

## Important information about the gas supply and equipment in your new home

Please read this important information about the gas supply in the property you have been offered.

If you accept the property you'll need to:

- Set up your own gas account with your chosen gas provider as soon as you have signed your new tenancy
- You must then contact Gas Call Services, Raven's gas servicing contractors, to make an appointment for them to come to your new property to turn on and test your gas supply. When you call to make this appointment, let Gas Call Services know if you also have a gas cooker to be connected.
- At your appointment Gas Call Services will reconnect the gas supply, including your gas cooker if you have it at the time of the visit (please make sure you have the correct user/installation manual to hand). They won't return at a later date to fit it. You'll need to supply the hose that connects the cooker to the gas supply otherwise Gas Call Services won't be able to connect the cooker. They'll carry out essential tests to make sure that the equipment is safe.
- If your cooker is found to be faulty it will be disconnected for your own safety in accordance with gas regulations.
- No other gas appliances will be checked

**If you don't contact Gas Call Services you won't have a connected gas supply  
in your new home.**

**Call Gas Call Services on:  
0330 002 1169**

---

Raven House, 29 Linkfield Lane, Redhill, Surrey, RH1 1SS • Tel 0300 123 3399 Fax 01737 272401 • [www.ravenht.org.uk](http://www.ravenht.org.uk)

Raven Housing Trust Limited is a charitable Industrial and Provident Society, registration no. 30070R, and is registered as a social housing provider with the Homes and Communities Agency, registration no. L4334. Raven House VAT registration No.791 3032 41

Updated 29/11/2023 / C:\Users\Amanda.Fletcher\Downloads\Gas Call Services Important information about gas info sheet 291123.doc