



Your home is soon to have a...

GAS CENTRAL HEATING SYSTEM UPGRADE

ACCENTGROUP.ORG/CENTRAL-HEATING

This leaflet tells you about the work that is going to be done in your home, and how it will affect you. The leaflet is for guidance only and depending on the type of property you live in, there may be some slight differences in the way the work is carried out.

Our staff and contractors always carry identification (ID) cards. You should always ask for ID before letting anyone into your home.

Why is the work being done?

The heating system and boiler in your home are due to be replaced in line with our planned maintenance programme. We will fit a modern and more efficient system which should make your home more comfortable, however if you currently have a combination boiler we may only change the boiler and upgrade the controls.

What work will be done?

Our contractor will remove the old fittings in your home.

This may include:

- Gas boiler.
- Radiators or night storage heaters.
- Gas or electric fire.
- Hot water cylinder.
- Electric fan or panel heaters.

The new fittings

Our Contractor will fit a new energy efficient boiler. If the boiler is in your kitchen the contractor may need to move a wall unit to make room for it. A plastic pipe will be fitted to the boiler

and connected to a waste pipe to take away the small amounts of water which the boiler produces.

If we fit a combination (combi) boiler in your home it will provide hot water on demand, so you will not need a new hot water cylinder. If there is a water cylinder in your home it will be removed.

Your new gas central heating radiators will be fitted with thermostatic valves (except the radiator in the same room as the heating controls). These let you control the temperature in your rooms.

New heating and hot water controls will be fitted. These will be set to meet your needs.

Our Contractor will do any electrical work that is needed for your new heating system. The electrical earthing and metal pipe work will be checked, and the gas pipe work will be tested and replaced if needed.

If you have a gas fire/back boiler in your living room, we will replace it with an electric fire suite. You will be able to choose your fire suite from a range of four different styles. We will not fit an electric fire suite if there isn't a gas fire in your home already.

We will also fit a carbon monoxide detector as part of the work.

We may install mains operated smoke and heat detectors if these have not already been installed and upgrade the electric consumer unit.

When will the work be done?

You will be contacted by our Contractor when the work is due to start.

How long will the work take?

It will take up to three days to fit your new heating system. When the work is finished the contractor and our surveyor will need access to your home to inspect the work.

What do I need to do before the work starts?

The Liaison Officer will call at your home before the work starts to tell you what you need to do.

This may include:

- Emptying the cupboards under your sink and clearing the kitchen to allow the contractor easy access.
- Safely storing any electrical items such as your television, ornaments and other valuables, so that they cannot be damaged whilst the work is being done.
- Making sure the loft area is clear if the contractor needs access.
- Lifting carpets, laminate flooring and moving furniture.

If you have any special needs which make it difficult for you to lift or move large items, our contractor may agree to move furniture or flooring for you. They will not be able to accept any liability for damage to your belongings and may ask you to sign a form to say you agree to this.

How will this work affect me?

Most of the work will be done on the first day, and the contractor may need to work in several rooms at the same time. This may cause you some inconvenience but it can't be avoided.

Work will take place throughout your home including the loft area and storage cupboards (if applicable) and there will be a lot of disturbance.

You can stay in your home whilst the work is being done and a room will be available for you to use that will be safe for you and your family.

You will normally be without heating and hot water for one day. If you are without heating overnight we will provide you with temporary heaters.

Our Contractor will follow safe working practices but there will be hazards in your home whilst the work is being done, such as building materials, equipment and raised floor boards.

You should follow the safety advice given to you whilst the work is being done.

Gas Safety Check

By law, we must carry out a gas safety check every 12 months on the gas appliances we provide in your home. We have to make sure the appliances are safe and in good working order, so it is very important they are checked and serviced every year. Our contractor will write and let you know when your safety check is due and arrange a suitable appointment. You must let our contractor into your home to carry out the safety check. If you do not, you could be putting the safety of your household and your neighbours at risk. You will be given a Landlord Gas Safety Certificate by the engineer when the check is complete.

GET IN TOUCH...

Accent Housing, Charlestown House
Acorn Park Industrial Estate, Charlestown
ShIPLEY, West Yorkshire, BD17 7SW

Tel: 0345 678 0555

Email: customerservices@accentgroup.org

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