to our customers.

## How often will the Trust service my boiler?

We are committed to visiting all properties every twelve months and will arrange for your central heating system to be serviced approximately six weeks before the service is due. Our dedicated service engineers will visit to check your heating system to make sure that it is safe and that any faults are repaired. If you have an oil boiler, this will be serviced every six months. This service is important for the effective operation of your system and you and your family's safety.

Please note that our tradesmen may need to access your loft to service the flue.

**Failure to provide access is a serious breach of your tenancy conditions. If you cannot make the appointment sent to you, please phone 01952 217259 to rearrange.**

## Will the Trust service my gas oven?

We are unable to service a tenant's own appliance such as cookers or own gas fires fitted by the tenant. However we will check that the appliance is safe, any defect will be reported to you and the appliance will be disconnected from the gas supply. If your gas fire is disconnected from the gas supply we will remove the gas fire and brick up the fireplace.

## What service appointments are available?

We will send you a letter to notify you about the annual gas service at least five working days in advance. If you are unable to make that appointment, please contact the gas team on **01952 217259** to rearrange.

## Please do not do the following:

- Never use a gas appliance if you notice a yellow or orange flame (except fires which displays this colour flame), soot or stains around the appliance
- Never cover an appliance or block the air vents
- Never block or obstruct any fixed ventilation grilles or air bricks
- Never block or cover outside flues.

## Carbon monoxide safety

### What should I look for?

There may be some visible signs on your appliances that may suggest the presence of carbon monoxide. You can tell if a gas appliance is working correctly by looking at the flame: it should look blue, if the flame is yellow or orange in colour and burning unevenly it suggests that there is a problem. Other tell-tale signs are soot deposits, discoloration around the appliance and the pilot light regularly going out. Carbon monoxide symptoms are often mistaken for flu as the early symptoms are headaches, nausea, fatigue and confusion.

### Smell gas or suspect a carbon monoxide leakage?

If you smell gas or suspect a gas escape or carbon monoxide leakage, you should do the following immediately:

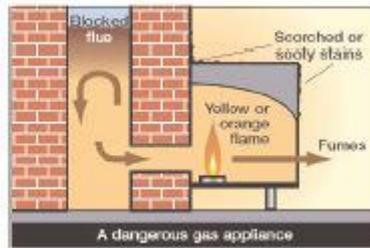
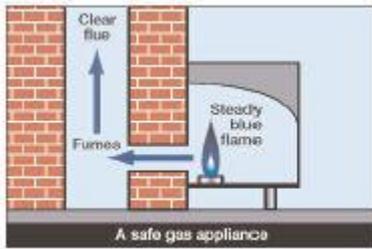
- Turn off the gas lever at the mains, which is next to the gas meter, by pulling the lever down
- Open all doors and windows to let in plenty of fresh air
- Check to see if the pilot light on your cooker, gas heater or boiler has gone out
- Make sure that you have turned off all gas knobs properly
- Do not touch any electrical switches including lights
- Do not light matches, lighters or smoke in the house
- Get everyone out of the house and stay out
- Put out cigarettes and any naked flames
- Avoid rooms with a strong smell of gas as you may be overcome by the gas.

Call **Transco** on **0800 111 999** immediately. They will come to your home within one hour to make it safe (remove bullet point and remove indent)

### You are at risk from carbon monoxide poisoning if:

- Your appliance has been poorly installed
- Your appliance is not working properly
- Your appliance has not been checked for safety or maintained regularly
- You allow non Gas Safe registered engineers to install or maintain your appliances
- There is not enough fresh air in the room
- Your chimney or flue gets blocked up (see below)

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Remember that we want you to be safe in your own home. If you are unsure whether or not your central heating is safe to use or if you would like advice on any of the above, contact the Gas Team on **01952 217259**.

## Information about your condensing boiler

Condensing boilers incorporate pipes which have a tendency to freeze during severe weather.

To help prevent this from happening, we've installed 'boiler buoys' or 'trace heaters' in homes where these boilers are installed. We've prepared some tips on how to get the best from them.

### Boiler buoys

- While the weather is freezing, if you have had a boiler buoy installed onto your boiler, please ensure that the tap is switched to the 'on' position. This will stop the condensate pipe freezing up over the cold spell. Check the container regularly as it will fill up with water and need to be emptied.
- If at any time your boiler stops working, ensure that the tap on the boiler buoy is turned to the 'on' position and try to reset the boiler. If it still does not work once you have reset the boiler, please call the repairs line on **01952 217217**.
- Remember to turn the boiler buoy tap to the 'off' position when the weather gets better.

Check out our videos showing you in more detail:

[http://www.youtube.com/watch?v=DEqPBc-Hg9M&feature=player\\_embedded](http://www.youtube.com/watch?v=DEqPBc-Hg9M&feature=player_embedded)

### Trace heaters

Watch our video to learn more about trace heaters:

[http://www.youtube.com/watch?feature=player\\_embedded&v=DEqPBc-Hg9M](http://www.youtube.com/watch?feature=player_embedded&v=DEqPBc-Hg9M)

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## How to unfreeze a condensate pipe

Watch this video which explains how to unfreeze a condensate pipe

[http://www.youtube.com/watch?v=86\\_j2Cg5S-0&feature=player\\_embedded](http://www.youtube.com/watch?v=86_j2Cg5S-0&feature=player_embedded)

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## Your winter heating checklist

The winter weather can bring many challenges, so keep warm with our checklist.

- Locate your stopcock and check that it's working
- If your gas service is due, ring **01952 217217** now to make an appointment
- Check your heating is working properly by turning it before it gets too cold
- Try running your heating at a medium temperature throughout the day, instead of high in evenings and night time, as it will keep your home warm and prevent frozen pipes
- Turn you're heating down if you are out all day or going away, rather than turning it off completely. This applies for when you're in bed, too. Close blinds and curtains at night to keep the heat in
- Layer your clothing. Lots of thin layers will keep you warmer than one thick jumper
- Set your water temperature to around 60°C, this is warm enough for bathing and washing
- Make sure all radiator valves are fully open so that you get an even heat throughout the house, preventing damp and cold spots
- If you have a gas boiler, set it to its maximum setting so that it can work efficiently
- Ensure that your wall vents are not blocked. Blocking them could cause death by carbon monoxide poisoning
- Check your carbon monoxide and smoke alarms are working
- Check with your electricity supplier the best time to fully charge your storage heaters
- If your heating fails and we cannot get to you within 24 hours of you contacting us, or we are unable to repair it straight away, we will leave you with two temporary fan heaters and return as soon as we have the parts we need.