

Guide to Gas Safety Servicing



Crown
Simmons 

What is a “Gas Safety Service”?

We check gas appliances, that we have provided (e.g. boiler and gas fires), in your home every 10 months to make sure they are safe and have a valid gas safety certificate (these are valid for one year).



How to get a Gas Safety Service

We will write to you to tell you a gas service is due. Smith & Byford will write to you to arrange a date for your appointment. If the date suggested is not suitable, please contact Smith & Byford to arrange a suitable date.

The Appointment...


The engineer should show you an identity card that includes:

1. **Their name**
2. **Company (Smith & Byford)**
3. **‘Gas Safe’ reg. number**


They should be polite, helpful, and respect you, your family and your home.

The Appointment...

The engineer will only look at the appliances that we have provided and the service should take no more than an hour, unless there are problems. A copy of the gas safety certificate will be sent to you within 28 days of the service.





You must arrange an appointment that is suitable for you and you must let the engineer into your home to carry out the service. This is written into your tenancy agreement.




What if there's a problem?

If there is a problem that affects your safety, the engineer will make the appliance safe. This might include: repairing it, disconnecting faulty equipment, or asking the gas emergency service to cut off the gas supply to your home. We will then repair it at the time or as soon as possible afterwards.




Having a gas safety check done regularly at your home is essential for your comfort and could even save your life.



What if you don't let us in to do the service?

If an engineer is in your area, they may call to your home without an appointment to try to do the service. If you don't let an engineer into your home to complete the service, we will have no option but to consider legal action to gain entry to your home. If this becomes necessary, you may have to attend court and pay us the legal costs, which may be hundreds of pounds.



Your Gas Servicing Company

For all heating and hot water issues please call:

BSW
0800 012 6991
Open: 24hrs

Gas Emergencies

If you smell gas in your home, immediately contact:

National Grid
0800 111 999
24hr Emergency Line

If you smell gas or suspect there is a gas leak

Immediately do the following:

- Open all doors and windows
- Do not smoke in the property or communal areas
- Do not use any electrical or gas appliances
- Turn off the gas supply at the meter control valve if you can
- **Immediately call National Grid on the Gas Emergency Freephone 0800 111 999**



General Repairs

Call KNK for eligible repairs to communal areas and in tenants' homes: **020 8646 9104**

(for out-of-hours emergencies too!)

crown.simmons@knkgroup.com

Report Repairs: 8am - 5pm Mon. to Fri.

Book Appointments: 8am - 6pm Mon. - Fri.

9am - 1pm Sat.