

Your Heating

It's that time of year again and as the temperature drops the heating systems are raised from their slumbers. Most homes turn the heating back on in the Autumn and this is when we get a high level of callouts for boiler failure. You can help to prevent this by making sure that we have access for the annual service of your boiler. This is both a legal and safety requirement and we have a duty to service all gas-fired boilers within each 12 month period.

Over 99% of MHA properties with a gas-fired heating system have the service completed within this target but a small number of tenants make it difficult for the engineers to gain access. We have never had a major incident affecting health and safety and you can help us maintain this important record by allowing access for our engineers to carry out the annual service. This ensures the safety of yourself, your family and your neighbours. Please help us to protect you and keep you warm.

Help us to help you when your Gas Heating system breaks down.

Before calling the Association please check the following:

1. The heating system and hot water is switched on.
2. The heating programmer is timed to be on.
3. The room thermostat is set correctly and at a sufficient temperature for the weather conditions.
4. You have Gas and Electric supply (credit on your token meter where fitted).

If you have checked the above and the heating or hot water system still does not work, please telephone the Repairs Line. We will endeavour to correct faults promptly.

Repairs Hotline: 0800 980 7751

