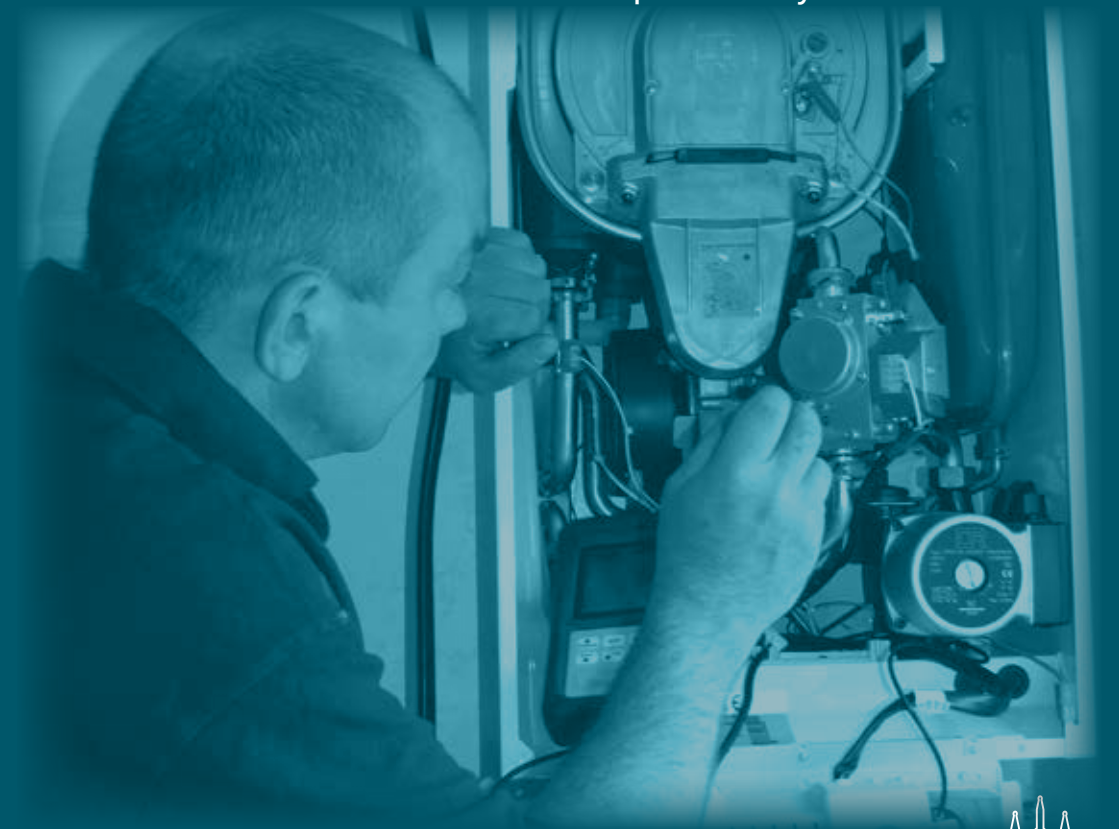


Central Heating Upgrades

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.



Central Heating & Hot Water Systems

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 and our nominated 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.

We will ensure that all boilers more than 15 years old, in poor condition and beyond economic repair will be replaced with a modern equivalent that has an energy efficient A-rating. Radiators and pipework will be replaced if they are old and in poor condition.

If you have a solid fuel heating system, or a secondary appliance or open fire, we will decommission these whilst the heating is being upgraded. We will remove the appliance and the fire surround and put the chimney beyond use.

Old storage heating and solid fuel systems will be replaced with a modern equivalent. This will only include full gas central heating if mains gas is available; otherwise we will install energy efficient high retention electric space heating such as 'Quantum'.

All of our modern systems are equipped with thermostatic controls and programmers that may be adjusted to suit your needs and perform in the most economic manner.

Scope & Extent of Work

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

Before the work begins, the contractor will visit to assess the scope and extent of the work and agree a start date with you. You will be given as much notice as possible.

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 Surveying Support Officer 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.

We **WILL**:

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

We **WILL NOT**:

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

Appliance User Manuals & Service Records

A new User Manual will be issued whenever a boiler is replaced. It provides details of the appliance and how to operate the heating system in your home. It should be kept with the appliance and remain at the property if you transfer or terminate your tenancy. If you do not have a copy of the User Manual for your boiler, we may be able to provide a replacement. Contact Customer Services to enquire.

Following the annual service of your appliance a completed service/safety record will be issued to you. You should keep this with the Appliance User Manual to build up a service record for your boiler. If a service visit has recently been completed and you did not receive a Safety Record or the last one is more than 10 months old please report this to Customer Services.

If you need further details contact:

phone: **01962 848 335**
email: **housing@winchester.gov.uk**
web: **www.winchester.gov.uk**

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 (8.00am - 5.00pm) 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**
Telephone calls may be recorded