## What to do and what you can expect if you have a gas repair….

- Tel: Customer Service Centre 01506 775000 – select option 1
- Visit: any Customer Information Service office or
- E-mail: repairsHUB@westlothian.gov.uk

### There are four types of repair categories. The Gas Section will attend within the following time scales:

- **Emergency 24hrs:** This is when a tenant has no heating or no heating and hot water combined. (Please note if a tenant has a gas fire and working electric immersion heater, this will be a 48hr call out)

- **Emergency 48hrs:** This is when a tenant has no hot water only but does have heating or no heating but has the use of a gas fire and electric immersion heater.

- **Routine 15 Days:** This is for non-urgent follow on repairs.

- **Standby:** This is an out of hour's service when a tenant has no heating & hot water and there is a risk to the tenant or the property due to vulnerability, tenant must meet the criteria for standby to attend. Please note standby will only attend after 9.00pm in very extreme circumstances.

## Annual Gas Service & Safety check…

West Lothian council will carry out an Annual Gas Service and Safety Check to every property with a gas appliance, as part of its Landlords duties and Responsibilities, every 12 months and will contact each tenant 9 weeks prior to the anniversary of the previous Gas Service and Safety Check. (Please note the council have a forced access policy in place where tenants fail to provide access for this important work to be carried out.)

## Gas Escape 24hr – If you smell gas….

If a Tenant smells gas or their Carbon Monoxide Detector is activated, call TRANSCO on 0800 111 999. Once TRANSCO have attended, contact West Lothian Council and a gas engineer will attend. Alternatively call West Lothian Council on 01506 775000 and an advisor will transfer the call to TRANSCO and arrange for our gas engineer to attend after TRANSCO have attended. A gas escape takes priority over all other emergency repairs.

## Upgrade Programme…

West Lothian Council have an on going programme to upgrade all gas boilers and gas heating systems that have now become obsolete. These will be replaced with new energy efficient boilers and tenants will be contacted by the Gas Section when this work is due to be carried out.

## Repairs/Parts Required….

There may be occasions when it is necessary to order special parts from a manufacturer; this can cause delays which are outwith the Gas Sections control. In these circumstances we endeavour to have these parts supplied to us within three working days (excluding public holidays) and we will provide tenants with temporary heaters until the work is complete.

## Optitime – the way forward 2010/2011

West Lothian Council's Gas Section is excited about our gas engineers going onto the new Optitime system in the summer of 2010. Our operatives will join the other trades that are already successfully working from the new scheduling system that was introduced in May 2009. Optitime is proving to be a very successful way of planning work and arranging appointments for our tenants.