

Gas and Heating Policy

Date approved: 25/07/2024

Our gas and heating policy provides peace of mind and ensures you are safe in your home. We take steps to make you feel safe before and after moving in.



If you smell gas, this is an emergency. Immediately call the Gas Emergency Services on 0800 111 999. They will come to your home and make it safe. Turn off your gas supply and open your windows and doors. Do not turn any electrical switches on or off, light matches or lighters.

Before you move into your home

You will need to request a new tenant gas safety check. We will carry out a check within three working days.

When you move into your home

We will carry out an annual safety check each year on all heating types, including on homes where gas has been capped.

When your gas check has been done and identified repairs have been completed, we'll send you a copy of the gas safety report within

28 days.

We will carry out a gas safety check after installation of any new gas boiler. If you fit your own gas oven or hob, we will cap the appliance until it can be proven safe.

Following the completion of any repairs and refurbishment works where work may have affected any gas fittings, appliances, or flues, we will carry out a safety check.

Smoke and carbon monoxide detectors will be tested during your annual gas safety check. It is important you check them weekly by pressing the 'test' button.

Your annual gas safety check will be automatically arranged up to three months before the following gas safety due date. You will be notified of this by letter.



If we cannot carry out your annual safety check, we might need to cap your gas supply following a risk assessment.

We must carry out your gas safety inspection. We will take legal action if you prevent us from doing this essential work.

Please let us know if you or someone else in your household has any vulnerabilities.

You can get in touch and re-arrange your appointment by phone, email, Live Chat or My Livin app.

What next?

[Read the full policy at livin.co.uk/policies](http://livin.co.uk/policies)

[Not satisfied with this service? Let us know at livin.co.uk/complaints](http://livin.co.uk/complaints)

Contact us by phone if you need a copy of this policy or more information about feedback and complaints, we will be happy to post this out to you.

Please let us know if you need additional support to read this document.

We can provide this document in over 250 languages. Our most common are:

عربي (Arabic) Български (Bulgarian) Hrvatski (Croatian) čeština (Czech) ښاراف (Farsi)
Magyar (Hungarian) polski (Polish) Português (Portuguese) Română (Romanian)
Español (Spanish) Український (Ukrainian)

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