

Your guide to the central heating upgrade scheme

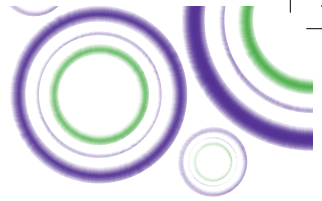




The central heating upgrade scheme

This booklet contains important information on our central heating scheme, what it involves, and how it could affect you. At the same time as replacing your existing central heating boiler with a new more efficient one, we renew your radiators, heating controls and radiator valves and (if necessary) heating pipework. This work should reduce your energy bills and make your home more comfortable.





When will the work be done?

Each year Homes for Northumberland carries out a programme of heating upgrades to a number of the County Council's properties.

If your home is in our programme, we will let you know in plenty of time when we expect the work to start. Then, at least one week beforehand, one of our surveyors will visit you and confirm the exact date we will start work on your home.

How long will the work take?

The work will normally take 2 to 3 days to complete. The workforce and one of our project officers will need access to your home for up to 3 days afterwards to complete any additional work and make a final inspection.

What do I need to do?

When our surveyor visits you about a week before the work is due to start he/she will explain what you will need to do.

Normally you will need to:

- » Lift floor coverings and move furniture, as directed, to allow reasonable access for the workforce. Any concerns you have regarding this should be raised with the surveyor at the time of his/her visit.
- » Safely store any ornaments and electrical items such as microwaves, televisions or stereos, to avoid accidental damage during the work.
- » Empty any wall cupboards in the kitchen, as directed.
- » Restrict pets to a room away from the work if this is possible, as the work may disturb them.



You can help us get the work done quickly by keeping any appointments we make with you, supervising children and pets while the work is underway, following any advice or warning notices and allowing the workforce to get on with the work with minimum interruption.

What work is involved?

We will remove the central-heating boiler, gas fire (if fitted), hot-water cylinder and tanks in the loft along with your heating pipework, radiators, heating controls, time clocks, thermostats and radiator valves, all ready for renewal.

Wherever possible, we will fit a new high-efficiency condensing combi-boiler to an external wall in your kitchen. We may need to move or take out a kitchen wall unit to make room for it.

If this type of boiler cannot be installed for technical reasons, we will explain why and fit an alternative. This may alter the amount of work to be done.

We will fit new thermostatic valves to all radiators, except in the hallway, where you don't need one. This will allow you greater flexibility to control the temperature in each room.

We will fit new heating and hot-water controls, and then set them to your requirements. We will show you how to adjust the controls if you wish to change the settings in the future.

We will also do any electrical work needed for the heating installation, as well as checking and upgrading the electrical earthing of metal pipework. At the same time we will test gas pipework and renew it if necessary.

We will replace any wall tiles that were part of the original kitchen installation. If you have re-tiled your kitchen the workforce will try to save and refit any tiles removed or will fit replacement tiles if you have any spares.



What disruption will there be?

At times the work may be noisy and dusty and you may not be able to use some of the rooms while it is underway. However, we will always try to provide somewhere in your home for you and your family to stay in comfort.

The workforce has to follow safe working practices at all times and will take away your old materials and dispose of them properly.

How will I know the work has been done properly?

Our project officer will make sure the work is completed properly and meets the standards required. He/she will make regular inspections during the work and will call again once it is finished.

Will I receive an allowance towards re-decoration costs?

Following the work to your home you will receive an information folder containing a voucher redeemable through Crown Decorating Centres for a 'Home Decorating Pack'. This pack comprises a quantity of both silk/matt vinyl and gloss paints (in a large choice of colours) as well as sundry decorating tools such as paint brushes and rollers. Should you prefer wallpaper, this can be substituted for the same value of paint. The quantity of materials provided will depend on the size of your home.

Ordering the pack is by telephone or email (full instructions on how to do this are provided in the information folder) whilst delivery of the pack is made directly to your door at a time convenient to you. If you prefer to visit the Crown Decorating Centre in person, full details of your nearest centre are given in the information folder.

Please note: It is your responsibility to arrange for any re-decoration to your home. Homes for Northumberland only provide materials as outlined above.

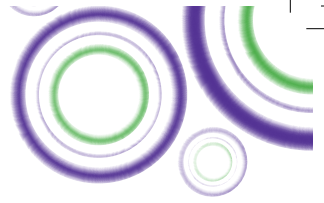




Security

You should always check the identity of any callers before letting them into your home. Our officers and workforce carry identity cards. If you are in any doubt about anyone visiting your home, do not let them in.

Because the workforce may need to bring materials into your house, the front and back door may be open for some of the time. The workforce is responsible for keeping your property secure during the work.



For more information, call **01670 542424**, email **info@hfn.uk.com**
or visit **www.hfn.uk.com**





Please contact our Customer Services Centre if you would like to receive this information in another language or format, for example Braille or audio.

URDU	اگر آپ یہ معلومات کسی دوسری زبان یا فارمیٹ، مثال کے طور پر بریل یا آڈیو، میں چاہتے ہیں تو برائے مہربانی ہمارے کسٹمر سروسز سینٹر سے رابطہ کریں۔
BENGALI	আপনি যদি এই তথ্যাবলী অন্য ভাষাতে বা অন্য রূপে যেমন ব্রেইলে বা অডিওতে পেতে চান, অনুগ্রহ করে, আমাদের কাস্টোমার সার্ভিসেস সেন্টারে যোগাযোগ করুন।
CANTONESE	如果您想要本資訊的另一種語言版本或其他格式（如：盲文或音訊），請與我們的客戶服務中心聯絡。
MANDARIN	如果您需要本信息的其它語言版本或其它格式（例如：盲文或音頻文件），請联系我們的客服中心。
POLISH	Prosimy o kontakt z naszym Centrum Obsługi Klienta (Customer Services Centre), jeśli chcieliby Państwo otrzymać niniejszy dokument w innej wersji językowej lub w innym formacie, na przykład w alfabecie Braille'a lub w formie nagrania dźwiękowego.
PUNJABI	ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਬ੍ਰੇਲ ਜਾਂ ਆਡੀਓ ਦੇ ਰੂਪ ਵਿਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਗਾਹਕ ਸੇਵਾ ਕੇਂਦਰ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।



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