

LOG BURNERS

**FREEBRIDGE IS COMMITTED TO
SUPPORTING THE GOVERNMENT'S
NET ZERO CARBON AGENDA.**



DEVELOPING HOMES & CREATING OPPORTUNITIES
FOR PEOPLE WITHIN WEST NORFOLK

Freebridge
COMMUNITY HOUSING

LOG BURNERS

We want to do all that we can to tackle climate change.

What that means is that we are no longer able to give permission to customers who want to install log burners in their homes.

If you have already been given permission by us to fit a log burner in your home, please remember:

- You are responsible for both the annual maintenance, which must be completed by a qualified person, and the safety of the equipment. This is really important because log burners can produce carbon monoxide if they have been poorly installed, have been poorly maintained, or are used incorrectly.
- Once the annual service has been completed, you must let us have details confirming it has been done. If you don't do this, we do have the right to remove it at your expense. and it funds projects that help tackle fuel poverty.

If you have a log burner installed but you don't have our permission, you must:

- Contact us immediately to ask for permission, and you'll need to let us have a copy of the latest test certificate.
- If a log burner is found to be in your home without our permission, we will ask for you to remove it at your own expense.

Finally:

If you live in a home that has a log burner fitted and are planning to move through a mutual exchange you will need to arrange for it to be removed by a qualified person (at your own expense) and provide any certificates to confirm this has happened.

Please do get in touch if you have any questions on **0800 029 4548**

Our call centre opening hours are
8:45am – 5.30pm Monday to Friday.

