

YOUR HEATING

Planned Investment Works



We're excited to let you know that, as part of our investment works, you'll be receiving a new heating system / boiler.

To help the process go smoothly, please take a moment to review the important information below so you can be well-prepared. If you have any questions, your Resident Liaison Officer from the appointed contractor is here to assist you throughout the process.

PREPARING FOR WORKS

- There will be as little disruption as possible but we will need access to all radiators and storage heaters (where applicable).
- Remove any personal belongings from walls such as mirrors, pictures, and ornaments — this is in case any vibrations cause personal belongings to fall.
- Remove any valuable items and place them safely in another room.
- Clear access to your boiler.
- Where needed, dust sheets and coverings will be provided.

DURING THE WORKS

- You are not required to stay at home while the trade operatives complete the work, but you're welcome to remain in the property if you prefer.
- Whenever possible, your new boiler will be installed in the same location as the old one.
- Rest assured, you won't be left without heating for an extended period or overnight.

AFTER THE WORKS

Once the work is complete, the contractor will inspect the works for any issues using a process known as snagging. When they're happy with the finish, one of our Places for People Colleagues will sign off the work and request your feedback through a satisfaction survey.

If you have any problems after your work has been signed off, please do not hesitate to contact your Resident Liaison Officer.

