

Are **you** a responsible customer?
Because we **are** a responsible landlord!
The BIG 6 Compliance
Gas, Fire, Asbestos, Electrical, Legionella, Lifts

Ongo takes customer safety very seriously.

We'd like to remind you of the importance and intervals of the essential Health and Safety inspections and servicing that Ongo are legally required to carry out at your home to keep you safe.

- **Gas Servicing** every 12 months to ensure your appliances are working safely with no gas, or carbon monoxide leaks.
- **Solid Fuel Heating Systems Servicing** every 6 months, ensuring appliances are working safely, sweeping chimneys/open flues ensuring products of combustion are removed safely.
- **Oil Fired Heating Systems Servicing** every 12 months to ensure your appliances are working safely.
- **Electrical Inspection Condition Reports (EICR)** every 60 months (5 years). This ensures all fixed wiring is safe with no internal wiring faults.
- **Lift Servicing** conducted every 6 months – this includes all lifting equipment (passenger lifts, stairs lifts, hoists)
- **Fire Door** Inspections every 12 months to check for any damage and ensure all closers and intumescent strips are present and working.
- **Asbestos** There are common areas for asbestos containing materials within your home, such as in the textured coating often on ceilings and also vinyl floor tiles – we know if you have any and you can also get that information. We advise that you please do not disturb it for your own safety.
- **Legionella** This is a bacteria that can grow in unused water pipes, taps and showerheads. The best way to combat this is to keep the water moving. If you have been away from your property please run all your taps/showers for 5 minutes before use and flush your toilet, leaving the room and having it well ventilated whilst the water is running.

Please help us to keep you, your family & friends, your neighbours, our staff, and the wider community safe by allowing access when required.

For more information please see our website at
www.ongo.co.uk/your-home/health-and-safety