



YOUR **CENTRAL**  
**HEATING**  
OR BOILER IS  
SOON TO  
BE UPGRADED



This leaflet gives important information about the work and how it could affect you. Please read the leaflet and discuss any of your concerns with the surveyor managing the works.

Thames Valley Housing and all other staff associated with the works will carry identity cards. You should check the identity of any individual before allowing them into your home.

The work may vary slightly from what is stated in the leaflet depending on the type of property you live in.





### **Why is this work being done?**

The boiler or heating system in your home is due for replacement; we will fit a more efficient one. This work could reduce your gas bills and make your home more comfortable.

### **The Contractor**

The contractor carrying out the work in your property is Central Heating Services (CHS) who also carry out the annual inspection of your gas appliances.

### **What work is involved?**

The contractor will remove the boiler, night storage heaters, gas and/or electric fire, hot-water cylinder and tanks in the loft (where applicable and practicable). The old fittings will be removed directly from the site or placed in the contractor's skip for removal later.



Wherever possible a new energy efficient boiler will be installed on an external wall in your kitchen. A plastic pipe will be connected from the new boiler to a waste pipe to take away small amounts of water that the boiler produces. If this type of boiler can't be installed for technical reasons, an alternative will be provided. This may alter the amount of work to be done.

A fully insulated hot-water storage tank and insulated coldwater tank will often be fitted. There will not be a hot-water tank if a combination (combi) boiler is installed, as this provides instant hot water.

New thermostatic valves will be fitted to all radiators except, usually, the one in your bathroom. This will enable you to control the temperature in each room.

New heating and hot-water controls will be fitted and set to your requirements when the installation is complete. You will be shown how to adjust the controls yourself so you can change the settings in the future.

The contractor will also carry out any electrical work needed for the heating installation, as well as checking and upgrading the electrical earthing or metal pipe work. At the same time gas pipe work within the property will be tested and renewed if necessary.

The contractor will replace any wall tiles that were part of the original installation if these were disturbed or damaged. If you have re-tiled your kitchen, the contractor will try to save or refit any tiles removed. The contractor will also fit your own replacement tiles if you have any spares.

### **What will happen first?**

CHS will write to you with a date for their surveyor to visit your home to inspect your boiler. They will provide you with their contact details. If the suggested appointment is not suitable, you should contact them to arrange an alternative appointment.

Approximately 3 weeks after the surveyor has visited your property, the work will commence. CHS will advise you of the commencement date.

### **What should I do before the contractor starts?**

During his inspection the surveyor will explain what you need to do. The following preparations are normally required:

- **Empty the cupboards under the sink and clear the kitchen to allow easy access for the workmen**
- **Store safely any electrical items such as televisions or stereos as well as ornaments to avoid them being damaged accidentally during the work**
- **Lift carpets and move furniture as directed by the contractor**

### **How long will the work take?**

Boiler replacement will be completed in one day. A complete replacement of your heating system will take two to four working days.



**DAY  
1**

Your boiler will be replaced on the first day, and you should have heating and hot water by the end of day 1.

If a new heating system is being installed or completely replaced, the work will be carried out in the four main areas – the kitchen, living room, the room or landing where the hot-water tank cupboard is located, and the loft.

There may be a lot of disturbance around these areas. You will be able to stay in your home during the work and a room will normally be available for you and your family that is completely safe. However movement around your home may be restricted.

The contractor will follow safe working practices and you should follow any advice given when moving around the house.

Remember there will be hazards in your home such as building materials on the floor, lifted floor-boards and equipment used by the workforce.

Minor work such as skirting boards, plaster patching and tidying up will take place.



**DAY  
2-4**

The contractor will set your heating programmer to your requirements and show you how to change the settings. You will be left with an instruction leaflet. Please read it carefully.

If you cannot move your furniture or carpet yourself because of age, disability or ill health, **please contact us. We will make arrangements for this to be done for you.** The contractor will usually do this just before the work starts.

### **What disruption will there be:**

Most of the work will be done on the first day and the contractor will need to work in several rooms at the same time. Unfortunately this cannot be avoided. The contractor will treat you and your home with courtesy and respect. The workforce will use dust-sheets, clean up any mess and pack away tools and materials at the end of each day.

### **Will my decorations be damaged?**

The amount of damage to your decoration will depend on the type of boiler you have already and its location in your home. Damage to your decorations will be kept to a minimum during this work.

### **Will I receive an allowance towards re-decoration costs?**

No allowance is made towards re-decoration costs?

### **How do I know the work is done properly?**

We employ an independent gas engineer who inspects a percentage of the replacement work we have done to make sure it is completed properly to the required standard.

If you are to be inspected as part of this, the engineer will contact you to arrange a suitable time.

### **Security**

Because materials need to be brought in during the work, the front and back doors may be open for some of the time: the contractor is responsible for your property during the work.

### **Complaints**

During the period of the works, CHS will give you contact details for any complaints or queries you have.

Once the works are complete, if you have any complaints you should contact Thames Valley Housing on **0800 358 7767**.



## Thames Valley Housing

Premier House, 52 London Road, Twickenham, TW1 3RP

### For enquires about these works

- Property and Asset Management: 020 8607 0673  
Opening hours 9am - 5pm Mon-Fri

### For all other enquires

- Customer Service Centre: 0800 358 7767  
Opening hours 8am - 6pm Mon-Fri
- Fax: 020 8607 9923
- Email: info@tvha.co.uk
- Web: www.tvha.co.uk

### Translations & Interpretation

If you need to contact us about anything, and need an interpreter, call 0800 358 7767 and tell us your language.

### We can also provide a large print version of this document.

Haddii aad arrin noo soo wacaysid, una baahan tahay turjumaan, wac 0800 358 7767 kadibna noo sheeg luqaddaada.

Si vous avez besoin de nous contacter pour quelque chose et vous désirez un interprète, appelez le 0800 358 7767 et indiquez pour quelle langue.

اذا رغبت الاتصال بنا لاي سبب، وتحتاج لمترجم، اتصل 0800 358 7767 واخبرنا ما هي لغتك.

اگر شما نیاز دارید که با ما درباره هر موردی تماس بگیرید، و نیاز به مترجم دارید، با تلفن 0800 358 7767 تماس بگیرید و زبانتان را به ما بگوئید.

જો તમને અમારો સંપર્ક કોઈ પણ વસ્તુ વિષે કરવાની જરૂર પડે, અને ઇન્ટરપ્રિટરની જરૂર જણાય તો, 0800 358 7767 ઉપર ફોન કરી, અને અમને તમારી ભાષા જણાવો.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਕੋਈ ਵੀ ਗੱਲ ਪੁੱਛਣ ਦੀ ਲੋੜ ਹੈ, ਪੰਜਾਬੀ ਵਿਚ ਗੱਲ ਕਰਨ ਲਈ ਦੁਬਾਸੀਏ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਫ਼ੋਨ ਕਰਕੇ ਸਾਨੂੰ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ: 0800 358 7767

اگر آپ کسی چیز کے متعلق جاننے کیلئے ہم سے رابطہ کرنا چاہیں اور آپ کو انٹریٹر (ترجمان زبان) کی ضرورت ہو، اس نمبر 0800 358 7767 پر فون کر کے ہمیں بتادیں کہ آپ کوئی زبان بولتے ہیں۔