

## **All About It – Central Heating**

### **Why are we doing it?**

The provision of new central heating or upgrading existing central heating is part of an ongoing programme of work to ensure that your home is warm and energy efficient. This is part of the Government's Decent Homes Standard. Surveyors will inspect your home to decide if any parts fail this standard and we will write to you to offer improvements.

### **What happens next?**

If your home needs this work, the contractor's representative will visit your home within about 3 weeks of our letter to talk to you about what will happen and to arrange a convenient date for the work to take place.

We may also need to inspect your home for any materials which may contain asbestos so we will send another company who will remove small samples and take them away for analysis.

### **How long will it take?**

The time taken to complete the work varies with the size of the property and the amount of furniture etc. that you have in your home. As a rough guide, for a full central heating system, the work will take between 3 and 5 days.

### **Where will the new boiler and radiators go?**

Normally the boiler will be put in the kitchen on the wall but this could depend where we need to put the flue pipe. There will be a radiator in each room, a room thermostat and a timer for your heating and hot water.

The contractor will discuss with you where the radiators and the boiler are to be located. You can have some say where they go but it is necessary that the radiators are installed to give efficient heating to the whole room.

In some cases we offer a combination boiler which does not need a hot water storage tank. We will also remove the hot and cold water storage tanks as these are not needed with this type of heating.

### **What you need to do before and during the work**

- ◆ You should notify your contents insurance provider.
- ◆ You should pack up all ornaments, pictures and valuable items so that you can safeguard them during the works.
- ◆ You should pack clothing and laundry into bags so that it can be moved easily and kept clean.

- ◆ It is your responsibility to pack and move these items, but let us know if you have a disability which might make this difficult for you.
- ◆ Keep pets under control and out of the working area if possible.
- ◆ Keep children away from the working area.
- ◆ Tell us if you or someone you care for in your home have special needs.

**What will the contractor do? They will:**

- ◆ Arrive at about eight o'clock in the morning
- ◆ Introduce themselves and show identification
- ◆ Move most items of furniture but not large units and they will lift carpet
- ◆ Cover floors and furniture with dust sheets
- ◆ Drill through walls, floors and ceilings which might cause some noise and dust
- ◆ Make good and decorate where pipes and equipment is removed
- ◆ Re-lay carpets and flooring when work is complete
- ◆ Re-position furniture
- ◆ Clear up any mess
- ◆ Test the new heating system and explain how it works
- ◆ Give you instruction booklets.

**Important points**

- ◆ We need to have access to all the rooms in your home, including the loft space if you have one and under the floor boards.
- ◆ We try to conceal the new pipework and wiring where possible however where this cannot be done, we do our best to hide as much of it as possible.
- ◆ When carrying out the initial survey, the contractor's representative will advise you how and where the pipework is to be run.
- ◆ We cannot accept responsibility for lifting laminated flooring or foam backed carpets.

In the case of laminated flooring you have the choice of lifting it and relaying it yourself after the central heating is complete or having the pipework and wiring run on wall surfaces.

Foam backed carpets deteriorate with age, either sticking to the floor or degrading into powder. It is not possible to lift these carpets and relay them properly in this case so you will be offered the choice of signing a disclaimer or having the new central heating installed on the surface.

We will send you a satisfaction survey form. Please take the time to fill this in so that we can deal with any issues and make sure that we can continue to improve our services.

Sometimes it may not be possible to redecorate disturbed areas to match all of the other walls and ceilings. However the contractor will discuss what we can do with you before we start work.

**What happens if there is a problem?**

Please contact our Customer Care Team on **Freephone 0800 195 5552** or from your mobile on **020 8915 2000** (*call charges may vary depending on your network*) who will put you through to a member of our team.