

keeping our promises

If we get it wrong we will:

- ▶ apologise and give you an explanation of what went wrong
- ▶ advise you how we will put it right and how we will learn from the mistake so it doesn't happen again

if you have a concern please use our comments and complaints system to let us know and we will:

- ▶ acknowledge your complaint within 2 working days, either in writing or verbally
- ▶ respond in full within 10 working days, either in writing or verbally, advising you of the date you can expect to hear from us if this is not possible
- ▶ keep you informed if the complaint takes a long time to investigate
- ▶ arrange for a senior officer to investigate your complaint if you are still dissatisfied
- ▶ offer you an appeals stage if you are still not happy with the outcome. Your complaint will be considered by a panel of at least 3 members and you will be notified of their decision in writing within 5 working days

contact us

gas servicing team

by telephone:

tel: 01274 254378 / 254379 / 254380

or

by writing to us at:

Incommunities
Trust House
5 New Augustus Street,
Bradford BD1 5LL

gas leaks/smell of gas

If you think there may be a gas leak in your home:

- ✗ **do not** turn any electrical equipment on or off, this includes light switches and mobile phones, this can cause an explosion
- ✓ if you can, turn off the main gas supply; the on/off lever can be found at the side of your meter
- ✓ put out all cigarettes or naked flames
- ✓ open windows for ventilation
- ✓ call the gas emergency helpline on tel: **0800 111 999**

If you would like the gas servicing quality standard leaflet in any other format including large print, audio CD/tape, Braille or translated into another language please telephone 01274 254321.

نہنگہ نارہ زوو دہ کمن لہ نامیلکہی خزمہ نگوزاری گاز بہ پنی
ستنداردی جوڑیتی، بہ ہاہل فورماتیکی تر لہوانہ اچاپی قہ پارہ
گہورہ، بہ اٹیوہی دہ ہگی وہ اے سی دی/کاسٹیت، یان بہ اچہتی
برائیل یا خود وہ ارگنیرانیت بوسہ ار زمانیکی تر، تکایہ
تہلہخون بکہ ہنوز مارہ 01274 254321


اگر آپ کو کیس سروسنگ کی کوالٹی سے متعلق یہ معیاری
کتابچہ کسی اور شکل، بشمول چھپائی کے بڑے حروف، آڈیو سی
ڈی / ٹیپ، بریل یا کسی اور زبان میں ترجمہ شدہ شکل میں درکار
ہے تو براہ کرم 01274 254321 پر ٹیلیفون کریں۔

چنانچہ مایلیڈ بروشور استاندارد کیفی تعمیرات و سرویس
گاز را در هر قالب دیگری از جمله چاپ با حروف بزرگ،
نوار/CD صوتی، حروف بریل یا بصورت ترجمہ شدہ بہ
زبان دیگر دریافت کنید، لطفاً با شماره تلفن 01274
254321 تماس بگیرید.

가스 서비스 품질 기준 리플렛을 큰
활자체나 오디오 CD/테이프, 점자 등의
다른 포맷으로 원하시거나 여타 언어로의
번역을 원하시면 01274 254321 로 전화
주시기 바랍니다.

如果您想获得其他格式的煤气服务质量标准
宣传单，包括大字体、音频 CD/磁带、盲文
或其它语言的译文，请拨打电话 01274
254321。

QS8 V1 03/10

 business for neighbourhoods

 INVESTORS
IN PEOPLE

www.incommunities.co.uk

Incommunities Group Limited is registered in England with Companies House No.
04221767. Registered address: Trust House, 5 New Augustus Street,
Bradford, West Yorkshire BD1 5LL

gas servicing



our promises



what are quality standards?

These are standards of service which explain to you the quality of service you can expect from us.

what is gas servicing?

Gas servicing is ensuring your landlord gas appliances are checked for safety, serviced, and maintained in good order at least every 12 months by a Gas Safe registered gas installer and provide you with a copy of the safety check within 28 days.

our promises

gas servicing and servicing appointments

We will:

- ▶ send you an appointment letter 7 to 10 days before the service date offering (if appointment inconvenient) alternatives of am or pm, evenings in the spring/summer/early autumn and Saturdays

repairs

We will ensure:

- ▶ all urgent repairs reported between the hours of 8.00am and 8.00pm will be responded to the same day
- ▶ all “vulnerable customer’s” urgent repairs reported between the hours of 8.00am and 8.00pm will be responded to within two hours
- ▶ all urgent repairs reported between 8.00pm and 8.00am will be responded to the next day
- ▶ all “vulnerable customer’s” urgent repairs reported between the hours of 8.00pm and 8.00am will be responded to within two hours of 8.00am the next day
- ▶ all non urgent repairs reported will be responded to the following day
- ▶ all warranty calls now being covered by our primary gas repair contractor to the standards as above, i.e. no manufacturer delay

at your home

- ▶ the engineer will produce an approved identification card and introduce himself

We will:

- ▶ explain the nature of the work/visit
- ▶ wear overshoes where necessary
- ▶ use dustsheets where necessary
- ▶ protect your home contents and valuables
- ▶ explain the work carried out and any findings
- ▶ give energy saving advice, if required
- ▶ provide a landlords gas certificate by post within 28 days, (servicing only)



how will you know we are meeting these standards?

We will tell you how we are meeting these standards in lots of different ways including:

- ▶ asking for your comments via customer surveys
- ▶ our @home newsletter which is sent to all customers every three months
- ▶ the Incommunities website www.incommunities.co.uk
- ▶ carrying out regular technical inspections and customer feedback sessions

your responsibilities

We expect you to:

- ▶ give us access to your property as set out under the terms of your tenancy agreement
- ▶ be polite to our staff
- ▶ tell us how you think we can improve our service by using our comments and complaints system