

# Improving Your Home

## Central Heating



# Central Heating Improvements

This leaflet explains how we decide when to improve existing central heating systems and how we install new central heating systems.

## Step 1-Scoping survey

Before deciding whether to install or replace a central heating system, our survey partner Savills will inspect your home to see if you need new central heating.

If you already have a central heating system, they will take account of its age, condition and performance.

If you don't have central heating then we will install it as part of the current decent homes improvement programme.

We will replace the boiler if you already have central heating but the boiler is over 15 years old and in the surveyor's opinion needs replacement or major repair.

We will replace the radiators and pipes if they are over 40 years old or in a poor condition, and in the surveyor's opinion need replacement or major repair.

The surveyor will also look at the type and depth of insulation you have the loft if you have one. If the insulation does not meet current best-practice requirements we will replace or add to it.



## **Step 2-Central heating design and customer choices**

If we decide that we need to install or replace your central heating, our home improvement partner will call to carry out a technical survey of your home and to design with your help a new or replacement central heating system.

We aim to achieve the following standards:

- All homes with a loft must have between 250 and 300 mm of loft insulation.
- All new heating systems must achieve recommended temperatures for your home and be very energy efficient.
- We will install conventional boilers in larger properties where you are likely to need a lot of hot water.
- We will install combination boilers (which heat water when you need it) in smaller properties where it would be impossible to provide hot water by solar power in future.

Where possible, we will install solar panels to supply hot water, or else we will install a conventional boiler that can be connected to solar panels later. To be suitable for solar panels, your home must have a sloping roof facing southeast or southwest.

We will fit immersion heaters (which heat up hot water tanks) with timer switches so that for safety reasons they only stay on for up to 60 minutes. We will also fit thermostatic mixing valves to prevent water getting so hot that it might scald older people or young children.

Where we fit wall-mounted boilers in kitchens, we will

place them at least 200mm above the worktop so it's easy for you to reach the controls and easy for the engineers to service or repair the boiler.

We'll consult you on where to fit new radiators. If possible, they should go under windows or in the same places as the old storage heaters used to be.

Thermostats will be electronic, easy to use and easy to get at. They must be fitted in a well-lit area but away from direct sunshine (which can make them difficult to read) and not too close to sources of heat (such as radiators).

Pipe work must be insulated and hidden in ceilings or under floors wherever possible.

We will remove existing storage heaters where necessary and make the area good.

We will install a new gas supply, if required, where one did not exist before. Wherever possible we will place meter boxes on a wall outside where utility companies can easily read the meter.

**Please note that where you have installed your own central heating we will not do any work to your heating system.**

## **Step 3-Preparing for the work**

Our home improvement partner will write to you 21 days before starting work. Seven days before starting work they will write to you again to advise you what preparations you need to make before work can begin.

Several days before the work begins your Resident Liaison Officer (RLO) will call to see how things are going and to ensure you know what to expect and are ready for the work teams to arrive.

**Essential - please make sure you keep us up to date with your latest contact details.**

This is so we can keep in touch with you before, during and after improvement work.

**Essential—keep appointments and give us access to your home**

Not keeping appointments or giving us access can disrupt our work schedules and may make you very unpopular with other customers who are waiting for improvements.

Our partners' RLOs will be available during the works to ensure that everything goes as smoothly as possible.

If you have any particular requirements please let us know. If necessary we and our occupational therapist

will assess your specific needs and make sure the design of your central heating system takes these into account.



#### **Step 4-Carrying out the work**

If we are doing several jobs in your home we are likely to do them in the following order:

1. rewire
2. central heating
3. kitchen
4. bathroom.

We find that this method causes the least disruption.

- Before we start on central heating installation or improvement works we will check that we have the right central heating parts and that they have not been damaged during transport.

- The leader of the improvement team will introduce themselves and their team to you and lay protective coverings over carpets and furniture that cannot be moved out of the way. We will bring a waste bag for the removal of any works rubbish.
- We then make safe and protect all your property that may be affected by the work, and we turn off the water and electricity.
- We remove any existing heating systems which need replacing.
- We install the new boiler, pipe work and radiators, where required.
- Finally we will thoroughly clean all the working areas and remove all protective coverings.
- We then inspect the works to ensure that they are complete and free from defects and that you are happy with the finished product and service.

We will leave a customer satisfaction form for you to complete and return to us at Gloucester City Homes. Every survey returned will go into a prize draw.

# How to contact us

Contact us by phone, text, email, online, or in writing:

Customer Services Team  
Gloucester City Homes  
Railway House  
Bruton Way  
Gloucester  
GL1 1DG

You can also contact us using our online reporting forms. Our website is speech enabled and you can adjust the size of the text and translate it to other languages.

Customer Services Line: 0800 408 2000 or 01452 424344

Fax: 01452 833101

Text: 1778 148 2656

Minicom: 01452 396161

Email: [customer.services@gloscityhomes.co.uk](mailto:customer.services@gloscityhomes.co.uk)

[www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk)

GCHTV on the Looking Local service on digital TV

If you would like any part of this document explained, translated, or provided in any other format such as large print, audio or Braille, please contact our Customer Services Team.

আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等其他版本，敬請聯繫我們。

Chinese

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા તરીકે, મોટા અક્ષરોમાં, ઓડીઓ પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા સાથે સંપર્ક કરો.

Gujarati

Proszę zgłosić się do nas po uzyskanie wyjaśnień, przetłumaczenia względnie uzyskania niniejszego dokumentu w większym druku, w postaci dźwiękowej lub języku dla niewidomych.

Polish

اگر آپ اس دستاویز کے کسی حصے کی وضاحت، ترجمہ یا کسی اور شکل میں جیسے کہ بڑے حروف، آڈیو یا بھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

Urdu