

Department of Community and Children's Services Housing Services

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Date 28 June 2017

Dear Tenant

Gas Maintenance Contractor Change

Please beware from 5pm 30th June 2017 City of London's Gas Maintenance contract will change to TSG who will be replacing Carillion Plc. This includes your annual gas safety check and emergency breakdowns for no hot water or heating.

To report a fault with a Gas Boiler or appliance, telephone 0800 035 0003, please press option 2. This will connect you to TSG. Upon connecting with TSG please press option 2 for London.

This is the same procedure for Emergency Out of Hours.

Our engineers will carry photo ID. If in doubt, please telephone the Repairs Service Desk to confirm on 0800 035 0003, option 1. The Carillion engineers will be transferring to the new contractor so they will already be familiar to many of you

If you have an appointment with Carillion in July 2017, we will arrange for TSG to attend. If you need to change the date or time, again please contact TSG to schedule in your preferred availability.

We have a legal responsibility to inspect and service all gas appliances owned by the City of London once a year. We will write to you when this service will take place. If the appointment is not convenient, please tell us and we will rearrange it. We will always visit these properties because we have to ensure the gas safety cut-off valves are accessible and operate correctly. This work is vital to your safety. It is a condition of your tenancy that you allow us or our contractor access to carry out annual gas safety checks. Failure to do so may result in a Notice of Seeking Possession being served and held on record.

Please refer to page 6 of your tenancy handbook for further information, relating to your gas service.

Yours sincerely

Property Services

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