



Dear Tenant

We are aware that many of you do not wish for anyone to enter their property during these difficult times.

To be clear, the **UK government** has **NOT** currently allowed landlords to suspend or postpone the requirements for the servicing and checking of gas appliances despite the COVID-19 outbreak, such is the importance of your Gas Safety Check. High Peak Borough Council and Liberty therefore has no choice but to continue with annual gas safety checks for the time being. We understand that some of our tenants are vulnerable or are at higher risk and we want to reassure you of the action that is being taken.

Liberty will be in contact with you by telephone prior to your booked appointment. Please ensure that they have an up to date phone number for you. You should let them know if the following apply and they will discuss with you the appropriate additional PPE (personal protective equipment) and social distancing measures they will adopt before arriving to undertake the work;

1. If you are self isolating because you or someone within the household has COVID symptoms OR has a confirmed case of COVID-19,
2. If you are one of the 1.5 million most vulnerable people who were written to by the NHS and are classed as "shielding,"
3. If you are over 70 and/or are a vulnerable person.

If you are self isolating because you have symptoms, we will re-book your appointment in 2 weeks as long as your gas safe certificate is still within date.

If you are shielding we will enter the property with PPE, including facemasks, protective gloves and suits during the visit. Do not be alarmed, this for everyone's protection.

If you are vulnerable we will discuss the suitable measures with you by telephone before we arrive.

In all cases please be assured that the visiting Liberty Group engineer will take appropriate distancing measures and wear protective gloves. S/he will sanitise his hands before and after every Gas Service.

What can I do to protect myself during the service?

- Please feel free to open the front door and ask the engineer to wait while you and your family move away to a room away from where the boiler and other gas appliances are situated. You can talk to the engineer from a suitable distance as required.
- Please clear the area around your boiler, gas appliance and gas meter as appropriate and the obvious access route to the equipment so our engineer does not have to touch anything other than the appliance itself .

Can I delay the Gas check?

Unfortunately not. Gas safety is of critical importance as the danger is not only to you but your family and your neighbours. The only reason you can delay the gas safety check is if you or a household member currently have symptoms of Coronavirus and are self-isolating. If this is the case then you must call Liberty Group on **0330 333 5772** to re-arrange your appointment for two weeks' time.

What will happen if I still don't let you in to complete the gas safety check?

If you continue to refuse access for the gas safety check you will unfortunately be in breach of your tenancy agreement. Further legal action may have to be considered if your gas service reaches its expiry date. We do not wish for this to happen so it is of the utmost importance that you continue to communicate with us during this difficult time.

Your Co-operation during these unprecedented times are greatly appreciated.

Kind Regards

Liberty Gas and High Peak Borough Council