



Gas safety and repairs

We take your health and safety very seriously. We maintain and check all gas appliances and installations in line with our legal duty as your landlord.

Gas safety checks

By law, we must arrange for an annual inspection in every home where there is gas.

We will give you at least 10 days' notice of your annual gas safety inspection and service. Please make sure you give us access for this important check. If you know you cannot give access at this time, follow the advice about how to change your appointment.

When the safety check is completed, we will give you a copy of the gas safety certificate.

Gas repairs

When you report a heating or hot water repair, we will aim to meet the following timescales.

- Emergency repairs attended to within 24 hours
- Urgent repairs within seven days
- Routine repairs within 28 days

These targets may change if we change our contractor.

We aim to complete repairs in one visit. In winter (1 October to 31 March), if we cannot repair your boiler on the first visit, we will provide you with temporary heaters.

We will replace your boiler if it is beyond economic repair.

Our contractors are instructed to leave your home clean and tidy when they complete a repair.



CONTACT US

If you have further questions, please contact us.

📱 **Use your My Karibu app**

☎ **Phone:** 020 8607 7777

✉ **Email:** info@karibu.org.uk

🌐 **Visit our website:** www.karibu.org.uk

✍ **Write:** Karibu Community Homes, Unit 3, 8 Kew Bridge, Brentford TW8 0FJ

We are also on social media at:

● **X/Twitter:** @karibuchomes ● **LinkedIn:** Karibu Community Homes

● **Facebook/Instagram:** @karibuchomes



Appointments

We offer appointments for all gas-related repairs.

We offer morning or afternoon appointments from Monday to Friday, plus some Saturday morning appointments, for both the annual check and for breakdown calls.

Our appointment times are:

- Weekday morning – 8am to noon
- Weekday afternoon – noon to 6pm
- Saturday – 8am to 1pm

All our contractors and representatives will abide by our code of conduct. They will be Gas Safe registered and always carry identification. They will introduce themselves before entering your home.

How we monitor this service standard

After a gas engineer's visit, we will:

- check the repair has been completed to your satisfaction
- check the contractor treated you, your home, and your belongings with respect
- respond to any queries, and
- learn from any feedback you give us.

We also carry out checks to make sure our contractors work to agreed standards.

Translation

Please ask us if you would like us to translate this document. We will do all we can to meet your request.



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