

Glen
Housing Association



GAS MAINTENANCE INFORMATION



COMMITTED TO OUR VALUES IN ALL THAT WE DO
safety | integrity | excellence | responsibility | collaboration

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GENERAL INFORMATION ON GAS MAINTENANCE



INTRODUCTION

Richard Irvin FM Ltd (RIFM) service and maintain all gas heating and hot water systems for Glen Housing Association.

This leaflet aims to explain about the level of service you should expect to receive from RIFM, including the length of time they have to respond to various types of repair calls.



ANNUAL GAS SAFETY INSPECTIONS

The Association is required **by law** to have safety checks carried out on gas heating and hot water systems once a year.

RIFM will send you a letter telling you the day their engineers will call. If this date is unacceptable, you can contact them to re-arrange.

If you are not at home, the engineer will leave you a slip saying that they called. You will then receive a letter with an appointment date for 14 days after the first call.

The above process continues until the engineer has tried 3 times to carry out the service. **If you have not given them access by the 3rd visit, the Association will take further action to gain entry into the property or cap your gas meter until we can confirm the safety of your appliances.** You will be re-charged for this 4th visit, any costs for capping and uncapping of your meter and for any locksmith's costs if we have to gain entry.

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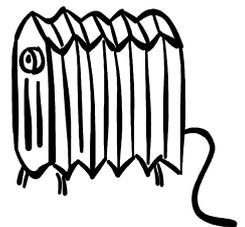
IDENTIFYING THE GAS SERVICE ENGINEERS

All RIFM engineers carry identity cards which they should show when they arrive – be sure to look at them.



SPARE PARTS

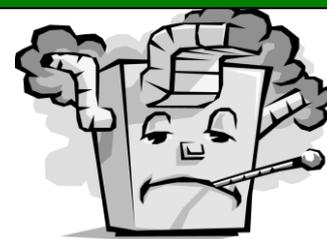
RIFM ensures all Gas Operatives carry a comprehensive stock of first line spare parts – so in most cases they can repair the fault on their first visit. In some cases however, some parts will not be readily available and will require to be ordered – this will be done as quickly as possible – usually within 24 hours (see also Replacement Boilers).



TEMPORARY HEATERS

If your heating can't be repaired the same day, RIFM will offer you the use of fan heaters. Temporary hot water can also be provided if there are special circumstances.

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REPLACEMENT BOILERS

Unfortunately, there are a number of components that can wear out or become faulty. This means that when an engineer is trying to find the problem, it is by process of elimination and can result in more than one component having to be replaced. This can involve more than one visit by the engineer before they get to the root of the problem.

Most spare parts for the boilers in our properties are still available. But, some are not and may be hard to get a hold of. If this is the case it's possible that the engineer will recommend to the Association that the boiler is replaced. Also, if the internal workings of a boiler have been badly damaged by water leaks for example, a replacement boiler may be recommended.



COMPLAINTS PROCEDURE

Any tenant wishing to formally complain about a repair not carried out properly, or a member of Richard Irvin's staff or an engineer who has been unhelpful or discourteous, can submit their complaint to us in person, or in writing by email or via our website using our Complaints Form at www.glenhousing.co.uk

RIFM aims to resolve any complaint received within 2 working days. If they think this target will not be met, they will provide an interim response (within 2 working days from receipt of complaint), explaining the actions they will take to resolve the issue and when a full reply can be expected and from whom.

Any appeals or complaints against RIFM's handling of the complaint will be processed through Glen's own Complaints Handling Procedure.

RESPONSE TIMES – A GUIDE TO WHAT YOU CAN EXPECT

Please remember to advise the operator if you are elderly, disabled or have a baby in your household, when you call

RIGHT TO REPAIR ?	EMERGENCY REPAIRS	RESPONSE TIMES – 7 days a week – 24 hours a day	
Yes	Gas Escape	Callout by Gas Emergency Service (24 hr gas escape number – 0800 111 999)	Immediate
		Then commissioned by RIFM gas safety check	Within 24 hours
Yes	Uncontrolled Water Leaks		4 hours to attend and make safe
Yes	Total loss of heating or hot water (Vulnerable Tenants)		Call out within same day with a “target” time of calling within 4 hours of logged call.

RIGHT TO REPAIR ?	EMERGENCY REPAIRS	RESPONSE TIMES – 7 days a week – 8.00am – 8.00pm	
Yes	Total loss of heating or hot water	Call out within same day with a “target” time of calling within 4 hours of logged call. If call after 8pm call out may be next day after 8am. Unless Vulnerable tenant (see above)	
Yes	Partial loss of heating or hot water		
Yes	Partial loss of gas supply		
Yes	Blocked flue		
Yes	Small controlled leaks		
		<p>PLEASE NOTE:</p> <p>Additional time may be required if parts have to be ordered, or follow on work required.</p>	

RESPONSE TIMES – A GUIDE TO WHAT YOU CAN EXPECT

RIGHT TO REPAIR ?	ROUTINE REPAIRS	RESPONSE TIMES
Yes	Replacement boiler or fire	3 'working' days
Yes	New radiators or valves	3 'working' days
Yes	Upgrade of flue/ventilation	3 'working' days
Yes	New hot water tank	3 'working' days
Yes	Void gas safety check	3 'working' days
Yes	New thermostatic radiator valves	10 'working' days
Yes	Flushing installations	10 'working' days
Yes	Fitting low surface radiators	10 'working' days
Yes	Fitting additional radiators	10 'working' days
Yes	Other 'non-urgent' defects	10 'working' days

These repairs will pose a substantial inconvenience but not immediate threat to health or security of property.

Written instruction will be required from the Association.