



Boiler

replacement information pack

Contact us

While we are working in your property, you might have some concerns or questions or you may need to contact us urgently about the works so here are a few useful numbers.

Liberty Group

Crawley Borough Council
Contract Manager

01293 438111
01293 438229

Security

While works are taking place please put valuables in a safe place as things may be moved so that work can be done. In the unlikely event that something goes missing, please check carefully that you have not mislaid it. If you are unable to find the item, please report it immediately to the police as theft is a criminal matter and inform the Contract Manager. You'll need to make a note of the crime number that the police give to you. All work on your home will be stopped until the matter has been resolved by the police.

If you or someone you know would like help with understanding this document please contact the planned maintenance team on 01293 438248 or email: housing.news@ Crawley.gov.uk



Your boiler is on the programme for replacement due to its age and inefficiency. We will also be replacing the controls operating the system including the insulating of pipe work and making sure the system complies with Part L of the building regulations.

We will discuss with you the most practical location for the new boiler and any new pipework so that it complies with the gas regulations and the boiler manufacturer's recommendations.

We will flush through the existing pipework and radiators so that your system works efficiently with the new boiler.

Before we start

Before the works start we need you to make sure that:

- There is adequate access to where the boiler is to be fitted so we can get to it
- The cupboard where your hot water cylinder (tank) is clear of your belongings. This is usually your airing cupboard
- If you have a prepayment meter, there is credit on it so that the new boiler can be tested
- We can get to your gas meter
- You remove all pictures, mirrors or shelving from the walls where pipework is to be fitted
- There is access to your loft space.

How long will it take?

We aim to replace the boiler within three working days but certain installations may take longer.

Sequence of works

- isolate, drain and remove existing boiler
- install new boiler and connect pipework
- fit thermostatic valves to radiators
- install new programmer and room thermostat
- flush through the existing radiators and pipework
- making good as necessary
- fit insulation to pipework in the airing cupboard.

On completion

We will show you how to operate the system and leave you with the manufacturer's operating manual. We'll also ask you to complete a tenant's satisfaction survey.

Although we will make good any damage to walls or flooring that may happen we will not do any painting or re-decorating.

During the work

We will try our hardest to keep any disruption to a minimum but replacing a boiler is a large job.

The works can be quite noisy and dusty so the contractor will use dust sheets and keep doors closed but, inevitably, some of the dust will find its way into rooms that are not being worked on.

You need to be aware that we will need to turn off the gas and water supply during the work but these will be reconnected each day before the contractor leaves.

You may also be without electricity, hot running water and central heating for short periods during the works.

Safety advice

- If you smell gas or think you have a gas leak
- Do not smoke or strike matches/lighters
- Do not turn electrical switches on or off
- Put out any naked flames
- Open doors and windows
- Keep away from the affected area
- Turn off the control valve at the meter and contact the gas transporter's emergency number **0800 111999**.

Boiler replacement specification

- Energy efficient 'A' rated gas boiler
- Thermostatic radiator valves
- Room thermostat
- 7-day Programmer/timer
- Insulated pipework
- Flushing through of existing pipework
- System controls explained and operation manual provided

