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Central Heating



**Clackmannanshire Council**
www.clacksweb.org.uk

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Housing Services
Housing Investment & Planning Team

'Investing in your home'

The Council is about to replace the central heating in your home. This leaflet gives you information about this work and how it could affect you. Please read this leaflet and keep it in a safe place for future reference.

The work may vary slightly from what is in the leaflet 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 contractor starts work in your area a survey will be carried out. This survey will help the contractor to decide which system is best for your property and they will discuss the proposed installation with you.



What work is involved in the central heating replacement?

The contractor will remove the 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 contractor's skip for removal later.

Wherever possible, a new high-efficiency combination (combi) boiler will be installed on an external wall in your kitchen. The contractor 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 the small amounts of water that the boiler produces.

There will be no requirement for a hot water tank if a combination (combi) boiler is installed, as this provides instant hot water. A fully insulated hot water storage tank and insulated cold water tank will be fitted if a condensing boiler is required.

All our publications can be made available in large print, braille, audio tape and the following languages. This leaflet contains information about improvement work to your home. If you would like this information translated, please call 0845 055 7070 and ask to speak to the Council's gas team, who will arrange for a translation. Or you can bring this booklet to Council offices at Kilncraigs and ask at reception.

I Tento leták obsahuje informácie o údržbových a zlepšovacích prácach na Vašom dome. Ak potrebujete, aby boli tieto informácie preložené, zavolajte prosím na telefónne číslo 01259 450 000 a požiadajte o úradníka zodpovedného za investičné programy (Investment Programmes Officer), ktorý zariadi preklad. Prípadne prineste tento leták na recepciu Mestského úradu na a požiadajte o vybavenie prekladu.

حتوي ورقة الاعلان هذه على معلومات تخص عمل التحسينات في بيتك. اذا كنت بحاجة الى هذه المعلومات مترجمة الى لغة اخرى. نرجوا منك الاتصال على الرقم 01259450000 واطلب التكلم الى موظف برامج الاستثمار، والذي سيقوم بالترتيبات اللازمة. او بإمكانك جلب هذه الورقة الى مكتب البلدية في لايم تري هاوس واسأل موظفة الاستعلامات.

這章程內容是有關改善府上家居問題。如果你需要翻譯此章程，請電 01259450000與投資項目官員聯系，他們會為你安排翻譯服務。或者 你可攜帶此章程到 議局辦事處向接待員查詢。

Ta ulotka zawiera informacje o pracach ulepszeniowych dotyczących twojego domu. Jeżeli potrzebujesz ta ulotkę przetłumaczoną, zadzwoń pod numer 01259 450 000 i popros o Investment Programmes Officer, który dostarczy Ci ją w twoim języku. Ulotkę można również dostarczyć do jednego z biur w poprosić o tłumaczenie w recepcji.

ਇਸ ਲੀਫਲੈਟ ਵਿਚ ਤੁਹਾਡੇ ਘਰ ਦੀ ਇੰਪਰੂਵਮੈਂਟ (ਸੁਧਾਰ) ਵਾਲੇ ਕੰਮ ਬਾਰੇ ਜਾਣਕਾਰੀ ਦਿਤੀ ਹੋਈ ਹੈ। ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦਾ ਤਰਜੁਮਾ ਕਰਵਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 01259 450 000 ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਇਨਵੈਸਟਮੈਂਟ ਪ੍ਰੋਗਰਾਮਜ਼ ਅਫਸਰ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ ਕਹੋ, ਉਹ ਤੁਹਾਡੇ ਲਈ ਤਰਜੁਮੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰੇਗਾ। ਜਾਂ ਤੁਸੀਂ ਇਹ ਲੀਫਲੈਟ ਕੌਂਸਲ ਆਫਿਸਿਜ਼ ਵਿਚ ਲਾਈਮ ਟਰੀ ਹਾਊਸ ਵਿਚ ਲੈ ਜਾਓ ਅਤੇ ਰੀਸੈਪਸ਼ਨ ਤੇ ਇਸ ਬਾਰੇ ਪੁੱਛੋ।

اس لیفلٹ میں آپ کے گھر کو بہتر بنانے والے کام کے بارے میں معلومات موجود ہیں۔ اگر آپ ان معلومات کا ترجمہ چاہتے ہیں تو برائے مہربانی فون نمبر 01259 450 000 پر کال کریں اور انویسٹمنٹ پروگرام آفیسر سے بات کرنے کی درخواست کریں جو آپ کے لئے ٹرانسلیٹیشن کا بندوبست کرے گا۔ یا پھر آپ اس لیفلٹ کو کونسل کے دفاتر بمقام لائیم ٹری ہاؤس پر لائے جاسکتے ہیں اور ریسپشن پر پوچھیں۔
ہاؤس پر لائے جاسکتے ہیں اور ریسپشن پر پوچھیں۔

Security

You should check the identity of any individual before allowing them into your home. The Council's staff and contractors working on our behalf 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 contractor 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 0845 055 7070.

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

Warranty

The work includes a one year defects warranty period from the time of installation. If anything goes wrong within that period please contact the Council's gas team on telephone number 0845 055 7070 and we will instruct the contractor to carry out the necessary repairs.

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.

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 contractor 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.

If you have tiled your kitchen the contractor will try to save and refit any tiles removed. The contractor will also fit replacement tiles if you have any spares, however they will not supply these.

When will the work start?

Following the appointment of a contractor, the Council will write to tell you of the intended start date for work in your area. There may be a slight delay as the actual start date is approximate and will depend on your discussions with the contractor and the progress of any other phases. One week before we start work in your home, the contractor will tell 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 may be required in your home prior to the central heating renewal. This survey is essential before any work can take place in your home.

How long will the work take?

Generally the work should take no more than five working days. The contractor 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 contractor'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 workmen.
- ✦ Store safely any electrical items such as televisions or stereos as well as ornaments, to prevent any accidental damage.
- ✦ The contractor 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 contractor starts work. The Council cannot be held liable for any damage to floor coverings left in place during the work.
- ✦ Move furniture as directed by the contractor.
- ✦ 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.



If you cannot move furniture yourself because of age, disability or ill health please contact the Council's gas team on telephone number 01259 450000.

Will there be any disruption?

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



The contractor will treat you and your home with courtesy and respect. They will use dust sheets, clean up any mess and pack away tools and materials at the end of the day.

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

How do you know the work is done properly?

Clackmannanshire Council will ensure the work is completed properly and that it complies with the detailed specification given to the contractor.

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 Sedbuk combi boiler. This can deliver significant savings to your heating fuel costs and can save up to £500 per year in household heating costs.