

Central Heating

Tenants Guide

The Council is about to replace the central heating in your home.

This booklet gives you information about this work and how it could affect you.

Please read this booklet and keep it in a safe place for future reference.



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**West Lothian
Council**



The work may vary slightly from what is in this booklet depending on the type of property you live in.

Why is this work being carried out?

The heating system in your home is old and needs to be replaced. A new system could reduce your fuel bills and make your home more comfortable.

Before the council starts work in your area a survey will be carried out. This survey will help the council to decide which system is best for your property and they will discuss the proposed installation with you.

We will also be carrying out a programme of electrical safety checks of the electrical wiring in your home. We will also be replacing the fuse boxes where required and carrying out any electrical repairs highlighted in the inspection.

What work is involved in the central heating replacement?

The council will remove the existing boiler, hot water cylinder and tanks in the loft (only where possible). The old fittings will be removed directly from the site or placed in the council's skip for removal later.

Wherever possible, a new high-efficiency combination (combi) boiler will be installed on an external wall in your property. The council may need to re-site or remove some wall units to make room for it. A plastic pipe will be connected from your new boiler to take away water that the boiler produces when in condensing mode.

There will be no requirement for a hot water tank as a combination (combi) boiler is installed, as this provides instant hot water.

As part of the electrical safety checks, the following work may be included;

- Upgrade to the electrical system if necessary
- Repairs carried out for any faults found on the electrical system
- Electrical testing will be carried out on all electrical circuits

New thermostatic valves will be fitted to all radiators (except in the hallway which does not need one). This will enable you to control the temperature in each room.

New heating and hot water controls will be fitted. You will be shown how to adjust the controls yourself if you wish to change the settings in the future.

The council will also carry out any electrical work needed for the heating installation, as well as any checking and upgrading. The electrical earthing of metal pipe work within the property will also be tested and renewed if necessary.

When will the work start?

The Council will call or write to tell you of the intended start date for work in your property. One week before we start work in your home, the council will remind you the actual date for beginning work.

The Council will handle any queries or complaints and will be your main point of contact regarding this work.

An asbestos survey will be required in your home prior to the central heating renewal. This survey is essential before any work can take place in your home and no work will commence until this survey has been carried out and returned to the council.

If any asbestos is identified the councils appointed contractor will safely remove it from the property prior to work commencing if likely to be disturbed.

The company appointed by the council carrying out the survey may contact you directly to arrange a suitable time.

How long will the work take?

Generally the work should take no more than two working days. The council will keep in close contact with you during this period and will tell you if there are any delays.

What should I do before the work starts?

The Heating Surveyor shall advise at survey stage and a council's representative will call approximately one week before the work is due to start and explain what you need to do.

You will normally need to:

- Empty under sink cupboards and clear the kitchen of personal belongings to allow easy access for the install team
- Store safely any electrical items such as televisions or stereos as well as ornaments, to prevent any accidental damage.
- The council will let you know if you will need to lift any laminate flooring you have in your home. You will be required to lift the flooring before the work starts. The Council cannot be held liable for any damage to floor coverings left in place during the work.
- Where radiators are being positioned, please ensure that the entire wall space is completely cleared of furniture
- Move furniture as directed by the council.
- Any pets you have may be disturbed by the work. It is advisable to keep pets out of the house during the works, or restrict them to one room if this is not possible.
- Please ensure that the cupboards where your gas and electric meters are situated are emptied to allow our engineers unrestricted access.

*If you cannot move furniture yourself because of age, disability or ill health please contact the Council's gas team on telephone number **01506 280000.***

Will there be any disruption?

Most of the work will be done on the first day and the council will need to work in several rooms at the same time. Unfortunately this cannot be avoided.

The council will treat you and your home with courtesy and respect. Workmen will use dust sheets, clean up any mess and pack away tools and materials at the end of the day. Any carpets lifted during the installation will be relaid.

The council will follow safe working practices at all times and any broken fittings, piping and debris will be removed directly from site or placed in the council's skip for removal later.

How do you know the work is done properly?

West Lothian Council will ensure the work is completed properly and that it complies with the detailed specification.

Does the Council give an allowance towards redecoration costs?

No decoration allowance will be given as there is very little disruption to decoration.

The Council no longer award a disturbance payment following the completion of this work. However, it is important to take into account your central heating will be replaced with a high specification "A" rated Vaillant combi boiler. This can deliver significant savings to your heating fuel costs and can save in household heating costs.

Important Information

During the course of the installation the electricity will be turned off and on throughout the process.

Clear access will be required to the main switch, plugs and switches. There will be short intervals during the process where live parts may be exposed and the power switched off.

Please note we will have to temporarily disconnect the electrical supply to your appliances including fridges and freezers. Please ensure all electrical appliances are plugged back in after the work. West Lothian Council cannot be held responsible if and when power is restored any electrical appliances fail to operate as before.

During the course of the installation power tools will be in use and floorboards will be left open.

Danger Signs will be placed at the entrance and within your home to warn of open floors. Barriers shall be placed around open floors when unattended.

It would be advisable for you to vacate the premises on the day of the installation. However, if this is not possible we would request that for your own safety you stay in the vicinity of one room whilst the work is in progress.

On completion of your central heating installation our engineers will carry out a visual inspection to all your gas and electrical appliances. If during this inspection, any of your appliances are found to be in an unsafe condition it may be necessary for your own safety, to isolate these appliances. While this may cause you some inconvenience we are required by current Gas and Electrical Safety Legislation to do so.

The central heating boiler installed may be a condensing combination boiler, which provides instantaneous hot water whenever required. However, you may experience a difference in the length of time it takes to fill your bath; this is offset by the constant supply of hot water provided.

Although internal access to your property shall only be required for a few working days, your cooperation in maintaining access on the agreed dates shall be appreciated. This will ensure the works are completed with as little inconvenience as possible.

Security

You should check the identity of any individual before allowing them into your home. The Council's staff and workmen carry identity cards. If you are in any doubt about visitors at your door, don't let them in.

As materials need to be brought in during the work the front and back door may be open for some of the time. During this time the council is responsible for your property.

Complaints and queries

If you have any queries about this work or would like someone to visit you and explain it in more detail, please contact the Council on 01506 280000.

If you have any complaints about the work or conduct of the councils staff please contact us immediately on the telephone number above or in writing to the address given at the end of this booklet.

Warranty

The work includes a 2 years manufacturer's warranty period from the time of installation. If anything goes wrong within that period please contact the Council's gas team on telephone number 01506 280000 and arrange a Council gas engineer to attend in the first instance to determine if the defect is appliance or system related. Once determined we will action any necessary repair. If the fault is with appliance this may involve a second visit by the boiler manufacturer; this will normally take place within 2 days of the council's engineers visit. Our Engineer will advise you of the next steps at the first visit.

We want your views

After your heating has been installed, we will ask you for your comments on the work and your opinion on how it was carried out through a short questionnaire. We will use this feedback to help us improve the way we work on any future contracts.

Information is available in Braille, tape, large print and community languages.

Please contact the interpretation and translation service on 01506 280000.

Text phones offer the opportunity for people with a hearing impairment to access the council. The text phone number is 01506 591652.

A loop system is also available in all offices.