Direct
Gas & Heating

SERVICES BROCHURE 2026

Keeping homes, buildings and plant rooms safe, compliant and reliable

Specialist gas, heating and water hygiene services for domestic properties, residential developments and commercial sites across London and the South East.

24/7 call-out · 0203 488 1032

directgasandheatingltd.co.uk

WHAT WE DO

Nine specialist services · one contractor for the whole building

- **Commercial gas & heating** — Boilers, burners & energy centres
- **Residential gas & HIUs** — Boilers, HIUs & landlord certificates
- **Water hygiene & Legionella** — Risk assessments & monitoring
- **Pumps & mechanical** — Pumps, booster sets & pressurisation
- **Electrical & controls** — MCC panels, BMS & plant controls
- **Standby generators** — Servicing, ATS & load bank testing
- **Planned maintenance (PPM)** — Programmes built around your assets
- **24/7 emergency call-outs** — Rapid response to breakdowns
- **Compliance & reporting** — Audit-ready digital records

ACCREDITED, QUALIFIED AND COMPLIANT

Gas Safe Reg. 659326
SafeContractor Gold · KD2493

Gas Safe Register · SafeContractor Approved · IGEM Company Member · City & Guilds · WMSoc

WHO WE ARE

Keeping buildings safe and reliable

Direct Gas & Heating Ltd provide heating, hot water and water hygiene services across both residential and commercial properties throughout London and the South East.

We support homeowners, landlords, managing agents, freeholders and Resident Management Companies, delivering reliable maintenance and responsive support for everything from individual homes to large communal developments.

Our engineers are experienced across a wide range of systems, from domestic boilers and HIUs within individual properties to complex communal plant rooms, including boilers, burners, pumps, pressurisation equipment and control systems.

15+ Years industry experience



OUR PRINCIPLES

What we stand for

Clear communication, practical solutions and dependable service that clients and residents can rely on.

01
Maintain resident safety
Protecting the people who live in the buildings we maintain is our primary obligation.

02
Achieve statutory compliance
Full regulatory compliance with audit-ready documentation for every visit.

03
Reduce breakdown risk
Preventative programmes that identify issues before they become costly failures.

04
Extend asset life
Maximising the longevity of critical plant room assets through structured care.

05
Audit-ready documentation
Digital records with photos and data after every visit, accessible when you need them.

WHO WE SUPPORT

Homes, developments and commercial sites

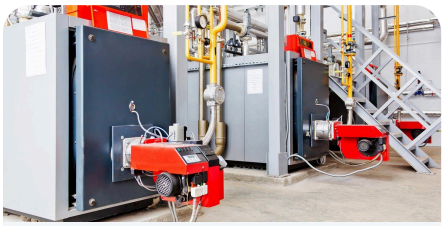
We understand the different pressures across both environments, from residents' comfort day to day to keeping larger systems safe, compliant and efficient.

- Managing agents
- Freeholders
- RMCs
- Residential developments
- Commercial sites
- Homeowners
- Landlords

OUR SERVICES

Everything your building needs

One specialist contractor for plant rooms, in-dwelling heating systems, mechanical assets, controls, standby power and water hygiene.



01

Commercial Gas & Heating

Boilers, burners, gas safety inspections, certification and communal energy centres.

See page 04 →



02

Residential Gas & Heating

Boiler and HIU servicing, repairs, landlord gas safety certificates and heating controls.

See page 05 →



03

Water Hygiene & Legionella

Legionella risk assessments, temperature monitoring, sampling, tank cleans and L8 compliance.

See page 06 →



04

Pumps & Mechanical Systems

Circulation pumps, booster sets, pressurisation units and associated mechanical plant.

See page 07 →



05

Electrical & Control Infrastructure

MCC panels, BMS interfaces and plant room control infrastructure.

See page 08 →



06

Standby Generators

Generator servicing and maintenance, ATS testing and load bank testing.

See page 08 →



07

Planned Preventative Maintenance

Structured PPM programmes aligned to assets, risks and budgets.

See page 09 →



08

Reactive & Emergency Support

Rapid response to breakdowns, with a 24/7 emergency call-out.

See page 10 →



09

Compliance & Reporting

Tailored strategies, site records and audit-ready digital documentation.

See page 11 →

Whole-building coverage

We support both central plant and individual property systems, giving property managers one clear point of responsibility across the entire development.

Tailored site strategy

Maintenance schedules are built around your equipment, compliance duties, operational priorities and lifecycle plans.

Service 01

COMMERCIAL & COMMUNAL PLANT

Commercial gas and heating services

Full-scope commercial gas and heating support for communal energy centres. We install, service and certify every component in your plant room, keeping residential developments warm, safe and Gas Safe compliant all year round.

THE CHALLENGE

When the plant room fails, every resident feels it

A communal energy centre supplies heating and hot water to every home in the building. A fault with a boiler, burner or pressurisation unit can leave residents without heat, and gaps in gas safety records leave the building exposed at audits and inspections.

Our engineers are experienced across complex communal plant rooms, including boilers, burners, pumps, pressurisation equipment and control systems.



WHAT'S INCLUDED

Commercial Gas & Heating Services

- Commercial boiler servicing
- Burner optimisation
- Gas safety certification (CP12)
- Pressurisation units
- Flue integrity checks
- Heat exchanger cleans
- System efficiency reporting
- Landlord Gas Safety records

IN THE PLANT ROOM

Everything in your communal energy centre



PLANT

Boilers, burners & gas trains



MECHANICAL

Booster sets, pumps & pressurisation



CONTROLS

MCC panels, BMS & vessels

Service 02

HOMES, LANDLORDS & HIUS

Residential gas, heating and HIU services

Full-scope gas and heating support for homes, rented properties and residential developments. We service, maintain and certify boilers, HIUs and associated controls, so every property stays safe, efficient and fully compliant all year round.

THE CHALLENGE

Every home needs heating it can rely on

Residents expect heating and hot water to work every day. Boilers and heat interface units need regular servicing, landlords need valid gas safety certificates, and when something fails residents want it fixed on the first visit.

Our engineers carry a wide range of common parts as van stock and are trained to diagnose and resolve issues with residents on the same visit, reducing disruption and the need for a return call-out.



WHAT'S INCLUDED

Residential Gas, Heating & HIU Services

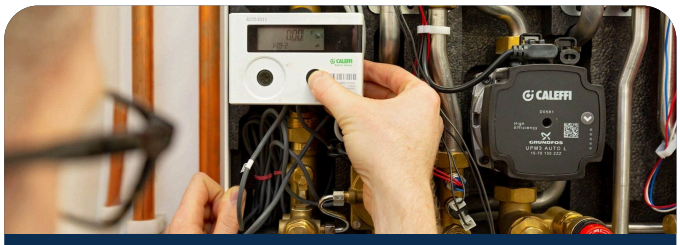
- Boiler servicing & breakdown support
- HIU servicing & performance checks
- Gas safety certification (CP12)
- Appliance testing & fault diagnostics
- Heating controls optimisation
- Flue & ventilation checks
- System efficiency reporting
- Boiler and full heating system installations

FOR LANDLORDS

Know your gas safety duties

- **Every 12 months:** each gas appliance and flue needs a safety check by a Gas Safe registered engineer.
- **Within 28 days:** existing tenants must be given a copy of the gas safety record after each check.
- **Before they move in:** new tenants must be given a copy of the current record.
- **Keep records:** each gas safety record must be kept for at least two years.

The check can be carried out up to two months before it is due without losing the original renewal date. Source: HSE guidance for landlords.



HEAT INTERFACE UNITS

HIU servicing and fault support

We look after HIUs alongside the plant room that feeds them, so one specialist contractor maintains the whole system.

- Inspection and servicing
- Flushing
- Temperature checks
- Controls
- Reactive fault support

WATER HYGIENE

Water hygiene and Legionella control

Legionella risk assessments, water sampling, tank inspections and full system hygiene management to meet statutory obligations under the HSE L8 ACOP.

YOUR LEGAL DUTY

Water safety is a legal duty

Duty holders must manage the risk of Legionella in their water systems and keep records that show it. Little-used outlets, poor temperature control and neglected tanks all increase the risk to residents. We carry out the assessments, checks and records for you.

- Legionella risk assessments
- Tank cleans & disinfections
- TMV servicing
- Written scheme of control
- Temperature monitoring
- Chlorination & sampling
- Shower head descaling
- L8 ACOP compliance reporting



TEMPERATURE CONTROL

The numbers that keep Legionella under control

AT LEAST
60°C
Stored hot water
Hot water in calorifiers and cylinders should be stored at 60°C or above.

AT LEAST
50°C
Hot water at outlets
Hot water should reach outlets at 50°C or above within one minute (55°C in healthcare premises).

BELOW
20°C
Cold water
Cold water should be below 20°C after running for two minutes.

AT LEAST
5 yrs
Monitoring records
Records of monitoring and inspection results should be kept for at least five years.

Source: HSE Approved Code of Practice L8 and technical guidance HSG274 Part 2.

ROUTINE CHECKS

Typical checks through the year

Weekly
Little-used outlets
Outlets that are rarely used are flushed so water does not stand in the pipework.

Monthly
Sentinel outlets
Temperatures checked at the outlets nearest to and furthest from cylinders and tanks.

Quarterly
Shower heads
Shower heads dismantled, cleaned and descaled, or as the risk assessment sets out.

Annually
Tanks and cylinders
Cold-water storage tanks and hot water cylinders inspected for debris, scale and sludge.

Service 04

Our services / Pumps & Mechanical Systems

MECHANICAL PLANT

Pumps and mechanical systems

Specialist maintenance and repair of pumps, pressurisation units and associated mechanical plant, for optimal performance and longevity.

THE CHALLENGE

Pumps keep the whole building running

Circulation pumps, booster sets and pressurisation units move heating and water around the building. When one fails, residents can lose heating, hot water or water pressure, often with little warning.

Our engineers are trained on all major manufacturers, so whether it is a secondary circulator or a booster set, we keep your system running at peak performance.



WHAT'S INCLUDED

Pumps & Mechanical Systems

- Circulation pump service
- Booster set maintenance
- Pressurisation unit repair
- Expansion vessel checks
- Inverter & VFD diagnostics
- Mechanical seal replacement
- Vibration & balance testing
- Pump lifecycle reporting

PLANNED PUMP CARE

How often we check your pumps

12 visits / yr
MONTHLY
Plant checks
Pumps and vessels checked alongside pressures, temperatures, alarms and leaks.

4 visits / yr
QUARTERLY
Pump testing
Pump testing, controller history and safety controls reviewed.

2 visits / yr
SIX-MONTHLY
Booster-set servicing
Current and speed checks, pressure verification, sensor feedback and controller staging tests.

1 visit / yr
ANNUALLY
Major service
Booster-set servicing, with expansion-vessel checks and pre-charge testing where agreed.

Trained on all major manufacturers. Planned visits include pump testing, booster-set servicing, current and speed checks, pressure verification, sensor feedback and controller staging tests, along with expansion-vessel checks and pre-charge testing.

Service 05

CONTROLS & ELECTRICAL

Electrical and control infrastructure

MCC panels, BMS interfaces and associated electrical control infrastructure within plant room environments, inspected, maintained and supported.

WHAT'S INCLUDED

Electrical & Control Infrastructure

- MCC panel inspection
- Relay & contactor replacement
- Sensor calibration
- Emergency lockout support
- BMS interface support
- Control wiring repairs
- Thermal imaging surveys
- Panel labelling & schematics



Service 06

STANDBY POWER

Standby generator servicing and testing

Generator servicing and maintenance, automatic transfer switch (ATS) testing and load bank testing, so standby power is ready when the mains supply fails.

Generator servicing & maintenance

Planned servicing keeps the generator ready to start and run whenever the mains supply fails.

Automatic transfer switch (ATS) testing

We test that the ATS moves the building's load onto the generator when the mains fails, and hands it back cleanly when the supply returns.

Load bank testing

The generator is run against a controlled load, to prove it can carry the building's demand and not just start up.



PLANNED MAINTENANCE

Planned preventative maintenance (PPM)

Structured PPM programmes across domestic properties, residential developments and commercial sites throughout London and the South East.

The 12-month programme

Tasks and frequencies are agreed for each asset and risk profile

12 visits / yr

MONTHLY

Plant room checks

Status, pressures, temperatures, alarms, leaks, pumps, vessels and accessible control-panel indicators.

4 visits / yr

QUARTERLY

Enhanced inspections

Operational boiler checks, pump testing, controller history, safety controls and water-hygiene trend review.

2 visits / yr

SIX-MONTHLY

Minor servicing

Booster-set servicing, current and speed checks, pressure verification, sensor feedback and controller staging tests.

1 visit / yr

ANNUALLY

Major service & compliance

Boiler, burner and booster-set servicing, combustion analysis, gas-tightness testing and safety records.

Electrical controls & safety

MCC panel checks, overheating inspections, selectors, alarms, safety interlocks and BMS run/fault signals. Agreed shutdown inspections can include terminal checks, internal cleaning and fail-safe testing.

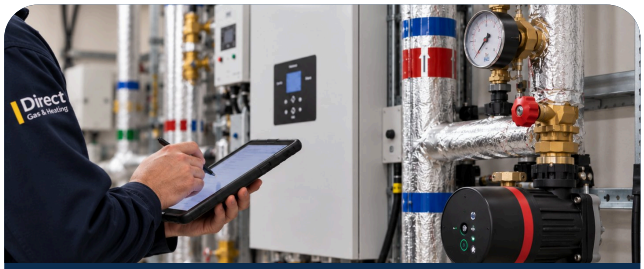
Water hygiene & vessel care

Little-used outlet flushing, sentinel temperature monitoring, cold-water storage tank inspections and water-services logbooks. Expansion-vessel checks, pre-charge testing and Legionella risk assessments can form part of the agreed scope.

WHAT'S INCLUDED

Planned Preventative Maintenance (PPM)

- Planned maintenance schedules tailored to your property
- Full asset registers and condition surveys
- Seasonal servicing and pre-winter system checks
- Gas safety inspections and compliance checks
- Water hygiene management and Legionella control
- Lifecycle planning and long-term cost forecasting
- Critical spares identification and recommendations
- Service level agreements tailored to your site
- Detailed reporting and compliance documentation



Audit-ready at every stage

Every visit is documented and handed over in a clear, structured format.

- Digital service sheets
- Asset readings
- Photographic evidence
- Prioritised defect register
- Certificates
- Plant-condition & lifecycle report

24/7 EMERGENCY CALL-OUT

Reactive and emergency support, 24/7

Rapid response to unexpected breakdowns with 24/7 call-out capability. Our engineers mobilise quickly to minimise disruption to residents and prevent further damage.

24/7 EMERGENCY CALL-OUT

Breakdowns don't keep office hours

Our engineers are available around the clock to respond to emergencies and minimise downtime for residents.

0203 488 1032

EMERGENCY CALL-OUT

What happens when you call

01

Call us, day or night

Ring 0203 488 1032 at any time. Our engineers are available 24/7.

02

We mobilise quickly

An engineer attends across London and the South East to contain damage and protect residents.

03

Make safe and restore service

Engineers carry common parts as van stock, so many faults are fixed on the first visit.

04

You get a full report

An out-of-hours incident report tells the property manager what happened and what was done.

WHAT'S INCLUDED

Reactive & Emergency Support

- 24/7 engineer on call
- Emergency gas isolation
- Burst pipe containment
- Out-of-hours incident reports
- Rapid mobilisation
- No-heat / no-hot-water response
- Temporary heating provision
- Priority SLA options

They carry a wide range of common parts as van stock, so many faults can be resolved on the first visit.



COMPLIANCE

Tailored strategies, compliance and reporting

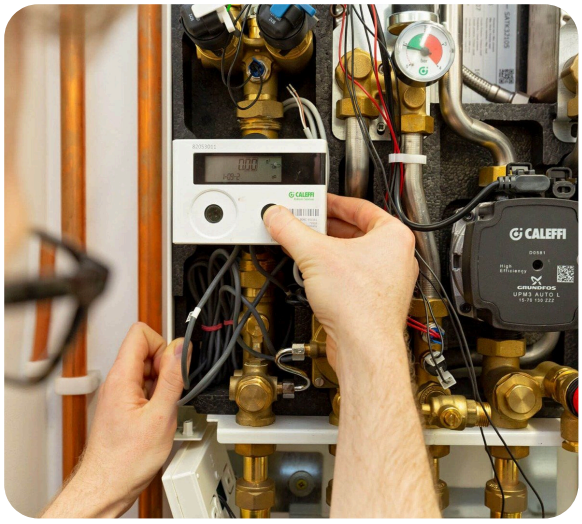
Planned approach. Clear visibility. Complete control. We combine tailored site strategies with structured compliance reporting to give you full control over your assets and systems.

THE CHALLENGE

You can only manage what you can see

Managing agents, freeholders and RMCs need to show that buildings are safe and compliant. Without a clear plan and complete records, audits are stressful, budgets are hard to set and failures come as a surprise.

Every site is managed with a bespoke approach, from initial assessment through to ongoing maintenance planning, lifecycle forecasting and compliance management. Our reporting provides complete transparency, with clear, audit-ready documentation that keeps homeowners, managing agents, freeholders and stakeholders fully informed.



WHAT'S INCLUDED

Tailored Strategies, Compliance & Reporting

- Dedicated site manager
- Lifecycle planning and replacement forecasting
- Risk-based maintenance priorities
- Post-visit digital service reports
- Asset register management and updates
- Remedial works tracking and recommendations
- Client portal access (where applicable)
- Bespoke maintenance plans tailored to your property
- Capital expenditure and budget forecasting
- Stakeholder and portfolio-level reporting
- Photographic evidence logs
- Statutory certification and compliance records
- Secure audit trail and documentation storage
- Compliance dashboards and reporting overview

Audit-ready at every stage

Every visit is documented and handed over in a clear, structured format.

- Digital service sheets
- Asset readings
- Photographic evidence
- Prioritised defect register
- Certificates
- Plant-condition & lifecycle report

WHO WE SUPPORT

Supporting homes, developments and commercial sites

From individual homes to large communal developments, we understand the pressures in each environment.

Homeowners | Landlords | Managing Agents | Freeholders | RMCs | Residential Developments | Commercial Sites



Managing Agents, Freeholders & RMCs

We support managing agents, freeholders and Resident Management Companies with planned maintenance, responsive repairs and audit-ready reporting across residential developments.

Commercial gas | PPM | Water & Legionella | Compliance & reporting



Residential Developments

From communal energy centres to the boilers and HIUs inside each home, we keep residential developments warm, safe and compliant.

Commercial gas | Residential gas | Pumps | Water & Legionella



Commercial Sites

Gas, heating, mechanical, electrical, standby power and water hygiene support for commercial sites across London and the South East.

Commercial gas | Electrical & controls | Standby generators | PPM



Homeowners & Landlords

Boiler and HIU servicing, repairs, gas safety certificates and heating controls for homeowners and landlords across London and the South East.

Residential gas | Emergency call-outs | Water & Legionella | PPM

> “We have been working with Direct Gas & Heating for our portfolio of managed buildings. Their engineers are knowledgeable, punctual and the digital reports they provide after every visit make managing compliance effortless. Highly recommended.
>
> **Managing Agent**
> Carter Jonas, South East

WHY CHOOSE DIRECT GAS & HEATING

More than maintenance. Complete peace of mind.

We protect residents, maintain compliance and support long-term building performance with clear communication and dependable technical service.

Safety & compliance first

Gas Safe registered engineers, accredited working practices and documentation designed for audits, insurers and statutory duties.

Responsive 24/7 support

Fast mobilisation for breakdowns and emergencies, helping minimise downtime, disruption and secondary damage.

Dedicated site management

Clear ownership, planned schedules and service strategies tailored to each development and portfolio.

Lifecycle & budget advice

Practical recommendations on remedial works, capital planning and equipment replacement to protect long-term value.

Digital reporting

Photos, readings, checklists and structured reports after visits, organised and accessible when you need them.

One specialist contractor

Gas, heating, mechanical, electrical, standby power and water hygiene support across central plant and individual properties.

24/7
Emergency call-out

100%
Audit-ready reports

15+
Years' industry experience

9
Specialist services

Dedicated teams
Consistent engineers who know your sites, systems and residents.

Qualified engineers
Gas Safe registered, accredited and experienced across plant and domestic work.

24/7 support
On hand around the clock for breakdowns and urgent compliance needs.

WHY CHOOSE US

Eight reasons clients choose us

01 Comprehensive commercial plant room management

02 Domestic heating management

03 Dedicated site manager

04 Clear digital reporting

05 Fast mobilisation & responsive service

06 Reactive repairs with 24/7 call-outs

07 Practical lifecycle & budget advice

08 Fully accredited & qualified

GETTING STARTED

How we work, in 3 simple steps

Whether you manage one property or a large portfolio, we tailor a maintenance strategy around your assets, risk profile and budget.

01
Tell us about your site

Share your site details, assets and any current issues, whether it is one property or a large portfolio.

02
Assessment and tailored plan

We assess the site and build a maintenance strategy around your assets, risk profile, compliance duties and budget.

03
Planned care with clear reporting

Our engineers deliver the agreed programme and every visit is documented with audit-ready reports.

Ready to start?

Tell us about your site and we'll tailor a maintenance strategy around your assets, risk profile and budget.

0203 488 1032

TESTIMONIALS

What our clients say

"The team at Direct Gas & Heating have been absolutely outstanding — professional, responsive, and thorough in every aspect of their work. Our plant room has never been in better hands. Compliance is completely taken care of and the reporting is second to none.

Property Manager
Residential Management Company, London

"We have been working with Direct Gas & Heating for our portfolio of managed buildings. Their engineers are knowledgeable, punctual and the digital reports they provide after every visit make managing compliance effortless. Highly recommended.

Managing Agent
Carter Jonas, South East

"I must make it known that the Direct Gas & Heating team that came to my home today were very empathetic, hardworking and professional and a breath of fresh air. Please extend my sincere thanks to the team. All their support was highly appreciated.

Housing Resident
London Development

OUR PARTNERS

Companies we work with

We support managing agents, property managers and care providers across London and the South East.

RENDALL & RITTNER
HML GROUP
Crabtree Property Management
TLC CARE
Block Management UK Ltd
Remus
Carter Jonas
Chancellors

AREAS WE COVER

Serving London and the South East

From our base in Reading, our engineers support homes, residential developments and commercial sites across London and the South East.

- London
- Berkshire
- Buckinghamshire
- Oxfordshire
- Hampshire
- Surrey
- West Sussex
- East Sussex
- Kent



24/7 Emergency call-out across our whole service area on **0203 488 1032**.

ACCREDITATIONS

Accredited, qualified and compliant

We are committed to remaining on the leading edge of standards of practice, so our clients receive a high-quality and compliant service.

Gas Safe Register

Reg. No. 659326

We are on the Gas Safe Register, the official register of businesses qualified to work safely and legally on gas appliances. Our registration number is 659326.

SafeContractor

Gold approved · Ref. KD2493

SafeContractor has independently assessed our health and safety documentation and approved us to its Gold standard, reference KD2493.

IGEM

Company member

We are a company member of the Institution of Gas Engineers & Managers, the professional engineering body for the gas industry.

City & Guilds

Qualified engineers

Our engineers hold City & Guilds qualifications and are experienced across plant room and domestic work.

Water Management Society

Member · best practice standards

We are members of the Water Management Society (WMSoc) and follow its best practice standards for water hygiene.

SAFETY AND COMPLIANCE

Safe, compliant and fully documented

- **Gas Safe registered** — Registration No. 659326
- **SafeContractor Gold approved** — Ref. KD2493
- **IGEM company member** — Institution of Gas Engineers & Managers
- **City & Guilds qualified engineers** — Plant room and domestic work
- **Water Management Society member** — Best practice standards
- **Audit-ready documentation** — Photos, readings and certificates

Direct
Gas & Heating

GOT A QUESTION?

Talk to us about your building

Whether you manage one property or a large portfolio, we can tailor a maintenance strategy around your assets, risk profile and budget.

0203 488 1032

contact@directgasandheatingltd.co.uk

24/7 emergency call-out across London, Berkshire, Buckinghamshire, Oxfordshire, Hampshire, Surrey, West Sussex, East Sussex and Kent.

TELEPHONE · 24/7 CALL-OUT
0203 488 1032

EMAIL
contact@directgasandheatingltd.co.uk

WEBSITE
directgasandheatingltd.co.uk

CUSTOMER SERVICING
servicing@directgasandheatingltd.co.uk

SCAN TO VISIT
OUR WEBSITE

ACCREDITED, QUALIFIED
AND COMPLIANT

Safe systems. Reliable buildings. Complete compliance.

Direct Gas and Heating Ltd · Registered in England and Wales · Company No. 13198708 · VAT No. 469901452
Gas Safe Reg. 659326 · SafeContractor KD2493

Gas · Heating · Mechanical
Water hygiene · PPM