

An important message to all our valued customers:

We are operational and able to assist with any element of your heating system, boiler, gas, or plumbing repair.

During these difficult times, West London Gas are committed to offering the best support we can. If you have any problems with your boiler, hot water, heating or plumbing, just give us a call our lines will be answered by a qualified heating engineer; many problems can be rectified over the phone, however if we need to attend and parts or remedial works are required we will ensure we will keep the costs to the bare minimal.

You can still contact us by,

Calling: **0208 434 3644** or **07985 468 746** (Please leave a message if lines are busy, we will call you back within an hour)

If less urgent or you wish to schedule a boiler/gas fire service:

Email: admin@westlondongas.com ; emails responded to within 24 hours

Book online: <https://www.westlondongas.com/book-online/> again emails are responded to within 24 hours.

At this stage, our office at **Boundary House, Boston Road, Hanwell, W7 2QE is open.** However, as the situation evolves, we have ensured the ability to operate remotely, with full access to our data base and knowledge centres. Our phone numbers will divert to a remote location.

The safety and well-being of our customers and colleagues is always our number one priority, even more so now with the ever-changing progression of the Coronavirus outbreak. In response to the latest guidance and advice from the World Health Organisation and the Government, we've added some practical steps in order to protect the wellbeing of our customers and our colleagues.

We know that people's day-to-day lives are being disrupted and this is likely to become significantly worse but as far as possible at West London Gas, we will endeavour to provide the service and customer care we are known for. As the situation evolves, we will do everything in our power to keep you with heating and hot water.

Our policy:

If you are currently self-isolating, or suspect that you might be suffering from Coronavirus, we ask that as a precaution you inform us when booking an engineer visit so that we can plan the most suitable approach. Whilst the situation develops rapidly each appointment involving a customer who is self-isolating, will be reviewed on a case-by-case basis.

In order to ensure we get to as many vulnerable people as possible during this period, we're looking at our demand and capacity and prioritising as you would expect us to.

An annual service is essential to maintain the performance of the boiler and to validate the guarantee – We're committed to supporting you through this period and will ensure we offer flexibility around servicing timescales.

For all other work, our engineers will undertake the following;

- Engineers have been instructed that they must self-isolate if they display any symptoms
- We will be requesting customers to clear any working areas so we are in contact with as little as possible
- No handshakes on arrival
- Currently, keeping suitable distance between ourselves is recognised as best practice, we trust our customers will support our engineers and maintain a safe distance whilst they are at the property
- Our engineers all carry personal protective equipment that can safeguard the working environment
- We are providing our engineers with regular updates and coaching on hygiene and how to deal with their work in these situations

Thank you for your ongoing support.

Please note: West London Gas are committed to our greener policies; as part of our commitment we will now email out all documentation, including, invoices, landlords gas safety certificates etc. Please advise our office if you have an email address suitable for such documentation which is different to that which we have on record, or if you would prefer hard copies posted directly to you.

Kind Regards

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