

Your Central Heating Improvements



Your central heating improvements may include works on the following:

- Boiler
- Radiators
- Pipes
- Thermostat
- Floor boards
- Pipe boxing

Through the improvement works, your Customer Liason Officer will give you a diary of works so you know what to expect each day. It will show who will be working in your home and the type of work they will be carrying out.

We will also let you know if any areas of your home need to be restricted for safety. This helps you plan your time and feel prepared while the work is taking place.

Before the team arrives, we may ask you to:

- ✓ Make sure that pathways to the boiler, and radiators are cleared.
- ✓ Remove furniture and belongings away from the walls, roll back carpets and lift floor finishes such as laminate flooring and tiling.
- ✓ Clear the areas that we will be working in.
- ✓ Please make sure any animals or pets are safely restrained so everyone can stay safe and avoid any accidents or injuries.

If you are unable to do any of the tasks listed above please get in touch with us and we will offer further support.

How long will the heating replacement take?

Usually one to two days depending on if any additional works are required.

Will I be without heating or hot water during the works?

Only while the work is being carried out on the day. You will be notified if you will be without heating.

What happens if any of my homes decorations are damaged?

If any of your decorations are damaged during the works we will provide you with vouchers (£30 per room).

Will I be shown how to use the new system?

We will show you how to use the new system, including your new thermostat. When everything is handed over, your Customer Liaison Officer will give you a simple demonstration, so you feel confident using it from day one.

My boiler works fine – why does it need to be replaced?

It may be working at the moment, but it's coming to the end of its expected life, so replacing it now helps us avoid it breaking down at the worst possible time, especially during winter. A new boiler could also help reduce your energy bills.



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