

We need access to keep your home safe!

GAS SAFETY

The Council as a landlord has a legal requirement to ensure that all gas appliances and flues in your home are checked and certified as being “safe” every year.

To meet this legal requirement the Council must access all its homes with gas appliances to carry out a service and safety check every year. At the same time the Engineer also checks that your smoke detectors are working.

When the annual gas safety check in your property is due, our contractor, PH Jones, will write to you to offer an appointment for the work to be carried out. If the date or time does not suit, then please call the number on the letter to arrange a convenient date and time that does.

When our contractor PH Jones visits your property for its Annual Gas Safety Check they will:

- Service and clean your gas boiler and gas fire (if you have one)
- Check all smoke detectors are working properly

ELECTRICAL SAFETY

In March 2022, legislation was introduced by the Scottish Government to ensure that Social Landlords carry out an Electrical Installation Condition Report (EICR) in Council homes at least every five years. This electrical safety check allows the electrician to inspect all electrical installations and fittings within your home to ensure they are safe and remain in good working order. It is important that these tests are carried out to identify any issues and have these resolved.

During the visit, the electrician will also inspect the fire detection equipment within your home to ensure it is in working order and continues to meet legislative requirements.

As your landlord, the Council will notify you when your next electrical safety check is due to be carried out at your home. You will be provided with further details regarding the electrician’s visit, and details of how to contact to arrange an appointment.

The importance of providing access for periodic safety checks to your home

Most tenants provide access to have these important safety checks carried out; however, a small number of people occasionally refuse access to their home. Where access to a home is not reasonably provided, the Council can arrange to force entry to undertake necessary safety checks and maintenance in such circumstances, a provision allowed under the terms of the Council’s tenancy agreement.

Where access for a safety check is refused, the Council has no choice other than to arrange to force entry to complete the essential maintenance to ensure your ongoing safety, and that of those living around you.

If the Council is required to force entry to your home, you will be charged for the costs of this action and renewing the locks. Please avoid this unnecessary expense by enabling entry to our compliance workforce operatives when they are scheduled to attend. It is easy and can be arranged for a time that best suits you.

How to Contact Us

Phone – 0300 123 0900

Email:

- Gas Safety Enquiries – Gas@south-ayrshire.gov.uk
- Electrical Safety Check Enquiries – Housing.Compliance@south-ayrshire.gov.uk