

Gas Servicing



1. Pennine Housing understands the dangers that unserviced gas appliances can cause to tenants and their neighbours. We will operate a system that ensures all our gas appliances are serviced each year.
2. All our customers will be treated in a fair and consistent manner, which will be sensitive to the situation and the needs of the individual. Your contact with us will always be treated as confidential in line with our data protection and confidentiality policy.
3. We will write to you at least one week before we plan to carry out your gas service offering you an appointment for our engineer to call.
4. We will operate a freephone number and email address for you to discuss an alternative appointment if our suggestion is not convenient.
5. If you have an appointment with us, we will do our best to meet you on time. If we cannot, we will keep you informed. In return, we ask you to keep appointments on time, as this helps us to keep appointments with other customers.
6. We will provide basic advice on gas safety matters through our freephone number 0800 0731555.
7. We will only send an engineer who has the skills needed to carry out the service. All of our operatives are Gas Safe Registered and carry a Gas Safe Register identity card which will be produced at your request.
8. We will carry out as much work as possible by our own workers. Sometimes we will need to use other specialist companies. Workers from other companies will work to the same standards as our own engineers.
9. Our own staff will always wear a Pennine uniform; other contractors will wear their own. All operatives, whoever they work for, will show you official identification, be polite and helpful and leave the job in a clean and tidy condition.

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10. Your tenancy condition says that you must allow the annual gas service to be carried out. If you do not do so we will take legal action against you. If we have to do this you will have to pay our legal costs.

11. We will not service or repair gas appliances that belong to you. It is your own responsibility to make sure these are maintained in a safe condition and to produce a Gas Safety Certificate for the appliances when requested.

12. We will monitor these service standards regularly and use this information to make sure we are keeping to these standards and to see if they can be improved in any way.

13. If you are unhappy about the way any aspect of your contact with us has been dealt with, please let us know as soon as possible so that we can put things right. If at all possible, please contact any member of our staff. You may also use our Customer Feedback line and our complaints process. Copies of our "tell us what you think" leaflet are available at each of our offices and to download here (1.21MB PDF Download). We will be happy to post one to you if you wish.

The Gas Team can be contacted by:-

Freephone	0800 0731555
Email	gas.team@ph2k.org.uk
Text message	07720560403
In writing	Pennine Housing 2000 Gas Team, Bull Green House, Bull Green,
Green,	Halifax HX1 2EB

Of course, we are always very pleased to hear from customers who would like to tell us about the good service they had from Pennine Housing 2000.

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