

# gas servicing



# Gas Servicing

Three Rivers Housing Group is legally required to service the gas appliances to your home every twelve months to ensure they are operating safely and efficiently. This work could save you money and more importantly your life, therefore it is very important that we gain access into your home to carry out the safety checks.

One month before the service is due we will contact you, through our contractor, to make an appointment to carry out this work. If the appointment we give you is not suitable, you can arrange a better time by calling our 24 hour repair line 0191 384 1122.

However, please do not ignore our requests to do this work. Three Rivers is legally required to carry out an annual service and we could take legal action against you if you do not allow us access to your home.

Unsafe or un-serviced appliances can produce **carbon monoxide**. You can't smell it, you can't taste it, you can't see it. Carbon monoxide kills with symptoms similar to flu. It can occur when appliances are:

- poorly installed
- poorly maintained

## Things to look out for are:

- yellow or orange flames
- soot or stains around the appliance
- failing pilot light
- never use a gas appliance if you think it is not working properly
- never cover an appliance or block the convection air vents
- never block or obstruct any fixed ventilation grilles or air bricks
- never block or cover outside flues

If you smell gas or suspect there is a gas or carbon monoxide escape, you should immediately do the following:

Contact Customer Services Team  
24 hours a day, 7 days a week and 365 days a year on:

0191 384 1122

- open all doors and windows
- do not turn electrical switches on or off
- do not smoke
- do not use naked flames
- Shut off the gas supply at the meter control valve (if you know where it is).  
If gas continues to escape, call **TRANSCO** on:

**Gas Emergency Freephone Number on 0800 111 999.  
and then call  
Three Rivers' 24-hour Customer Service Line on  
0191 384 1122**



### **How do you know whether a gas installer is CORGI registered?**

Before allowing anyone into their property to carry out gas related work, all landlords and tenants should insist on seeing a CORGI ID card. For a CORGI Registered Installer this will not present a problem.

**Remember your gas appliances are a safe and efficient way to heat your home and provide you with hot water providing THEY ARE SERVICED AND MAINTAINED REGULARLY.  
HELP US TO HELP YOU.**

**We can produce this information leaflet in alternative formats and languages.**

**If you would like information in another language or format, or require the services of an interpreter, please contact us on: 0191 384 1122.**

إذا أردت هذه المعلومات بلغة أخرى أو بصيغة أخرى،  
أو إذا كنت بحاجة إلى خدمات المترجم، نرجو الاتصال بنا.

আপনি যদি অন্য কোন ভাষায় অথবা ধরনে এই তথ্য চান, অথবা কোন দোভাষীর  
সার্ভিসেস-এর প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের কে যোগাযোগ করুন।

若您想要此資訊的另一語言版本或另一形式，或者需要傳譯員  
的協助，請聯絡我們。

ਜੇ ਤੁਹਾਨੂੰ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਜਾਂ ਤੁਹਾਨੂੰ  
ਗੱਲਬਾਤ ਸਮਝਣ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੀਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ  
ਨਾਲ ਗੱਲ ਕਰੋ।

اگر آپ کو معلومات کسی دوسری زبان یا شکل میں درکار ہوں، یا  
آپ کو ایک انٹریپرٹیر کی سروسز کی ضرورت ہو تو ہم سے رابطہ کریں۔

## Contact Addresses

Head Office - Durham  
Three Rivers House  
Abbeywoods Business Park  
Pity Me, Durham  
DH1 5TG

Open: 9.00am - 5.00pm  
Monday to Friday

Sherburn Road Office  
62/63 Bede Avenue  
Sherburn Road Estate  
Durham  
DH1 2EN

Open: 10.00am - 1.00pm  
Monday to Friday

Hartlepool Area Office  
Central Buildings  
Church Street  
Hartlepool  
TS24 7EB

Open: 10.00am - 1.00pm  
Monday to Friday

## Contact Customer Services Team

24 hours a day, 7 days a week and 365 days a year

# 0191 384 1122

customer.services@threerivershousing.co.uk

Visit our website for more information on [www.threerivershousing.co.uk](http://www.threerivershousing.co.uk)



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