



# A guide to Boiler Replacement and Upgrades to Central Heating

What you need to know...



**ASHFORD**  
BOROUGH COUNCIL

The information contained in this booklet is designed to help you to understand Ashford Borough Council's Heating Upgrade scheme.

## Introduction

As part of Ashford Borough Council's ongoing commitment to raise the energy efficiency of our properties, we are installing gas condensing boilers when upgrading existing boilers or installing new central heating systems.

This contract aims to improve the overall quality of life for Ashford Borough Council Housing Services' residents by providing efficient heating systems to keep down energy bills, checking insulation levels and upgrading as necessary to save on energy

These measures also benefit the environment by reducing CO<sub>2</sub> levels into the atmosphere.

The contract is being administered by **Gas Contract Services Ltd.** who will be carrying out an inspection after the work has been completed to ensure the work has been carried out correctly and finished to your satisfaction.

Gas Contract Services Ltd. will also be carrying out an energy survey on our behalf to confirm there has been an increase in efficiency to your home.

## The Survey

It is important to understand what works will be carried out to your home. An appointment will be made by telephone for you to meet the Swale Heating Surveyor to discuss the points highlighted in this leaflet and to agree any choice of equipment if appropriate.

## Removal of redundant equipment

Swale Heating will remove old, obsolete water heaters, fires, back boilers or other equipment. Plasterwork will be left smooth, sealed and ready for wallpapering or painting by yourself in the areas damaged by removal. If the hearth is removed, you will need to provide your own carpeting for the area that is left. Ashford Borough Council Housing Services or their Contractors will not be responsible for replacement carpeting.

## Radiators

All existing radiators will be re-used unless they are in very poor condition. The radiators will be re-valved with new thermostatic radiator valves and lockshields. Any rooms that are not heated will have radiators installed and their positions agreed with you. Radiators are usually fitted under windows.

## Cylinders

If a new airing cupboard needs to be built because of the position of the cylinder this will be discussed and agreed with you. New airing cupboard shelves may need to be installed and this will be done as part of the work.





## Wall mounted boilers

Swale Heating will agree the position of the boiler with you. Please remember that the layout and construction of the room normally determines the position of the boiler. Ashford Borough Council Housing Services only install condensing wall mounted boilers that are extremely efficient and have low running costs. On cold days, a plume of steam is sent out from the flue outlet whilst the boiler is working. This is a normal part of the boiler's operation.

These boilers are the most ecologically acceptable type available and are part of Ashford Borough Council Housing Services' efforts towards keeping the planet 'green'.

## Existing Back Boilers

Regrettably you cannot have a new gas fire fitted when a back boiler and existing gas fire is removed.

There are a number of options that you can choose from;

- the existing fire surround can be left in place
- the surround can be removed, the hole blocked up and the area plastered, new skirting will be fitted but you will be responsible for carpeting the disturbed area
- the surround can be removed and a replacement fire surround with integral electric fire can be fitted over the disturbed area.

Ashford Borough Council Housing Services or their Contractors cannot provide replacement carpet.

## **Pipework**

Most of the existing pipework will be re-used. However, it is sometimes necessary to run new pipework vertically down the walls, either in a corner or adjacent to a window. Existing pendock ducting will not be renewed and both new and existing pipework will not be painted or encased.

## **Controls & Wiring**

The programmer will be positioned in the kitchen and the room temperature thermostat in the hall, if possible. The exact position will be agreed with you, and damage to decorations will be kept to a minimum.

All wiring, which would otherwise be on view, will be run in surface mounted mini trunking.

## **Customer Specification Form**

The Surveyor will ask you to sign a form agreeing the works to be carried out, taking into account the issues discussed and what will, or will not be made good.

## **Customer Satisfaction Form**

During and after the installation work, Swale Heating's Supervisor will visit you to complete a checklist ensuring that all the procedures have been carried out correctly and that your requests have been met where possible. The Supervisor will ask you to sign the checklist as well, confirming you are satisfied with the work at the end of the installation.

## **The Work**

### **Notice**

Following the survey on your home by Swale Heating, the Contract Manager will contact you to agree a suitable time and date for the work to start.

### **Identify Cards**

All Swale Heating and Gas Contract Service Ltd. workmen and Contractors carry identify cards including their photograph, name and employer's telephone number. Any person who is not able to show an identity card should not be allowed into your home. If you are suspicious, please telephone Housing Services on (01233) 330688, Gas Contract Services on (01634) 295515, or the Police immediately.

### **The First Day of the Work**

The Contractor and workmen work between 8 a.m. and 5 p.m. Mondays to Fridays. On the first day, they will hand you an information pack which will include the Contractor's 24 hour emergency telephone number. You should telephone this number for any heating emergency or problem at any time up to the first 12 months following installation. If your system breaks down and cannot be repaired straight away, Swale Heating will give you an electric heater to use until it is working again.

On the first day, Swale Heating's engineers will check again that the information is correct for your property. If you want to make a change from your original agreement, you will be asked to sign a form to confirm this.

## Removal of Building Rubbish and Debris

Unfortunately, the work may be dusty and noisy, but care will be taken to cause as little inconvenience or disturbance as possible. Swale Heating will use dustsheets where necessary and clear away all rubbish, leaving your house, garden and paths clean and tidy at the end of each day. The Contract prohibits the engineers from using portable radios.

## Electricity Supply

Swale Heating should ask for your permission to use your power points if necessary.

## Moving Furniture, Carpets, etc.

Swale Heating will be responsible for moving and protecting furniture and fittings and relaying floor coverings as necessary in order to do the work. You will be asked to sign a disclaimer for floor coverings that may be damaged during removal or you will need to make your own arrangements for it to be moved. If you are not happy about the workmen's decision regarding your floor covering, you can call Gas Contract Services. You will be responsible for the removal and safe keeping of items such as glassware and valuable objects, etc.

All areas of plaster and woodwork that are disturbed during the work will be made good by Swale Heating except for replacing wallpaper or carpeting around the hearth if this is removed. Every effort will be made to minimise disturbance and inconvenience.





## Quality

Swale Heating endeavour to get things right first time and;

- must have good management and workmen for the smooth running of the works,
- must work safely at all times,
- be paid only when all the work to your home is completed satisfactorily
- treat you with courtesy and consideration at all times,
- authorise Gas Contract Services Ltd. to inspect the works when completed

Please refer to the section about complaints if you are not satisfied with our commitment to these standards.

## Meetings

Gas Contract Services and Swale Heating will be meeting regularly every month throughout the contract period. If you have queries that cannot be resolved with Swale Heating, please contact Gas Contract Services who will take your issue(s) to these meetings.

## Emergency Call-Outs

If an emergency arises as a result of the works outside normal working hours, Bank Holidays or a weekend, contact Swale Heating on **0800 7311886**. In the unlikely event Swale Heating fail to respond, you should telephone Ashford Borough Council out-of-hours emergency service on **(01233) 629911**. Please note that you could be recharged for any work or callout that could otherwise have waited until the following working day.



## Instructions for Use

On completion of the work, Swale Heating will show you how to use your system to achieve comfortable conditions economically, and leave you a set of operating instructions.

## Servicing

Swale Heating carries out regular 12 month servicing for all Ashford Borough Council Housing Services properties that have gas central heating and hot water supplies. Swale Heating will get in touch with you to arrange the first service on your new gas central heating installation towards the end of the first 12 months after completion. Thereafter you will be contacted annually for your central heating to be serviced.



## **Complaints**

Every effort is being made to ensure you have no cause for complaints but, if you do have a problem, in the first instance contact Swale Heating. If you are not satisfied with the outcome, then you can contact Gas Contract Services who will investigate your complaint and report to Ashford Borough Council Housing Services.

If you are still not happy with the way the problem has been dealt with, you should contact Ashford Borough Council, Housing Services, Civic Centre, Tannery Lane, Ashford, Kent. TN23 1PL  
Tel: **(01233) 330688**

## **Contacts**

### **Swale Heating Ltd**

Tel: (0800) 7311886

### **Gas Contract Services Ltd**

Tel: (01634) 295515

### **Ashford Borough Council**

#### **Housing Services Team**

Tel: (01233) 330688

## Frequently Asked Questions

### **Do I have to be this work carried out?**

No, we give you the choice on whether to have this work done or not. We will continue to maintain and repair your old appliance until such time as it becomes uneconomic to do so, at which time it will have to be replaced. However the installation of a new heating system could save you as much as 30% on your heating bills, so we would recommend that you have this work done.



### **Will my rent go up if I have this work carried out?**

No, there is no additional charge to your rent for having this work carried out.

### **How long will it take to complete the works ?**

Generally, we ask you to allow 4-5 days to complete the works for a full installation. Heating upgrades and boiler changes normally take up to 2 days. If there are unforeseen problems it may take slightly longer.



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Civic Centre,  
Tannery Lane,  
Ashford, Kent. TN23 1PL

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Fax: (01233) 330425

E-mail: [enquiries.housing@ashford.gov.uk](mailto:enquiries.housing@ashford.gov.uk)

[www.ashford.gov.uk](http://www.ashford.gov.uk)

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