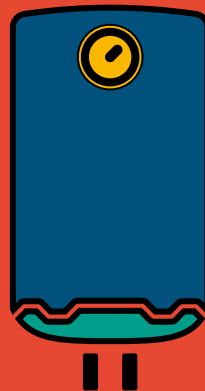


Gas safety checks in your home



Keeping you and your family safe

Ensuring that appliances such as gas fires and boilers are serviced, working correctly and efficiently and are safe, is essential.

Gas safety checks are a legal requirement, and they must be carried out every year. Poorly maintained gas appliances can cause gas leaks, fires, explosions and carbon monoxide (CO) poisoning.

If you miss an appointment, faulty appliances won't be identified and this could be dangerous, so please help us to help you, by ensuring our engineers can get the access they need.

Please be reassured that all of our engineers take the necessary steps to keep customers safe at all times.

Contact us

www.thirteengroup.co.uk [ThirteenGroup](#)

[@Thirteen_Group](#) [0300 111 1000](tel:03001111000)

Before your appointment

If you or a family member becomes unwell before we visit you, please contact us and we'll work with you to arrange a new appointment.



If we have your mobile number in our systems, we'll be able to let you know that we're on our way to your appointment, as you'll receive a text message when the engineer is on the way to your home. Please be prepared for your appointment and make sure the engineer can access all of your gas appliances and gas meter. Before we arrive at your home, where possible, please open windows and leave all internal doors in the property open to encourage ventilation.



When we arrive

When the engineer arrives at your home, and you answer the door, please ask to see their ID card.



All of our engineers carry ID and they're Gas Safe Registered. They'll thoroughly clean their hands using their hand sanitiser before they step into your home and they'll be wearing the necessary PPE.

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While we're in your home

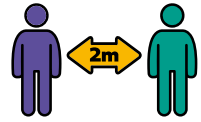
Your gas safety check will only take around one hour. We'll check all gas appliances and your carbon monoxide and smoke alarm.



We'll clean down all surfaces before touching them, using antibacterial wipes. Please try not to move around the home while we're there. But if you need to at any time, please let us know, so we can ensure we can maintain social distancing.

Keep your distance

Please remain at least two metres away from our engineers at all times and where possible step into a separate room.



After your appointment

When our engineers have completed the work at your home, they'll sanitise their hands and the area they've been working in and let you know they're leaving the property. You'll receive a copy of the gas safety certificate in the post and we'll let you know if any further work needs doing.

Thank you

Thank you for working with us to help keep you and your family safe.

