

# Code of Conduct

## The Contractor

We expect the contractor's workforce to act with courtesy and consideration whilst they are in your home. We ask them to take precautions to protect your belongings, fixtures and fittings in the vicinity that they are working.

We ask them to attend promptly and keep to any access arrangements you have made with them. All tools and equipment should be cleared and stored safely overnight and rubbish must be removed daily.

Before the work commences the contractor may, take a full set of photographs of any areas and possessions in your home that may be affected, this is in the interest of both you and the contractor.

## The Tenant

In return we expect that you our tenant will also uphold any arrangements that have been made with the contractor. These will include; reasonably unhampered working conditions, access at any time during the working day (8.30am – 4.30pm) by arrangement, your general co-operation to ensure the smooth running of the work.

We will expect you to treat the contractor's workforce with mutual consideration. Any abusive or aggressive language or behaviour will result in the contractor being withdrawn from site with immediate effect. Please refer to clauses 22 & 23 of your tenancy conditions.

Whilst as stated, the workforce will take all reasonable precautions including laying dust sheets etc where they are working, it would also be wise for you to take steps to protect your home. You are required to pack up and store your belongings away from the working area and take all necessary precautions to protect your own possessions. If you do not have household insurance, we strongly recommend that this is something you should consider.

We anticipate being able to contact you throughout the process, therefore if your contact details change it is vital that you tell us. If your household circumstances change or if you book any holidays, please let us know immediately.

If you have any particular needs which affect how you are able to use or be involved in our services or how you would like to receive information for example translation, interpreters, Braille, audio tape, large print, sign language - please contact the Customer Service Centre either by

**telephone 01962 840 222**

**or by email [customerservice@winchester.gov.uk](mailto:customerservice@winchester.gov.uk)**

Telephone calls may be recorded

# Central Heating Upgrades

Your home is being included in a programme of central heating upgrades. This leaflet is designed to help you understand the process and exactly what work the Council intends to undertake. It also outlines what is expected of you as a tenant..



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**Winchester**  
City Council

## Central Heating Upgrades

Under the terms of your tenancy the Council is required to provide an adequate and serviceable system for the supply of heating and hot water. If you are being included in this programme it is because your present system is no longer considered to be serviceable and must be replaced.

As a tenant of Winchester City Council you are obliged to allow us or our nominated representatives (the contractor) access to install a new system. You are also obliged to allow us access to carry out annual servicing of gas fired systems. Please refer to Clauses 11 and 38 of your tenancy conditions.

Dependant on the way your existing system is fuelled and it's age and overall condition, the work we propose to carry out may include any of the following:-

- **Renewal of Gas Boiler Only**
- **Upgrade from Solid Fuel System to Electric Boiler Wet System**
- **Upgrade from Electric Storage Heating to Electric Boiler Wet System**
- **Installation of new Pipework**
- **Installation of Radiators**
- **Fitting of Thermostatic Radiator Valves**

We will endeavour to keep you informed at all stages of the process. We will notify you in writing with details of the contractor we have engaged to carry out the work.

We will let you know the duration of the contract and give dates between which we expect the work to be carried out. However, the contractor will make an arrangement with you personally before he starts work in your home. He will normally give you two weeks notice of his intention to begin the work.

Before the work begins you will be visited by the Council's Mechanical & Electrical Clerk of Works together with the contractor's Installation Supervisor. They will let you know exactly the scope and extent of the work to be carried out.

If you have a Council owned gas fire or solid fuel appliance anywhere in your home it will be removed and the chimney breast blocked up and plastered over, making allowance for adequate ventilation of the remaining flue (chimney). Do not re-open the chimney breast without first seeking permission in writing from the Council. We will not be responsible for maintaining flues that have been re-opened without permission.

In exceptional circumstances the fire we remove may be replaced with an electric room heater if you feel that you have a genuine need for one. This may be discussed with the Clerk of Works during his visit.

### We **WILL**:

- ✓ **Make good to disturbed brickwork or plaster**
- ✓ **Apply a mistcoat or seal any new plaster ready for you to redecorate**
- ✓ **Keep disruption to a minimum**

### We **WON'T**:

- ✗ **Make good to decoration**
- ✗ **Re-decorate**
- ✗ **Paint any new pipework**
- ✗ **Box in heating pipework**

## The Work Programme

Depending on the extent of the work, the contractor will be allowed up to 4 working days to complete the job, in exceptional cases this may take a little longer.

On completion, the Councils Clerk of Works will make a full inspection before the work can be approved and passed off for payment.

The work is not considered complete until this has happened. Where applicable gas and electrical test certificates will be issued.

## Appliance logbooks

As part of our Heating Systems Contract, new appliance logbooks/operating instructions will be issued to all properties undergoing Central Heating upgrades.

The logbook gives details of the new appliance and how to operate the heating and hot water systems within your home. It must be left in the property should you transfer, or terminate your tenancy.

In the logbook there is space for you to keep the engineer's work reports, and where a gas appliance has been installed, annual service records.

If you need further details contact:

phone: **01962 848 335**

email: **housing@winchester.gov.uk**

web: **www.winchester.gov.uk**