

Safe as houses

Gas safety and other compliance checks such as electrical testing and stair lifts are there to keep you, your family and neighbours safe. The law requires us to continue to complete these, and all emergency repairs which could cause a risk of harm to you and anyone you live with.

We've changed how we complete checks and repairs to ensure they are contact free. Keeping you and our team safe.



If your gas safety certificate or other compliance check is due shortly, we will:



1. Call and book an appointment that is convenient for you. Please ask if you've any concerns about our visit.



2. Call you before your appointment to check if you are symptom-free or shielding. We'll talk you through this process.



3. Ask you to clear any personal items around your boiler or gas appliances before we arrive. We'll phone when we're five minutes away so you've chance to do this.



4. Wash our hands or use a sanitiser gel before we enter your home.



5. Phone you from our van when we are outside your home. We'll ask you to leave the door slightly ajar and then ask you to wait in a room which doesn't have a gas appliance or other item to be checked over, in it. So, for example you can wait in the lounge, if we are in the kitchen.



6. Wear gloves when in your home and we will avoid touching any items where we can. We'll also have hand sanitiser and wipes, so we can wipe down your boiler and appliances.



7. Complete the job as quickly as we can, and phone you or shout (nicely!) from the other room if we've any questions. Please don't come into the room where we are working. If you need to do so for any reason, let us know.



8. Complete the checks, and if all is good for another year, we'll send you a certificate later in the post.

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9. Never ask you to sign anything to say we've visited or ask for feedback on a hand-held device. There will be no contact, and no need for you to be within two metres of our operative.



10. Phone or shout to say we're leaving. Before leaving we'll remove our gloves or any wipes, and then we'll put this in a special single-use bag which we'll take with us to dispose of safely.

**Thank you. If you have any questions, please call, don't cancel.
You can reach us on 01626 322722.**