

A guide to your annual gas service



This leaflet explains our responsibilities as a landlord and your responsibilities as a customer.

Annual gas safety check: protect your home, protect your life

Why you need to let the gas engineer in

Every year, Gentoo is legally required to ensure gas appliances, fittings, and flues are safe. This means a Gas Safe registered engineer must carry out an LGSR (Landlord Gas Safety Record) check. It's not just a legal box to tick—it's about keeping you and your loved ones safe.

What's checked during the visit?

- Boilers, cookers and gas fires
- Flues and ventilation
- Carbon monoxide risks
- Gas leaks or faults
- Smoke and CO alarms (where applicable)

Why it matters:

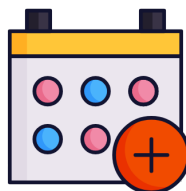
- **Legal requirement:** the Gas Safety (installation and use) Regulations 1998 require landlords to complete this check every 12 months.
- **Lower energy bills:** a well maintained boiler runs more efficiently, using less gas to heat your home.
- **Carbon monoxide danger:** faulty appliances can leak deadly carbon monoxide. Around 60 deaths occur annually in the UK due to accidental CO poisoning.
- **Peace of mind:** a safe home means fewer breakdowns, lower bills and better health.

Don't delay access, if you miss your appointment or refuse entry:

- You may be putting your household at risk
- You could face enforcement action from Gentoo (Property Safety)
- Repairs or replacements may be delayed, affecting your heating and hot water.

Flexible appointments available

We understand life gets busy. That's why we offer **weekend servicing appointments** to make it easier for you to stay safe without disrupting your schedule.



If you have any questions, or need to reschedule your appointment, please call us on 0191 525 5000 and we will work with you to arrange a suitable appointment.



For more information about what to expect from your gas safety check as a Gentoo customer scan the QR code.





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