

The gas supply at your property is currently turned off.

This factsheet tells you about getting your gas and electricity supplies on, and in your name, at your new property.

Until you have both gas and electricity supplies connected and credit on both meters, we cannot turn the gas supply on at the property. This means your central heating or gas fires will not work.

What's the first thing I need to do?

Once you have accepted the property and signed your new tenancy agreement, the first thing you need to do is arrange for the gas and electricity supplies to be connected.

For all properties except sheltered, the gas and electricity will be supplied by British Gas and the accounts will already be in your name.

We recommend that you call British Gas on 0333 202 9802 (account enquires) or 0330 100 0303 (pay-as-you-go enquires) to confirm your details and supply meter readings to them.

You are not tied into a contract with British Gas and are free to transfer to another provider if you find a better deal.

For new tenants in sheltered accommodation you may need to find out what company supplied the last tenant and can do so by calling:

- Gas Supply (Meter Number Helpline) on 0870 6081524
- North East England and Yorkshire (Northern Powergrid) 0800 375 675

Both supplies are on, and meters are in credit – what next?

When you have both supplies connected and have credit on both meters, contact Housing Services for an appointment to turn your supplies on.

Please allow 3 working days for an appointment.

It helps if you can tell us whether you were given a copy of the Gas Safety Certificate when you signed your tenancy agreement. If you do have one, we just need to connect your gas supply and carry out a safety check.

If you don't have one we need to connect your gas supply, then service all the gas appliances and give you a Gas Safety Certificate.

Will my heating work as soon as I've had the appointment?

When we have turned the gas on and done any required servicing we usually leave the heating system working.

Occasionally, a new part or even a new boiler is needed before the heating will work. We can't check this when the property is empty because the supplies aren't on.

If we can't leave your heating working, we will aim to fix it as soon as possible. Sometimes getting the parts can take some time. If this happens to you, please speak to your Housing Management Officer for advice.

Do you service the heating?

Yes, every year we visit every property with gas fires or gas central heating to do a gas service. This is important for our safety.

We will contact you when your gas service appointment is due.

Telephone: 01904 551550
Website: www.york.gov.uk/Housing
Address: Housing Services
West Offices
Station Rise
York YO1 6GA

This information can be provided in your own language.

Informacje te mogą być przekazywane w języku ojczystym.
Polish

Bu bilgi kendi dilinizde almanız mümkündür.
Turkish

此信息可以在您自己的语言。
Chinese (Simplified)

此資訊可以提供您自己的語言。
Chinese (Traditional)

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