

To All Tenants

## **Annual Gas Service (Safety Check) – City Technical**

As your landlord, West Dunbartonshire Council have a legal obligation to carry out an annual service to all gas appliances within your property within 365 days of the previous check. This service is intended to ensure your gas appliances are safe and do not present a danger to you, your family, any other household members or your surrounding neighbours. If you have had your gas terminated or meter removed we will still require access to verify that no supply exists.

Last year 34% of tenants requiring gas safety did not respond to the servicing letters or failed to stay at home after making further arrangements. This means approximately 2800 properties were referred back to the Council for us to take action which involved contacting your Housing Officer and start initiating force entry proceedings.

It is therefore, vitally important when you receive a letter with an appointment for servicing from our Contractor City Technical, **DO NOT IGNORE**. It is imperative that you respond to this letter and arrange access as quickly as possible. It is also important if you have made further arrangements with the Contractor you keep to these.

As part of reviewing our processes it has been necessary to restrict the opportunities for you to make further arrangements therefore it is important you respond to the letter and arrange access as quickly as possible.

Also as part of our new processes it will also be necessary for us to commence force entry proceedings sooner which will involve disconnecting or capping your gas supply with only 24 hours' notice which may result in your keys being retained by the Police.

If you fail to give access within the specified time we will be left with no option but to seek to enter your tenancy as detailed in section 5.12 of your Scottish Secure Tenancy Agreement.

If you have received a letter recently City Technical can be contacted on 0333 202 0708 or email: [ctscallcentre@citytechnical.co.uk](mailto:ctscallcentre@citytechnical.co.uk)

Yours faithfully



Martin Feeney  
**Building Services Manager**  
Regeneration