

upgrading central heating – a tenant's guide



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ਅਕਰ ਆਪ ਕੋਸ ਖ਼ਬਰ ਨਾ ਮੈ ਕਾ ਤਰਜ਼ਮਾਨ ਡਕਾਰ ਹੋਵੇ ਤੇ ਮੈਰਾਨੀ ਆਪੋ ਕੋ ਆਇਏ ਡਸਟ
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ਜੇ ਤੁਸੀਂ ਇਹ ਖ਼ਬਰ ਨਾਮਾ ਪੰਜਾਬੀ ਵਿਚ ਲਿਖਿਆ ਲੈਣਾ
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W razie problemów z przeczytaniem tego dokumentu
prosimy zadzwonić pod numer 01952 217100.

如果你不明白這份文件的內容, 請致電 01952 217100 求助。



choose your home

The Wrekin
Housing Trust

The Wrekin
Housing Trust

why upgrade central heating?

meeting your needs

New central heating systems are more reliable and efficient and can help reduce heating costs. Old heating systems may have parts that are no longer available, making them difficult to repair if they break down.

Decent Homes Standard

We want to ensure all our homes meet and continue to meet the Government's housing standard, known as the Decent Homes Standard.

is my central heating going to be upgraded?

Because you have received this letter, it means we think the central heating in your home may need to be upgraded. This may mean just replacing your boiler, or replacing your boiler and giving you new radiators.

A surveyor from our appointed contractor will contact you to arrange to visit you to discuss whether you will need a full central heating upgrade or just a new boiler. They will also discuss with you the position of the boiler and any new radiators.

If your central heating needs to be upgraded, the surveyor will arrange a time with you to have the work done. It usually takes one day to change a boiler and three days to install a complete central heating system. Minor work may also be needed after this time.

Our contractor will contact you nearer the time to confirm your installation date.

If new radiators are being installed, they may be smaller than the existing ones, so your decoration may get a little damaged. You will have to do any redecoration needed, and unfortunately we do not offer decoration vouchers for this. This is because we want to use our available money to offer a reliable and efficient heating system to as many tenants as possible.

what do I need to do before the work starts?

If a new boiler is going to be fitted in your airing cupboard, you will need to ensure that your airing cupboard is empty. If radiators are being fitted, you will need to move your furniture and belongings out of the way so that the new radiators and pipe work can be installed. The contractors will help with any heavy furniture on the day of the installation.



other work we may need to do beforehand

The surveyor may find that other work needs to be done before your central heating is upgraded. If so, we may not have any control over when this work is done, so we ask you to be patient and we will keep you informed of progress. This other work may include:

- asbestos removal — we may need to do an asbestos survey on your property. If we find asbestos, we may need to remove it, but we'll let you know if we do.
- gas supply — you may not have a gas supply to your home. We will contact Transco and, where possible, get a supply to your property. This usually takes at least eight weeks. When the supply has been fitted you will need to choose a company to supply your gas and ask them for a meter. The phone numbers for gas suppliers are in your local Yellow Pages — we advise you to shop around for the best deal.



what happens during the work?

The contractor will cover the work area with dust sheets to keep the mess to a minimum, although this kind of work is sure to cause some mess. The contractors will need to roll back carpets, lift floorboards and run cables in your home.

after the work is complete

Once the work has been completed our contractor will give you a Planned Programme Satisfaction Survey to fill in. This is a questionnaire that asks you what you think about the work. Please be honest about your experience of the work as we use this information to improve our services.

Soon after the work has finished, the surveyor will call again to check the work for us. They will make a note of anything that doesn't meet the standard we expect for our tenants, and will pass this on to the contractors to put right.

Twelve months after your central heating was installed, you will be sent a letter to arrange an annual safety check. It is important that you let the contractors into your home every year to service your central heating system and do the safety check.

who can I talk to if I have any questions?

Phone our Gas Team based at our Old Park offices in Telford on (01952) 217259.