

Council Housing Management Service

What happens when... My home needs a new boiler...

Introduction

Each year we plan and deliver a capital investment programme to ensure Council homes are maintained and comply with the Decent Homes Standard. This is a technical standard set by the government to measure the quality of social housing.

What happens next?

If your home is to be included on the new boiler programme, staff will send you a letter to confirm this and introduce you to the contractor appointed to undertake the work.

Who will undertake the work?

We will select a contractor, based on ability, experience, and value for money. We will tell you who the contractor is and give you a date when the contract will begin. This does not mean we will begin work to your home on this date. We will give you at least seven working days' notice before any work will start on your home.

The appointed contractor will be in touch with you to arrange a pre-entry survey. This will be an opportunity for them to introduce themselves, talk to you about the work, any access arrangements needed to complete the work and to answer any questions you may have.

All work on site will be supervised by the contractor and staff. All operatives on site will wear ID badges and safety signs will be visible.

How long will it take?

The work will take approximately one day from start to finish, which includes follow on work from the electrician. At times delays do occur; the site supervisor will keep you informed of any delays to the work

Typically working hours will be between 8.30am-5.30pm, Monday to Friday with an allowance for personal breaks and removal of waste/materials by operatives.

A programme of work will be developed, and you will be provided with an agreed appointment to carry out the work as well as an opportunity to inform on any individual requirements that require consideration.

The contractor will try and work around your availability and be as flexible as possible with appointments.

What does the work involve?

Work will include the removal of your old boiler and the installation of a new energy efficient combination condensing boiler.

The new boiler will include a modern digital thermostat which provides you with the convenience to programme your central heating requirements.

The new boiler and existing radiators will be fully checked to ensure in working order. If your home currently has a gas fire and this passes the safety check this will remain in situ.



Will there be much inconvenience?

There will be some inconvenience during the work such as:

- **Noise during working hours**
- **Turn off gas, electric and water supply and loss of heating and hot water**
- **Dust from the removal of the old central heating boiler.**

The contractor will ensure that the gas, electrics and water are turned back on at the end of the day and will do their best to keep dust, debris and waste to a minimum when carrying out the work.

Will there be much damage?

We don't envisage there will be any damage caused by this type of work.

What do I need to do before and during the work being carried out?

To help everything run smoothly and safely, please make sure all pathways are made clear and any personal items near to the area of work removed. If you are unable to carry out any of this work, please inform the contractor when they meet with you to undertake the pre-entry survey.

We ask you to always supervise pets and/or children as well as take due care to ensure your own personal safety whilst around the work areas.

Warning signs advising of potential hazards where work is being carried out may be placed at various locations. We ask that you do not ignore them as they are there for your safety and welfare.

What happens after the work is finished?

The contractor will demonstrate to you how the digital thermostat is used and provide you with an instruction leaflet.

We ask that you keep the boiler area clear from any personal items to prevent any fire risk. The digital thermostat is battery operated with 2/3 AAA batteries and when this display informs low battery, please ensure they are renewed.

If you have any problems with your boiler, please report as a normal repair. The boiler will be placed an annual safety check programme and you will be contacted nearer the time for a service to be undertaken.

Who can I contact if I have any further questions about the work?

If you would like to ask further questions about this work, please get in touch with a member of our staff.

Contact us on tel: **0300 123 7724**

Accessing Cheshire West and Chester Council information and services

Council information is also available in audio, Braille, large print or other formats. If you would like information in another format or language, including British Sign Language, please email us at: equalities@cheshirewestandchester.gov.uk

You can also telephone: **0300 123 8 123**
or textphone: **18001 0300 123 8 123**
website: www.cheshirewestandchester.gov.uk