



Clwyd Alyn Housing Association are committed to the continued upkeep and maintenance of our housing stock, and as a result your home is due for Gas Servicing



## What is Gas Servicing?

Gas Servicing is when we send an engineer to your home to ensure the boiler and gas appliances are all safe. We need to do this to ensure your safety and to comply with HSE standards. This needs to be carried out once a year.



## What will happen?

The engineer will check the safety and condition of the boiler and any other gas appliances such as a fire, at your home to make sure there are no obvious dangers and to make sure they are working efficiently. This will allow them to highlight if there are any problems which require repair and to make sure everything is working as it should.



## Will do I need to do?

Once your appointment has been confirmed with you we will need access to your home on the day. The process will take up to an hour to complete so we would appreciate if you can be in your property for this time to allow our engineer to carry out the test. After three unsuccessful attempts to gain access our engineers have to cap the gas supply to your property so it is important we can gain access when appointments are booked.



## I want to give feedback or raise an issue, who should I contact?

We welcome your feedback in order to improve the services which we provide, please contact us with your comments, concerns using one of the following methods:

Email: [enquiries@clwydalyn.co.uk](mailto:enquiries@clwydalyn.co.uk).

Phone: **0800 970 72 72**

Website: [www.clwydalyn.co.uk](http://www.clwydalyn.co.uk)

Letter: **72 Ffordd William Morgan, St. Asaph business Park, St. Asaph LL17 0JD**

