

Translation

If you require this document in a different language, please tick the appropriate box and return this form to us.

<input type="checkbox"/> عربي	ARABIC	<input type="checkbox"/> বাংলা	BENGALI
إذا أردت هذه الوثيقة بلغة أخرى فالرجاء وضع علامة على المربع أعلاه وإعادة هذه الوثيقة.		যদি আপনি এই ডকুমেন্ট অন্য ভাষায় আকারে চান, তাহলে দয়া করে উপরে বাক্সে টিক দিন এবং এই ফর্মটি আমাদের নিকট ফেরত পাঠান।	

<input type="checkbox"/> 中文 (繁體字)	CANTONESE	<input type="checkbox"/> فارس	FARSI
如果你希望我們把本文件翻譯成上述文字，請在方框中打勾，然後將本表格寄回給我們。		اگر مایل هستید که این مطلب ترجمه شود، لطفاً در مقابل پاکس علامت بزنید و برایمان برگردانید.	

<input type="checkbox"/> ગુજરાતી	GUJARATI	<input type="checkbox"/> हिन्दी	HINDI
જો તમને આ દસ્તાવેજનો તરજૂમો (ટ્રાન્સલેશન) જોઈતો હોય તો, કૃપા કરી ઉપર બોક્સમાં નિશાની કરી અને આ ફોર્મ અમને રવાના કરો.		इस दस्तावेज़ का अनुवाद यदि आपको चाहिए तो ऊपर बने बॉक्स में टिक का निशान लगा कर कृपया यह फॉर्म वापिस हमें भेजें।	

<input type="checkbox"/> کوردی	KURDISH	<input type="checkbox"/> 中文 (简体字)	MANDARIN
ئەگەر تۆمەكە ئێمە بە ئینگە نامە بەت بۆ تەرجومە بكړئ، تۆكايه نيشاره تيك له ناو بۆ نيشايي سهره ودا داين و ئهم فورمه شمان بۆ بنهروه.		如果你希望我们把本文件翻译成上述文字，请在方框中打勾并将本表格寄回给我们。	

<input type="checkbox"/> Polski	POLISH	<input type="checkbox"/> Português	PORTUGUESE
Jeżeli chcesz przetłumaczyć ten dokument, zaznacz opcje powyżej i zwróć do nas ten formularz.		Se desejar uma tradução deste documento, queira assinalar o caixilho mais acima e devolver-nos este impresso.	

<input type="checkbox"/> ਪੰਜਾਬੀ	PUNJABI	<input type="checkbox"/> Русский	RUSSIAN
ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਤਰਜਮਾ ਪੰਜਾਬੀ ਵਿਚ ਕਰਵਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਉੱਪਰ ਵਾਲੇ ਭੱਚੇ ਵਿਚ ਸਹੀ ਦਾ ਨਿਸ਼ਾਨ ਲਾ ਕੇ ਇਹ ਫਾਰਮ ਸਾਡੇ ਵਾਪਸ ਭੇਜ ਦਿਓ।		Если вы хотите получить перевод этого документа, поставьте выше галочку и верните нам формуляр.	

<input type="checkbox"/> Soomaali	SOMALI	<input type="checkbox"/> Türkçe	TURKISH
Haddii aad jeceshahay in dokumentigaan lagu turjimo fadlan calaamad saar sanduuqa kor ku xusan kadibna foomkaan inoo soo celi.		Bu belgenin Türkçe'ye çevrilmesini istiyorsanız, lütfen yukarıdaki kutuyu işaretledikten sonra bu formu bize gönderin.	

<input type="checkbox"/> اردو	URDU	<input type="checkbox"/> Tiếng Việt	VIETNAMESE
اِس دستاويز کا ترجمہ اگر آپ کو درکار ہو تو اوپر سب سے خانے میں ٹک کا نشان لگا کر براہ سے مہربانی یہ فارم واپس ہمیں بھیجیے		Nếu bạn muốn tài liệu này được chuyển dịch sang tiếng Việt, xin đánh dấu vào ô trên và chuyển bản khai này cho chúng tôi	

Contact Us

If you require further information about this leaflet, please contact us by letter, email telephone or visit our website.

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This leaflet is available in other languages, braille or large print on request.

Leaflet Code: SL 002/V1
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ANNUAL gas servicing



Keeping you and your family safe is extremely important to us. This Leaflet explains our responsibility to undertake annual gas safety inspections.

What the law says

You cannot see carbon monoxide, you cannot smell or taste it and it is deadly. You and your family are particularly vulnerable when you are asleep. It kills 30 to 40 people in their own homes each year. These deaths could be avoided if gas appliances had been checked and serviced regularly.

As your landlord, we must make sure all our homes supplied with gas have a gas safety inspection each year. This is vital to make sure that all the appliances in your home are safe.

During this inspection, we will service and repair all of our gas appliances and point out any faults on your own appliances, such as your cooker. This will enable you to arrange any necessary repairs to your own appliances.

Appliances that are serviced regularly are less likely to break down and run more cost effectively. Just think of the inconvenience you would have if your heating system broke down unexpectedly leaving you with no heating and no hot water.

Making an Appointment

We will send you an appointment about two weeks before we will call to do your gas safety inspection. If the appointment does not suit you, please contact us to arrange a more convenient time.

If you cannot keep an appointment, please let us know as soon as possible.

If you are not there for the appointment, we will leave you a card so that you know that we have been. We will then send you another appointment. If you miss that one as well, we will write to you to ask you to contact us on:

01258 484702

If we do not hear from you, we will start legal proceedings, in accordance with the terms and conditions of your Tenancy Agreement.

If necessary, we will go to court to get access to your home to carry out our gas safety inspection. We will request that the court awards us all costs associated with this. This can exceed £1000.

If you have payment meters, please make sure you have sufficient credit for these safety tests to be carried out. Otherwise, we will have to visit you again.

**WE MUST KEEP TO
THE LAW**

Customer Care

Our staff are highly skilled and qualified to carry out this work to a high standard. Your annual gas safety check will be done by a GAS SAFE registered engineer

We also carry out random checks on their work. You may be contracted after your inspection to enable one of these checks to be done.

Customer Satisfaction

You will be sent a Customer Satisfaction Form when we have completed the work. Please complete this and return it in the envelope provided.

This helps us to monitor the service we are providing to you and to ensure that we achieve the highest standards.

Other Useful Leaflets

Safety in Your Home

How to Report a Repair

What Should You Expect from Our Operatives