

# A guide for customers during heating works



## Translations

“ If you would like this document in another language or format, or you require the services of an interpreter, please contact us on:

0800 988 2044 ”

### SOMALI

Haddii aad u baahantahaay in lagaa caawiyo fahanka warbixinta lagu siiyay ama aad jeclaan lahayd inad u codsato qaab ka duwan, ama haddii aad qabtid wax su'aalo ah, fadlan nala soo xidhiidh.

0800 988 2044

### BENGALI

প্রদত্ত তথ্য বুঝতে যদি আপনার সাহায্য লাগবে অথবা অন্য কোনো ভাষায় বা অন্য কোনো ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

0800 988 2044

Bengali	যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।
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English	If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.
French	Si vous souhaitez obtenir ce document dans une autre langue ou sous un autre format ou si vous avez besoin des services d'un interprète, veuillez nous contacter.
German	Sollten Sie dieses Material in einer anderen Sprache oder in einem anderen Format wünschen oder einen Dolmetscher benötigen, setzen Sie sich bitte mit uns in Verbindung.
Greek	Εάν θέλετε αυτό το έγγραφο σε άλλη γλώσσα ή σε άλλη μορφή, ή εάν χρειάζεστε διερμηνέα, επικοινωνήστε μαζί μας.
Gujarati	જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઇ-ટરમિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારી સંપર્ક સાધો.
Italian	Siete pregati di contattarci se desiderate ricevere questo documento in un'altra lingua o se richiedete i servizi di un interprete.
Japanese	この文書を別の言語や形式でお受け取りになりたい場合、あるいは通訳が必要な場合は、どうぞご連絡ください。
Korean	너가 다른 언어 체제안에 이 문서를 좋아하나, 너가 해석자의 서비스를 요구하면, 우리들을 연락하십시오.
Kurdish	ئەگەر دەتەوێ ئەم بەلگەیت بە زمانیکی که یا بە فۆرمیکی که هەبی، یا پێویستت بە مۆتەرجم هەبی، تکایە پەیوەندیمان پێوه بکە.
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Portuguese	Se gostaria de ter este documento noutro idioma ou formato, ou se necessita de um intérprete, contacte-nos.
Punjabi	ਜੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੀਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਤੁਸੀਂ ਸਾਨੂੰ ਦੱਸੋ।
Somali	Haddii aad ku rabtid dokumentigaan luqado kale ama daabacaad kale, ama haddii aad u baahan tahay turjibaan, fadlan nala soo xiriir.
Spanish	Póngase en contacto con nosotros si desea obtener este documento en otro idioma o formato, o si necesita los servicios de un intérprete.
Turkish	Bu belgenin Türkçe'sini edinmek ya da Türkçe bilen birisinin size yardımcı olmasını istiyorsanız, bize başvurabilirsiniz.
Urdu	یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو براۓ مہربانی ہم سے رابطہ کیجئے۔
Vietnamese	Nếu quý vị muốn có tài liệu này ấn hành bằng ngôn ngữ hoặc khuôn khổ khác, hoặc nếu quý vị cần một thông dịch viên giúp đỡ, xin liên lạc với chúng tôi.
Braille	Braille Translations are available in the following languages: Afrikaans, Bulgarian, Cymraeg (Welsh), Danish, Dutch, English, Finnish, French, German, Irish, Gaelic, Italian, Kiswahili, Latvian, Malay, Ndebele, Nguni, Norwegian, Polish, Portuguese, Romanian, Sotho, Spanish, Swedish.



# Central heating works

## Central Heating Works

If central heating works are required in your home, a heating designer will attend your home by appointment and design the new system to ensure maximum efficiency and minimum disruption to you.

### If we are replacing your boiler

The old boiler and if necessary, water tank, will be stripped out and a new, boiler installed. If we install a combination boiler you will not need a storage tank.

### If we are replacing radiators and pipe work

We will need access to every room, under carpets and floorboards. New radiators will be located in the same position as your old ones and be of a similar or larger size, considering your decorations. New radiators will be fitted with their own thermostatic control, allowing you to control the heat in each room. There will also be a thermostat on the wall, located in a central area, such as your hallway, which you can use to ensure that your home does not drop below a certain temperature. The fitters will show you how the system works, and how to use the new controls, leaving written instructions. However, if you want another demonstration, or are unsure if it is working properly, your Resident Liaison Officer will be pleased to advise you.

### If we are removing your back boiler

Back boilers will be relocated to a suitable place within your home.

We may need to lift up your floorboards to access pipework. If you have fitted a laminate flooring every effort will be made to avoid damaging it and alternative routes may be considered for new pipework. However, unfortunately, in some instances you will need to lift it up and re-lay it after the work is finished.



## Central heating installation

Central heating installation will include some or all of the following:

- Protect all areas affected by the works
- Hang all radiators in the agreed positions
- Run all the necessary pipe work
- Position the boiler and fix it in the approved position
- If applicable, create a hole for the flue
- Connect all new pipe work and gas supply to the new boiler
- Wire the new programmer and room thermostat
- Make good all holes with plaster. Any holes will be made good with plaster and left ready for your decoration. We will not re-decorate
- Flush and commission the heating system
- Commissioning Engineer will advise you how to use all controls fitted (if you would like another demonstration, or are unsure if the heating system is working properly, your Resident Liaison Officer will be pleased to assist you)
- Commissioning Engineer will carry out a detailed inspection of the works to identify any outstanding items
- Any items identified as requiring further attention, relative to the works carried out, will then be undertaken. Where this is not possible, a convenient alternative arrangement will be made with you.

“We will reconnect your hot water at the end of each day and your heating where possible.

If it is not possible to reconnect your heating, we will provide you with temporary heaters.”





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