Gas safety information

Please be advised that whilst the property has been empty, the gas supply to your home was checked and it was determined that the system is safe.

A disc has been placed in the gas meter to ensure the safety of all persons visiting the property whilst it is empty. You will not be able to use any gas appliances until this has been removed. This disc can only be removed by a Gas Safe registered engineer.

Credit / quarterly meters
When you sign your tenancy agreement and receive your keys, the Housing Options Coordinator will make a convenient appointment for the gas engineer to attend the property and remove the disc.

Prepayment key / card meters
You must contact the suppliers and arrange to collect or receive new keys / cards for the property. You will need to ensure that there is sufficient credit on the meters before the gas engineer can attend. As soon as you have credit on both the gas, and the electricity meters. Please call us on 0300 555 0500 and select option one. You will be offered an option to be connected to Aaron Services Ltd.

Please request a gas engineer to attend your property for a “void check” to “turn on and test” as you are about to move in and the gas supply has been “diked”.

An appointment will be made with you to arrange for your property to have a full gas check and the disc will be removed.

The gas engineer from Aaron Services should attend within one working day. The appointment will be scheduled during working hours, 8am - 5pm. You will not be charged for this appointment. The engineer will be able to advise you how to operate the gas central heating system at this appointment.
Oil safety information

The heating system has been decommissioned to ensure the safety of all persons attending the property whilst it is empty. You will not be able to use the oil appliance until this has been checked by an OFTEC registered engineer.

Your heating system cannot be commissioned until you have sufficient oil in the tank.

- You must check the oil level and arrange for a delivery if necessary. You may select a supplier of your choice and arrange delivery. We will not arrange this for you.

Credit / quarterly meters

When you sign your tenancy agreement and receive your keys, the Housing Options Coordinator will make a convenient appointment for the oil engineer to attend the property and commission the system.

Prepayment key / card meters

You must contact the suppliers and arrange to collect or receive new keys / cards for the electricity for the property. You will need to ensure that there is sufficient credit on the meter before the engineer can attend.

To contact your suppliers, please refer to the information given to you at the sign up appointment. You must also arrange for oil to be delivered to your tank. We will not supply details of oil companies.

As soon as you have credit on the electricity meter and sufficient oil in the tank, please contact us on 0300 555 0500 and select option one. You will be offered an option to be connected to Aaron Services Ltd.

Please request an engineer to attend your property as you are about to move in and request a “turn on and test”. An appointment will be made with you to arrange for your heating to have a full safety check and be commissioned.

The gas engineer from Aaron Services should attend within one working day. The appointment will be scheduled during working hours, 8am - 5pm. You will not be charged for this appointment. The engineer will be able to advise you how to operate the oil central heating system at this appointment.