



A guide to Boiler Replacement and Upgrades to Central Heating

What you need to know...



Introduction

At Ashford Borough Council we have an ongoing commitment to raise the energy efficiency of our properties. We are therefore installing condensing boilers and energy compliant storage heaters, as applicable, when upgrading existing boilers, storage heaters or installing new heating systems.

The aim of our heating maintenance programme is to improve the overall efficiency of your heating system and ensure adequate insulation levels to help reduce your energy bills.

These measures will also help you lower your carbon footprint by reducing CO2 levels into the atmosphere.



What Happens and When?

Before the Work Starts

An appointment will be made for our heating surveyor and our contractor's surveyor to discuss the points highlighted in this leaflet and to agree choice of equipment if appropriate.

Removal of redundant equipment

The contractor 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 may need to provide your own carpeting for the area that is left. Ashford Borough Council and their contractors will not be responsible for replacing carpet or final decorations.

Radiators

All existing radiators will be re-used where possible. The radiators will be re-valved with new thermostatic radiator valves and lockshields. Any habitable rooms that are not heated will have radiators installed in a position agreed with you, though the preference is to have radiators fitted under windows where ever possible.

Cupboards

If a new cupboard needs to be built to enclose a boiler or hot water 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

Our heating surveyor will agree the position of the boiler with you, however, the layout and construction of the room normally determines the position of the boiler. Ashford Borough Council only install 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.

Existing Back Boilers

You cannot have a new gas fire fitted when a back boiler and existing gas fire are removed.

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

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





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 ducting will not be renewed. New pipework will not be painted or encased if it is low level.

Controls & Wiring

The programmer and room thermostat may be relocated. 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 concealed 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. A copy of the form will be provided to you within seven days.

During the Works

Notice

Following the survey on your home, the contractor will contact you to agree a suitable time and date for the work to start.

Identity Cards

All contractors and representatives of Ashford Borough Council carry identity 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** or the Police immediately.

The First Day of the Work

The contractor and workmen work between 8 a.m. and 5.30 p.m. Monday to Friday. 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, the contractor will give you an electric heater to use until it is working again.

On the first day, the contractor's engineers will check again that the information is correct for your property. If you want to make any changes to the works, you will be asked to sign a form to confirm this.

Removal of Building Rubbish and Debris

Care will be taken to cause as little inconvenience or disturbance as possible. The contractor 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

The contractor should ask for your permission to use your power points if necessary. You can decline, however, it may delay the work being carried out.

Moving Furniture, Carpets, etc.

The contractor will be responsible for moving and protecting furniture and fittings and relaying floor coverings as necessary. 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. You will be responsible for keeping items such as glassware and valuable objects safe during the work, and relaying floor coverings as necessary (excluding laminate or modular flooring.)

All areas of plaster and woodwork that are disturbed during the work will be made good by the contractor but wallpaper or carpeting around the hearth won't be.

Please call our heating surveyor if you have any concerns.

After the Works Have Finished

Customer Satisfaction Survey

After the installation work, our heating surveyor and contractor's supervisor will visit you to ensure the work is progressing in accordance with the specification and that your requirements have been met where possible. The supervisor will ask you to sign a checklist, confirming you are satisfied with the work at the end of the installation.

The contractor will endeavour to get things right first time and;

- must have good management and skilled workmen for the smooth running of the works
- will work safely at all times
- will only be paid when all the work to your home is completed to our satisfaction
- must treat you and your home with courtesy and consideration at all times
- all work will be inspected by our heating surveyor

Inspection

When the works are complete our heating surveyor will inspect the installation to ensure it is satisfactory and to specification. He will ask if you are happy with the new system and the way it was fitted. They will check that the system is operating efficiently and delivering the best performance for you.

Instructions for Use

On completion of the work, you will be shown how to use your system to achieve comfortable conditions economically, and will be given a set of operating instructions.

Emergency Call-Outs

If an emergency arises as a result of the works outside normal working hours, on a Bank Holiday or a weekend, contact the contractor on the number provided. In the unlikely event the contractor fails 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 callouts that could otherwise have waited until the following working day.

Servicing

The contractor will carry out regular servicing on your heating system. The contractor will get in touch with you to arrange the first service on your new central heating installation towards the end of the first 11 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 complaint but, if you do have a problem, in the first instance contact the contractor. If you are not satisfied with the outcome, then you can contact our heating surveyor who will investigate your complaint.



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 2-3 days. If there are unforeseen problems it may take slightly longer.





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