

An important message to all our valued Landlords:

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

There has been some confusion with regard landlords' current responsibilities with regard gas safety certificates. Please note the current guidance from the Gas Safe Register.

CORONAVIRUS (COVID-19): ADVICE FOR LANDLORDS

The HSE have provided the following guidance for landlords.

Reviewed 16th April

Last updated 16th April (links to Government guidelines updated)

The Health and Safety Executive state:

Landlords have a duty of care to their tenants. This is a legal duty to repair and maintain gas pipework, flues and appliances in a safe condition, to ensure an annual gas safety check on each appliance and flue, and to keep a record of each safety check. During the Coronavirus (COVID-19) outbreak, there is a balance between ensuring people, including the vulnerable, are protected from possibly fatal risks arising from carbon monoxide exposure or gas explosion, while doing what we can to protect people from COVID-19.

Current guidance from HM Government states that work can still be carried out in people's homes where necessary, eg for reasons of safety, provided that the GOV.UK guidance on social distancing is followed. See 'Advice for engineers' for guidance for engineers and their employers regarding working in peoples' homes.

The law is flexible and where it is not possible to carry out a gas safety check, it will normally be enough to show that you took reasonable steps to do so. In the event you are unable to gain access to the property, eg refusal of access due to tenants self-isolating, or if you are unable to engage a registered gas engineer to carry out the work due to a shortage of available engineers, you will be expected to demonstrate that you took reasonable steps to comply with the law. This should include records of

communication with the tenant and details of your engineer's attempts to gain access. You should seek to arrange the safety check as soon as all parties are available.

Landlords should not suspend all gas safety checks at this time as it will unnecessarily put tenants at increased risk, particularly as people are spending most, and in some cases all, of their time at home. Each property should be considered on a case-by-case basis, completing safety checks where tenants permit access and gas engineers are available. If you are unable to secure the services of your usual engineers, you must make reasonable attempts to obtain alternative services. Where you cannot and resource has to be prioritised you can do so, taking into account factors such as (this list is not exhaustive):

- the age and type of appliances;
- previous maintenance/work carried out;
- breakdown history;
- the presence of CO alarms; and
- whether the tenant is considered vulnerable for reasons other than risk from coronavirus (COVID-19).

For further guidance please visit:

<https://www.gassaferegister.co.uk/help-and-advice/covid-19-advice-and-guidance/landlords/>

We also recommend that you check MHCLG's **advice for landlords and renters**, which includes advice such as:

Landlords remain legally obligated to ensure properties meet the required standard – urgent, essential health and safety repairs should be made. An agreement for non-urgent repairs to be done later should be made between tenants and landlords. Local authorities are also encouraged to take a pragmatic, risk-based approach to enforcement. - Published 26 March 2020, Gov.UK'

If your rental property is due its annual gas safety certificate, you require a repair or any further advice just call 020 8434 3644, or go to our website, www.westlondongas.com, click the '**Book Online**' and simply choose your preferred date and time, then leave the rest to us.

Please note all our engineers are wearing PPE and will clean all surfaces they touch with anti-bacterial wipes. Please see below for our full policy.

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

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 Ltd, 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
- 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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