

# Servicing your gas central heating

## A deal for our leaseholders



Making sure your gas central heating system is safe and working properly is the sort of job people are often tempted to put off – but it can save money, reduce the risk of heating breaking down and in some cases save lives.

Now, Norwich City Council is making life easier. We have negotiated competitive prices for our leaseholders<sup>1</sup> to have gas central heating services with Gasway, the same company we trust to service our tenants' gas appliances. Gasway is registered with Gas Safe™, formerly known as CORGI.

<sup>1</sup> Prices for a standard annual gas service have been secured at the same rates Norwich City Council pays for our tenanted properties. Gasway's packages have been secured for leaseholders with a 25 per cent discount.



**NORWICH**  
City Council

working with



## Regular gas central heating services will:

- help to keep you, your household and your neighbours safe
- reduce the risk of your heating breaking down
- make sure your heating is working safely and efficiently
- help to reduce the cost of heating your home
- give you peace of mind.

In addition to servicing gas appliances, Gasway can offer three different packages to Norwich City Council leaseholders – SilverStar cover, GoldStar cover and PlatinumStar cover.

## What is on offer?

### A standard annual gas safety inspection includes:

Standard annual gas safety inspection	One-off payment
Annual boiler/appliance service and safety checks *	£38.43

As well as offering a discounted standard annual gas safety inspection, Gasway offers the three packages shown below. Prices shown include the 25 per cent discount secured for our leaseholders.

### Silver Star boiler cover includes:

- annual boiler and appliance service with safety checks\*
- priority breakdown visits
- no callout charges\* – an average saving of £60 per call
- all parts and labour necessary within the boiler casing\*
- guaranteed same day service\*
- instant response call centre
- free landlord's gas safety certificate (if required)



Silver Star	Monthly direct debit	Annual charge
Conventional boiler, fire and back boiler unit, condensing or combination boiler, warm air unit	£10.49	£125.91
Gas fire, water heater, cooker, unit heater, hob etc **	£6.45	£77.40
Gas supply pipework cover	£1.73	£20.70

### Gold Star boiler cover includes:

- annual boiler and appliance service with safety checks\*
- priority breakdown visits
- no callout charges\* – an average saving of £60 per call
- all parts and labour necessary within the boiler casing\*
- guaranteed same day service\*
- instant response call centre
- free landlord's gas safety certificate (if required)
- radiators
  - all radiator valves
- pump
  - motorised valves
- time clock
  - thermostats
- hot water cylinder
  - central heating feed/expansion tank



Gold Star	Monthly direct debit	Annual charge
Conventional boiler, fire and back boiler unit	£12.60	£151.20
Condensing combination boiler, warm air unit	£12.60	£151.20
Gas fire, water heater, cooker, unit heater, hob etc **	£6.45	£77.40
Gas supply pipework cover	£1.73	£20.70

## Platinum Star Boiler Cover includes:

- Call out available 365 days a year
- annual boiler and appliance service with safety checks\*
- priority breakdown visits
- no callout charges\* – an average saving of £60 per call
- all parts and labour necessary within the boiler casing\*
- guaranteed same day service\*
- instant response call centre
- free landlord's gas safety certificate (if required)
- radiators
  - all radiator valves
- pump
  - motorised valves
- time clock
  - thermostats
- hot water cylinder
  - central heating feed/expansion tank



Platinum Star	Monthly direct debit	Annual charge
Conventional boiler, fire and back boiler unit	£13.65	£163.80
Condensing combination boiler, warm air unit	£13.65	£163.80
Gas fire, water heater, cooker, unit heater, hob etc **	£7.58	£90.90
Gas supply pipework cover	£1.73	£20.70



## Sign the agreement

When Gasway staff have finished their checks and accepted you for the package of your choice, you will be asked to sign an agreement telling you what kind of service you can expect. It is the same high standard of service we give to our tenants.

## What the standard service agreement covers

If you only require an annual gas safety inspection of your gas central heating system (and not one of the three packages) this will not involve a visit to do a survey on your heating system first.

## Inspection

If the annual inspection shows any repairs are needed Gasway will send you a quotation for the cost of the work before carrying it out. This will give you an opportunity to obtain a quote from another company and make sure you are getting value for money.

## Interested?

If you would like to take advantage of these competitive prices, please call **Gasway on 0800 0743030** and tell them you are a Norwich City Council leaseholder. Gasway will check your property is an eligible leasehold property with us, but we will not share any personal information about you with Gasway without your permission.

## Appointments

Gasway will usually make appointments with you between 8am and 5pm Monday to Friday. However, a small number of evening and Saturday morning appointments are available.

### Please note:

- any agreement will be between you and Gasway and not Norwich City Council and will be subject to Gasway's terms and conditions. Gasway's prices for leaseholders are fixed until 31 March 2016.
- as a leaseholder, you are responsible for making sure all your gas appliances – like your boiler – are checked regularly by a qualified professional. If you don't get your gas appliances checked regularly, you could be putting your own life, the life of anyone who lives with you, and the lives of neighbours and other residents in danger. If you let your property you have a legal responsibility to ensure all gas appliances are serviced annually.

## Payment method

Payment should be made direct to Gasway.

Accepted payment methods are:

- Direct debit
- MasterCard
- Visa
- Visa Electron
- Maestro
- Solo

All credit cards are subject to a 2.5 per cent charge.

[www.gasway-norwichcitycouncil.co.uk](http://www.gasway-norwichcitycouncil.co.uk)

\* Terms and conditions apply. For a copy of the terms and conditions please contact Gasway directly. All prices include VAT. Prices are subject to change.

\*\* Per appliance

If you require this leaflet in another language or format eg large print, audio cassette or braille **please contact Norwich City Council.**

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