

gas and solid fuel safety policy

The following document provides you with a brief summary of our Gas and Solid Fuel Safety Policy Statement and sets out the level of service you can expect from believe housing.

believe housing as both an employer and a landlord has specific and general legal responsibilities towards its staff, tenants and others from the risks associated with gas and solid fuel. As a business responsible for domestic properties, workplaces, communal areas and other premises, we aim to ensure that our legal responsibilities summarised below are met:

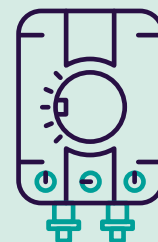
gas and solid fuel safety

believe housing

- Listen to your concerns and act upon them.
- Ensure your home meets all gas and solid fuel safety regulations.
- Repair and maintain gas pipework, flues and appliances to ensure they are safe to use.
- Repair and maintain solid fuel flues and appliances to ensure they are safe to use.
- Carry out an annual gas safety and flue check.
- Carry out a solid fuel safety and flue check every six months.
- Ensure that our employees have the relevant up to date skills, safety equipment and training.
- Ensure that our contract partners carry out work to the standards we request.
- Keep a record of each solid fuel safety check for a minimum of three years.
- All installed gas/solid fuel equipment and materials are of the correct type and comply with applicable standards and to manufacturer's instructions.
- In conducting our business, we meet our health and safety obligations to our staff, tenants and others.

customers

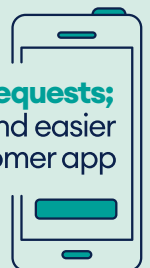
- Inform us straight away of any gas or solid fuel repairs that need doing to your home.
- Give our employees access to your property to carry out any necessary work, including your annual safety checks.
- Never carry out any work relating to gas or solid fuel within your property unless given permission from believe housing. Any work undertaken must be carried out by a gas safe registered engineer (such as installing a new gas cooker).



how to contact believe housing

- App: [click here to download](#)
- Call: **0300 1311 999**
- Email: hello@believehousing.co.uk
- Visit: www.believehousing.co.uk

repairs, rent and requests;
they're all quicker and easier
with our customer app



You can view the full gas and solid fuel policy statement on our website at: www.believehousing.co.uk/policies