



Your home is soon to have...

NEW RADIATORS

ACCENTGROUP.ORG/NEW-RADIATORS

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 radiators in your home are due to be replaced in line with our Planned Maintenance Programme.

What work will be done?

Our contractor will remove the old radiators and associated fittings and replace with new radiators, associated valves and pipework together with all consumable items.

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

When will the work be done?

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

Our Contractor will employ a Liaison Officer who will be your main point of contact for any general 'on site' queries.

How long will the work take?

It will take one day to fit your new radiators. When the work is finished our Contractor and Contract Surveyor may 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:

- Removing any furniture near your existing radiators to easy access.
- Lifting carpets. The Liaison Officer will give you advice on any carpets that need to be loosened or lifted and furniture that needs to be moved to enable easy access.
- If you have laminated flooring it may be possible you will need to lift the flooring. This will be discussed with you prior to work starting.

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?

This work should cause limited disruption. 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 our Contractor will provide you with temporary heaters.

Our Contractor will treat you and your home with respect. They will clean up any mess and pack away equipment at the end of each day.

When the work is completed you will be shown how to use any new equipment and left with the relevant instruction manuals and issued with a Landlord Gas Safety Certificate.

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...

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