

The logo for 'woven' is displayed in a white, lowercase, sans-serif font. The letter 'o' is stylized with a small upward-pointing arrow above it. The background of the entire image is a blurred photograph of a person's hand adjusting a dial on a white control panel, with another hand holding a blue clipboard and a pen in the foreground.

woven

## **Property Safety Inspections at your home.**

Gas & Oil Servicing  
every 12 months and  
Electrical Safety  
Checks every 5 years.

**HEALTH & SAFETY**

We have a legal and regulatory responsibility to undertake servicing & safety checks to ensure that the systems in your home remain safe to use and perform efficiently.

**ACCESS:** Your health and safety is a priority for us and it is a condition of your Tenancy Agreement that you allow us to complete checks in order to ensure that your gas or oil appliances and electrical systems are working safely. This is to keep you, your family and your neighbours safe. These checks are free of charge and could save your life.

- Our contractors will make an appointment with you. If it is not suitable, or you have specific needs, please contact us before the date for a more convenient appointment.
- If our contractor is unable to gain access, you will receive a letter with contact numbers to arrange another appointment.
- Repeated 'no access' visits cost time and money, and may result in you being charged for these. It is also a breach of the Tenancy Agreement and may result in legal action.

## YOUR RESPONSIBILITIES FOR SAFETY CHECKS

Please ensure you have provided up-to-date contact details.

At the time of the checks, you must allow our contractors into your home to carry out the safety check on any systems that we have provided, with unobstructed access to the relevant areas in your home to carry out the checks.

We need you to ensure that you have credit available, where using a prepaid meter, to ensure there is sufficient gas/oil/electricity to carry out the safety checks.

**IMPORTANT:** Remember that you must arrange for any gas appliances you own (cookers, fires etc. not supplied by Woven) to be installed and checked annually by a qualified Gas Engineer.



The Responsible  
Business Network  
Northern Ireland

CUSTOMER  
SERVICE  
EXCELLENCE®

