

Gas central heating

Factsheet for new tenants

Welcome to your new home

When you move into your new home, your gas supply will be capped off and our heating contractor will need to attend to complete a gas safety check/service and train you on how to use the heating system.

This will need to be arranged by yourself through our heating contractor who will aim to attend within three working days of your call, at a time suitable for you.

Call our heating contractor on 0300 123 1745 as soon as possible to arrange an appointment.

Your gas meter

If your new home has a pre-payment meter, a top up card will be supplied to you at sign up. It is your responsibility to register your name on the meter before our heating contractor attends.

In order for the gas safety check and service to be completed you must ensure that there is a £5 minimum credit on your meter.

I have a renewable heating system, what do I need to do?

If your new home has a renewable heating system, such as an air source heat pump, please also contact our heating contractor to arrange for the appliance to be serviced and for training on the system.



Useful numbers

- ▶ Longhurst Group repairs: 0300 123 1745 (option 1)
- ▶ Gas Meter Supplier Helpline: 0870 608 1524
- ▶ Electric Meter Supplier Helpline: 0845 6015 467