

# Gas Appliance Servicing Monitor



By law we must service your gas central-heating system every year to make sure that it is safe and working properly. Your tenancy agreement says that you must let us into your home so we can do this.

The gas central-heating boiler in your home has been fitted with a 'Gas Appliance Servicing Monitor'.

## Functions of the GAS-COM Monitor:

- 1 Annual Service Reminder function built in
- 1 Enforcement of No-Access procedure
- 1 Built-in battery back up
- 1 14 days before your gas central-heating system is due to be serviced, the monitor will begin to display a message that tells you:
  - 1 when your gas central-heating system needs to be serviced; and
  - 1 to phone us to make an appointment.

When you see the message, phone us immediately on **0300 123 4566**. You can phone between 8:45am and 5.00pm Monday to Friday. We will arrange for the gas engineer to call to service your gas central-heating system and reset the monitor.

If you have prepayment gas or electricity meters, when the gas engineer calls, make sure there is credit in them. If the gas engineer cannot service your central heating because you have no gas or electricity, he will have to turn your gas supply off for your own safety.

If your central-heating system is not serviced within 14 days of the date displayed on the monitor, the monitor will automatically switch off the gas supply to your boiler and your heating system will not work.

If you want to know more about the monitor or your heating system, or if you would like this leaflet in another format or language, please contact your local Access Point.

## Contact Us

Email: [housing@moray.gov.uk](mailto:housing@moray.gov.uk)

Phone: **0300 123 4566**

### Buckie Access Point

Environmental Services Dept  
The Moray Council  
13 Cluny Square  
Buckie  
AB56 1AJ

### Elgin Access Point

Environmental Services Dept  
The Moray Council  
Council Office  
High Street  
Elgin  
IV30 1BX

### Forres Access Point

Environmental Services Dept  
The Moray Council  
Auchernack  
High Street  
Forres  
IV36 1DX

### Keith Access Point

Environmental Services Dept  
The Moray Council  
Keith Resource Centre  
Mid Street  
Keith  
AB55 5AH



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