

Working in Partnership with Broxtowe Borough Council to improve your home

Central Heating Installation Survey

Dear Customer,

Further to your confirmation letter from Broxtowe Borough Council regarding your stock condition survey, and before we can start this work we need to survey your property.

Please call the **free phone number 0800 731 6494** to arrange a convenient survey date and time.

Once we have completed your survey, we will be able to offer you an installation date so that your central heating works can be carried out. The installation takes no more than 2 to 3 working days to complete.

All our staff carry an identification card which they should show you before entering your home. Do not let anyone into your home without seeing the identification card. Please call us if you have any concerns, on the above free phone number.

Yours sincerely

M. Whittaker-Stokes

Vinshire Plumbing & Heating Limited

RESIDENT INFORMATION HAND OUT

Question: What is going to happen in my home?

To have a new heating system fitted in your home will take between 2 and 3 working days to complete. Before work is carried out a surveyor from Vinshire will visit you to explain and advise you on what is going to be done in your home.

During the period that your new heating system is being fitted a Vinshire Liaison Officer will visit to ensure the work is being done correctly and you are happy with everything.

The work will be completed in stages:

Stage 1: Workmen from Vinshire will arrive around 7.30 am – 8 am on the first day of the installation to begin work. The old heating system will be removed including the pipes and any other connections to the old system, a new system will be fitted with temporary connections to ensure you have full use of heating and hot water.

Stage 2: An electrician will attend and disconnect the temporary wiring and fit the programmer and room thermostat leaving your system in full use.

Stage 3: The builder will attend to complete any works that have been agreed with the surveyor on their first visit. Any other tidying up such as plastering that was agreed will be completed at this point.

Stage 4: A Quality Control Engineer from Vinshire will call and make a final check of the work that has been carried out to ensure that all is well with your new system and you are fully satisfied with the work.

Stage 5: You will be asked to complete a customer satisfaction questionnaire and decoration vouchers for £40 to be used in B&Q will be issued to you.

**If you have any further questions please contact
Vinshire Plumbing and Heating Limited on**

**Freephone
0800 731 6494**

RADIATOR VALVES

All you need to know about your radiator valves

Your radiators are fitted with a thermostatic valve. This valve has a sensor that will react to changes in temperature. It will allow you to control the heat in your home.

Setting your radiator valves

The valves can be turned to adjust the temperature of your room. They are numbered from 0 to 5 and each number represents a temperature setting. These are:

<u>Number</u>	<u>Temperature</u>
0	Radiator is turned off
*	Cool – 7°C
1	Warm 11°C to 13°C
2	Summer Warmth 15°C to 17°C
3	Winter Warmth 19°C to 21°C
4	Hot 23°C to 25°C
5	Very Hot 27°C to 29°C

Turn your valve to the required number and leave for **at least 1 hour** to allow the room to reach the correct temperature.

Most people find it is comfortable and warm enough with the valve set at number **2** or **3**.

Adjusting the temperature to your room

To change the temperature simply turn the radiator valve to a new setting. For example, if you are too warm, turn the valve to a lower setting or if the room is too cool, try a higher setting.

REPLACEMENT HEATING CONTRACT

As part of your survey we will help you to decide the best place to fit your new heating to minimise disruption to your home.

It is important to note that during the installation of your new heating here are some things that we cannot do.

When your old storage heaters are removed you may find that there is no wall paper behind them or any skirting.

We do not remove the wiring or trunking to the storage heater isolation switch of the storage heating fuse board. This is left in place to minimise disruption.

We cannot repair floor coverings that have been cut around the support feet of the old storage heaters or old pipework.

When we have installed your new heating system we do not:

Undertake decoration works

Move any pipe work or radiators once the work has been completed

When we have installed your new heating system we will:

Provide you with a satisfaction form for completing about the works

Provide £40 decoration voucher for B&Q to help with the disturbance in your home

HEALTH AND SAFETY INFORMATION FOR CUSTOMERS

General

During the first day of installation, when most of the work is carried out, there will be considerable noise and disruption. In properties with a first floor many floor boards will be removed to enable pipes to be laid in the ceiling space. Power tools will be in regular use and there will also be regular use of blow torches, which burn with a very hot flame.

Whilst every effort will be made to minimise disruption, you are advised as a part of your preparations to set aside one room where you can remain. If required your installer will provide temporary heaters in order to keep you warm.

Interruption of Services

Gas: You will be without a gas supply for most of the day. If you wish to prepare hot food during the day and have a gas stove, you will need to make other arrangements; a microwaveable meal for instance.

Electricity: If temporary interruption is necessary, your installer will discuss this with you before interrupting the supply.

Water: You are advised to fill a kettle and some containers with water prior to the arrival of the installers if you are likely to make a hot drink during the day. Similarly, you should consider leaving a bucket or two of water by the toilet to enable manual flushing.

Pets

The activities taking place in your property will be unusual, noisy and alarming to your pet. Caged pets are best kept with you, or moved around the property to avoid noise. Larger pets, especially dogs should be kept under full control at all times and away from areas where installers are working. Please note, if an installer feels endangered by your dog he/she will cease work until they feel the animal is properly controlled.

Children

Children will naturally find the activities of the installers interesting, but will not be aware of the dangers of the work being carried out. Again we ask that if children will be present they are kept under full and constant supervision. Please do not allow them to enter areas where work is taking place.

If you have a safety concern at any stage during the installation please feel free to discuss it with the installers or your liaison officer, who will be able to resolve most issues. Alternatively, you may request to see a Manager or Supervisor.