



## **New Boilers and Central Heating FAQ's**

**New central heating systems are more reliable and efficient and can help reduce heating costs. Old heating systems may have parts that are no longer available, making them difficult to repair if they break down.**

### **What is included?**

If your central heating system has been identified as needing to be upgraded, a surveyor from our appointed contractor will contact you to arrange a visit. This is to discuss whether you will need a full central heating upgrade or just a new boiler.

They will also discuss with you the position of the boiler and any new radiators. If your central heating needs to be upgraded, the surveyor will arrange a time with you to have the work done.

You will have to do any redecoration needed, and unfortunately we do not offer decoration vouchers for this. This is possibly different to Impact's previous policy. There will however, be a payment of £25.00 in B & Q decoration vouchers following new radiators fitted only where new sizes differ from the original.

### **How long will it take?**

It usually takes one day to change a boiler and three days to install a complete central heating system, although these are only guide times as we cannot account for every eventuality.

### **What should I do before works start?**

If a new boiler is going to be fitted in your airing cupboard, you will need to ensure that your airing cupboard is empty.

If radiators are being fitted, you will need to move your furniture and belongings out of the way so that the new radiators and pipe work can be installed. Our trade's operatives will help with any heavy furniture on the day of the installation.

### **Will I have to be home for the works?**

No, but there will need to be a responsible person you trust present for the duration of the works. We will work with you around any access issues you may have, but we cannot offer compensation for loss of earnings.

### **Can I choose not to have the works done?**

You have the right to refuse works if you wish, as long as there are no health and safety risks present. As a landlord we have an obligation to ensure your home is well maintained and safe. However if improvement works have been identified due to the

number of repairs required, the condition will only get worse and eventually the work will need to be carried out anyway.

If you do not want the works undertaken please call us to discuss on Tel: 01228 633678. If you refuse and then change your mind we cannot guarantee to carry out the works in the programme cycle.

### **Can I have just part of the works done?**

No, we cannot just do part works.

### **What is going to happen next?**

We will write to you to confirm that you are in the programme. Following this you will be contacted by our appointed contractor who will arrange to call round to discuss the process. This information will be published prior to this meeting to give you time to choose. A start date will be provisionally arranged at this stage. During this time the surveyor may find that other work needs to be done before your central heating is upgraded.

If so, we may not have any control over when this work is done, so we ask you to be patient and we will keep you informed of progress. This other work may include:

Asbestos removal, electrical works and gas supply.

### **Why do I need an asbestos survey?**

We have a legal duty to ensure that any asbestos containing materials are identified before improvement works start. Without a completed asbestos survey in place we will not be able to carry out the works. There is no guarantee we would be able to add this to a future programme.

### **What will happen during the works?**

There will be some disturbance, but this will be kept to a minimum. The contractors may need to ask you to roll back carpets and flooring in order to lift floorboards and run pipework or cables in your home. We can assist in removing and refitting these but cannot be held responsible for any damage.

In order for the install to be commissioned there will need to be a current gas supply, it is your responsibility to ensure this and, if required, there is credit on the meter.

### **After the work is complete**

Soon after the work has finished, the surveyor will call again to check the work. They will make a note of anything that doesn't meet the standard we expect for our tenants, and will put it right. Twelve months after your central heating was installed, you will be sent a letter to arrange an annual safety check.

**It is a legal requirement you let the tradesperson from AFM into your home every year to service your central heating system and carry out the safety check.**