



“Hexagon takes the health and safety of its residents very seriously and is committed to fulfilling its legal obligations. Gas appliances and installations will be checked annually to ensure all properties are safe”

- We will carry out an annual gas safety inspection of all our gas appliances within 12 months of the previous check.
- We will give you a copy of the gas safety certificate
- We will complete heating and hot water repairs within the following timescales:
 - Emergency repairs within 24 hours
 - Urgent repairs within 7 days
 - Routine repairs within 28 days
- We aim to complete repairs within one visit. In winter, if we cannot repair your boiler on the first visit we will provide you with temporary heaters (1 October to 31 March)
- We will replace your boiler if it is beyond economic repair
- We will leave your home clean and tidy when we have completed a repair

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.
 - Morning (am) – 8am to noon
 - Afternoon (pm) - noon to 6pm
 - Saturday (am) – 8am to 1pm
- We will notify you about your annual gas safety inspection and service at least 10 days in advance
- All our contractors and representatives will abide by our code of conduct.
- Operatives will be Gas Safe registered and will carry identification at all times. They will introduce themselves before entering your home
- We will check with you to ensure the repair has been completed to your satisfaction. We will respond to any queries you raise and will learn from your feedback so we can improve our repairs service
- We will audit our contractors work to ensure standards are maintained
- All our contractors will treat you, your home and your belongings with respect.

If you would like this document produced in your own language, in Braille, large print or audio. please let us know.