



Central Heating or Boiler Replacement



APS

Arthington Property Services

Working in
partnership
with

**Leeds
Federated**

APS is very pleased to be working with Leeds Federated Housing to carry out improvement works to your home.

We appreciate that this work may be very disruptive at times which is why we have put together this booklet to explain how this may affect you. It also introduces key members of staff and advises on how to contact them.

Our Resident Liaison Officer is dedicated to supporting you throughout the work and will be your main point of contact.

We would like to take this opportunity to thank you in advance for your patience and cooperation.

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How to contact us

Your main points of contact are your Resident Liaison Officer and Site Supervisor.

Site working hours are **Monday to Friday** from **8am to 4:30pm**. The main office phone number is **0113 833 0922**.



Helen Daniels
Resident Liaison Officer
T 07736 946 806



Glenn Richmond
Planned Works Delivery Manager
T 07395 711721



Jamie Walker
Supervisor

Out of hours

If you have an emergency out of site working hours, relating to the work that we have carried out please contact **0113 386 1000** or email **CHManagement@spsdoorguard.com**

Please note that the following issues are classed as an emergency:

- Major water leak
- Loss of heating or hot water
- Total loss of electricity
- Gas Leak - In the event of a gas leak please contact, National Grid Gas Emergencies (Formally Transco Gas) – 0800 111 999 (This is a 24hr emergency line)

Any other issues should be reported to your Resident Liaison Officer during normal working hours the following day.

Data Protection

Data Protection legislation provides rights for individuals over their data. A list of these Rights, and more information about what they mean can be found at the Information Commissioner's Office website:

<https://ico.org.uk>

We hold all our data in a secure data centre and back it up to a separate disaster recovery site. Access to data is strictly controlled and monitored. All devices and servers are kept up to date with security patches and virus definitions. Our systems are regularly audited and tested to make sure that we are following procedures and to detect and address potential security risks.

Your Resident Liaison Officer

Your Resident Liaison Officer will be contactable during site hours - **Monday to Friday - 8am to 4:30pm** (excluding Bank Holidays)

Their role is to:

- Explain what work will be carried out, discuss how long it will take and advise on how to prepare for it.
- Answer any questions or queries that you may have before, during and after the works.
- Complete a Resident Profile to ensure that we fully understand any special requirements that you may have.
- Keep in touch with you by home visits and by your preferred method of communication for example text, email or telephone call.
- Resolve any complaints or issues that you may have as quickly as possible.

Asbestos Survey

Before we carry out any planned work, we will usually ask for an asbestos survey by a specialist contractor. If you have had other major or planned work carried out recently we may already have a suitable survey, but we will need to

ensure that this survey provides us with the information that we require. Please note that our asbestos surveys do not include items owned by you.

If you do not allow access for the asbestos survey, this will delay the start of any following works. It is important that you allow access to all areas necessary including the loft and cupboards. Even though the asbestos survey is intended to identify any asbestos containing materials in the property and in particular in the area where we are planning to carry out the improvement works, on occasion during the strip out works we uncover previously concealed materials.

If this occurs during the works in your property you may encounter a delay to progress as we suspend works to undertake testing to positively confirm asbestos material and then to arrange safe removal from your property if this is necessary.

For further information regarding Asbestos and the survey itself please refer to the LFHA booklet, "Your Guide to Asbestos".

This booklet gives important information about how the work could affect you. The work may vary slightly depending on the type of property you live in. The central heating or boiler will need to be surveyed before we can confirm what works are required.

What is planned work?

Many components of a home (by components we mean kitchens, bathrooms, windows, external doors and boilers, etc.) have only a limited life span and it is these components that we aim to replace with planned works.

Why is this work being done?

Work is done when one of these components reaches the end of its projected lifespan – a time by which a component naturally wears out. This means different homes will have replacements at different times. Just because your neighbour is having work done, it does not necessarily mean you will too. Over time, all properties will benefit from replacement work based on their condition and component life span.

If the central heating or boiler in your home is due for planned

replacement; we will fit a more efficient one. This work could reduce your gas bills and make your home more comfortable.

What is the process?

A full central heating installation consists of renewing everything from the boiler, radiators, radiator valves, controls and pipe work. The work we carry out at your home will depend on what we find from the validation survey. For instance, we may find that we only need to fit a boiler or need to renew your heating controls only.

APS are a Gas Safe Registered Contractor and will ensure that the boiler is installed correctly and to manufacturer's instructions

A high efficiency Worcester Bosch combination (combi) boiler will be installed to meet the specific heat requirements of your home. Controls

will be chosen to maximise energy efficiency whilst meeting the specific needs and comfort levels of your home. The boiler will deliver instantaneous hot water and full heating control.

Radiators will be sized and installed to meet the specific heat requirements of each room. Each radiator will be fitted with a thermostatic radiator valve control to allow you to control the room temperature.

Sequence of main steps

There are four main steps to carry out the central heating or boiler installation:

Step 1: Asbestos survey (if required)

A survey that provides us with the information that we require before any work is started.

Step 2: Validation (Technical) survey

A survey to find out exactly what works is required. You will be informed if your central heating or boiler is going to be replaced following a validation survey.

Step 3: Installation date

We will then be in touch to agree a suitable installation date.

Step 4: Installation work

Fully-trained installers will carry out the installation in your home

After Installation

A random sample of installations will be inspected following installation. This is to ensure the highest standards of work are maintained, If your home is chosen in this sample you will be contacted by Leeds Federated Housing Association or Morgan Lambert to arrange a suitable inspection date



You will find that the work is much more likely to run smoothly if you can help us with a few simple things...

Access to your home

You will need to allow the surveyor access to your home along with the install team. Don't forget to ask the surveyor and install team for identification before you let them into your home.

If you do not give us access to survey your home the work may be delayed

You may not be allowed to refuse the works if it is considered essential that this planned work is carried out to improve the Health and Safety of your home and we will implement action under the terms of your tenancy to undertake the works.

You need to let us know if you are aware of any circumstances that would prevent access.

Declining the Work

You need to tell us if you do not want us to carry out the central heating or boiler replacement giving your reasons. We may defer your works to the next financial year unless it is deemed as having an impact on health safety and security, for

example if we have difficulty in finding replacement parts to maintain your existing system.

Gas and Electric Supply

In order to complete the installation and carry out the necessary safety tests you need to make sure that your home has a live gas, electric and water supply. If you have a prepayment meter (one that requires a card or a key) you need to make sure that there is sufficient credit.

What is expected of you?

Please do...

- Treat all APS staff and subcontractors with respect and consideration.
- Pack up rooms affected and store items away from the work area.
- Protect electrical equipment from dust.
- Provide clear access routes to work areas - remove any rugs and hall tables.
- Close doors to rooms where we are not working.
- Once works start, keep children and pets away from the work area for their own safety and to allow us to work efficiently.
- Please do contact us if you need any help or assistance preparing for the works or getting your home back to normal once works are completed. We will be more than happy to help.

Please do not...

- Let anyone into your home without an APS/Leeds Federated Housing Association ID badge.
- Leave your door on the latch - anyone could walk in.
- Give keys directly to a tradesperson. Please arrange this with your Resident Liaison Officer.
- Ask tradespeople to do any additional work or deviate from what they have been asked to do.
- Tamper with the work in progress or start any DIY projects.
- Leave children under the age of 18 on their own in your home whilst works are taking place.
- Unpack boxes too early.

What happens at the validation survey?

The validation survey will be carried out by a surveyor from the installation contractor and/or a Leeds Federated Officer. The purpose of the visit will be to check your existing heating system and confirm exactly what works if any, are required.

There is a lot of information taken, but the survey should take no longer than 30 minutes. The surveyor will require access to all of the rooms including any cellar to check all the radiators, controls and meters, etc.

The surveyor will look at and consider all the following:

1. Where to fit the new boiler

- Where we fit the boiler depends on a number of things:
- The position of the flue
- The position of the flue must be such that exhaust gases are safely dispersed into the open air outside and that fresh air is available for combustion.
- There are certain distances which the terminal of a flue must be away from obstructions and other parts of the building such as windows and doors which may affect its performance and/or allow

combustion gases back into your home.

- If the flue needs to exit through the roof or at height we will need to use scaffold.

The boiler itself

The new boiler is wall hung and must have a minimum clearance all round to allow space for air circulation and for servicing.

Wherever possible the new boiler will be installed on an external wall in your kitchen. If the boiler cannot be installed in the kitchen for technical reasons, we will find another suitable location. This may alter the amount of work to be done.

2. Radiators

Radiators do not necessarily need to be replaced at the same time as the boiler as they have a longer lifespan. However, we will check the condition, location and size of all the existing radiators in your home to establish if any upgrades are needed.

If any radiator is found to be defective and beyond repair we will change it.

3. Gas supply pipe size and route

This is the pipe that runs all the way from the gas meter to the new boiler. Your home may need the gas pipe renewing. We will normally renew the pipe in the same position as that removed. However this will depend on access. Occasionally we will find the best route will be to run the pipe externally

5. Condensate pipe

As well as the copper pipes a 22 mm diameter white plastic pipe must be connected at the boiler and exit into a drain or alternative soak away. Wherever possible we will find a suitable route inside your home and usually we can "tap" into the sink waste. If we cannot fit the pipe inside it will run externally and into an outside drain or soak away.

6. Thermostatic radiator valves (T.R.V.s.)

We will check what valves you have on the existing radiators. New thermostatic valves will be fitted to all radiators except the one nearest to the room thermostat.

This is to comply with the building regulations and to allow the system to operate properly.

7. Room thermostat

All central heating systems should have a room thermostat fitted as this will shut the heating off once the air has reached the desired temperature. The thermostat should not be fitted in direct sunlight or above a radiator, and there should be no other source of heat in that room other than the radiator. Usually these are best fitted in a hallway.

8. Gas Fires

If you have a gas fire we will offer to remove it. We will also remove the gas supply then plaster and place a permanent vent in the chimney breast. We do not fit new gas fires.

SURVEY & INSTALL

9. Electrics

We will check what electrical work will be needed for the heating installation.

Consumer unit (fuse box)

We will check the consumer unit (fuse box) to see what work may be required.

Electrical earth bonding

We will check and upgrade the electrical earth bonding where required.

10. Shower

If you have a shower in your home we will need to check that it is suitable to operate with the new boiler. The new boiler will produce hot water at mains pressure.

11. Meeting your medical or disability needs

We will always try to tailor the installation to meet your medical or disability needs. We offer alternative controls, alternative control locations for those tenants who may need this.

12. Scaffold

Scaffold may be required as part of the installation process

Scaffold will be put up by qualified scaffolders just prior to the works starting. Normally, this will either happen the day before or morning of the first working day. This will inevitably lead to some limited access around your home; however, it will be erected in such a way that it allows access to your home safely. It will be dismantled as soon as possible after the work is complete.

The operatives will make every effort to protect your garden and plants from damage and keep footpaths clear and undamaged. However, you should remove any important plants, shrubs, plant pots and baskets from the garden where they may be affected by the scaffolding and heel them in elsewhere until the works are complete.



Illustration only

Your questions answered

Q1. Who will carry out the work?

APS (Arthington Property Services)

Q2. When will the works start?

You will be contacted by your Resident Liaison Officer to appoint the initial validation survey. Once this is complete any works will be programmed in and you will be given a date for the install work to take place.

Q3. Between what hours of the day will the work take place?

Access will be needed from approximately 8:00 a.m. onwards until about 5 p.m. You will need to allow access to your home from the day the work starts to completion and later on for the audit check and final inspection visit.

Q4. How long will the work take?

The main boiler replacement will be completed in a day and you should have heating and hot water by the end of day. The electrical connection may be temporary, so a follow up visit may be required.

Follow up work such as plastering, joinery and final electrical connections will take place on subsequent days by appointment.

A complete replacement of your heating system (boiler and radiators) will take one to four working days dependant of the amount of work involved.

Q5. What disruption will there be?

The operatives may need to work in several rooms at the same time. Unfortunately this cannot be avoided. The operatives will treat you and your home with courtesy and respect.

Remember there will be hazards in your home such as building materials on the floor, lifted floor-boards and equipment used by the operatives.

Q6. Will my decorations be damaged?

The amount of damage to your decoration will depend on the type of boiler you have already and its location in your home. Damage to your decorations will be kept to a minimum during this work. **We do not undertake decoration works as part of this work.**

Q7. If have a back boiler. Can I keep the gas fire?

A back boiler is a small boiler fitted at the back of a fireplace. It sits behind a gas fire (in the chimney breast) and provides hot water and central heating to your home. In addition to the boiler itself, a back boiler installation typically consists of a tank in the loft and a cylinder in an airing cupboard.

If you have a back boiler we will remove the boiler and gas fire. We will also remove the gas supply, plaster and place a permanent vent in the chimney breast.

Q8. Will you take into account any special needs or requirements?

If you think you or a member of your household may have any special needs, for example because of medical or disability needs, you need to let us know. We can offer alternative heating controls or alternative control locations to those tenants who may benefit.

Q9. Where will you fit the new boiler?

We will consider carefully the best location for the new boiler but we must meet regulations and manufacturers requirements. Typically the new boiler will be mounted in an internal position to an outside wall, so the flue can be taken directly through the wall. There should be adequate space and lighting available around the boiler for servicing and repair. A change of boiler location is necessary where we replace a back boiler. We will normally fit the new boiler in the kitchen.

Q10. Will you always fit the boiler in the kitchen?

We will always consider fitting the new boiler in the kitchen first. This may involve removing a kitchen wall cabinet to create space. We will fit the cabinet elsewhere in the kitchen but only if there is a suitable place. We will not generally fit a boiler into a wall cupboard even if your existing boiler is located there at present.

This is because boiler sizes vary and the manufacturer's installation instructions must be adhered to.

Q11. If I have a boiler in the kitchen, will you provide a cupboard around the boiler?

No. We do not supply and fit a boiler cupboard. However, we will box the pipes under the boiler between the worktop and boiler. The boiler has a decorative self-finish and is in white.

Q12. Can I paint the boiler?

Do not paint the boiler. You may be faced with substantial costs for a boiler replacement if we find the boiler has been painted.

In order to maintain a high level of Resident satisfaction whilst working all APS staff and its subcontractors must adhere to our Code of Conduct.

We will...

- Introduce ourselves to Residents, showing our ID Badges as proof of identity and inform you of who we are and what we are there to do.
- Report all Residents complaints to the Resident Liaison Officer or Planned Works Delivery Manager to enable us to address any issues quickly.
- Be polite and courteous to all our Residents, members of the public and other members of staff at all times.
- Not smoke or work under the influence of drugs or alcohol whilst working in Resident's homes.
- Be respectful at all times and remember that we are working in Resident's homes.
- Show respect for all cultural and religious beliefs, seeking guidance from the Planned Works Delivery Manager/Resident Liaison Officer if there are any issues that may affect works.
- Take care to minimise disruption and mess in Resident's homes.
- Ensure that services are reconnected and tested at the end of each working day.
- Clear all rubbish daily from Resident's homes, both internally and externally to the designated areas.
- Not use Resident's facilities during the works without prior consent.
- Ensure that Resident's homes are kept safe and secure during the works.
- Always follow the key handling procedure.

Once the works are complete

We will leave you with information including;

- Summary of work sheet
- Manufacturers user guides and guarantees
- Relevant aftercare information.

We will be responsible for any defects that occur during the 12 month defect period after work has been completed.

You may be contacted by Morgan Lambert, who will carry out a post install quality check.

Health & Safety Access

Wherever possible, we will make sure that you have clear access routes in your home. However, care must be taken when walking near items such as rolled up carpets, lifted floorboards, cables, tools and pipework, as all these can be tripping hazards. We may need to erect temporary barriers and signage to prevent entry into the area we are working in.

If you need to go into the area for any reason, you MUST ask the tradespeople so that they can make sure it is safe for you to enter.



General

The health & safety of our Residents is very important to us so please make sure that you and your family are aware of the following health & safety issues;

- Please keep young children and pets away from the work area. This is for their own safety, as well as the tradespeople's safety, and to prevent accidents.
- You must not touch or use tools and machinery as they can be very dangerous.
- Do not leave babies in prams near any of the work. If tradespeople are working upstairs, DO NOT leave children sleeping or playing in any of the upstairs rooms.
- During the works some products such as mastic will be used that take time to set. Please keep children and pets away from these areas.
- Some of our improvement works will create dust. Our tradespeople will take steps to reduce the amount of dust created and will clean up during the work and at the end of the job. There will be dust in the air which will settle on surfaces after work is completed each day.

NOTE: Whilst our tradespeople are working in your home, we would kindly ask that you do not smoke in the room(s) that they are working in. Thank you for your cooperation.

A guide to compliments and complaints

APS is committed to providing the best possible services efficiently, courteously and to a high standard to all our Residents.

We want to ensure that our services are right for you. In order to ensure that we give you the best standard of service, we welcome feedback of your ideas for improvement and for you to tell us when things go well or if we get things wrong.

Compliments

We welcome all positive feedback. This will help us reward individuals where necessary and guide us as to where we can make further improvement to the quality of our services.

Complaints

How do we deal with complaints?

If you're not happy with the service you've received from us, we want you to let us know so that we can put it right.

You can get in touch with APS or Leeds Federated through any channel including, text, email or by speaking to a member of our team, you don't have to make a complaint in writing for us to respond.

If you prefer you can nominate someone to make a complaint on your behalf, they are known as an advocate. We will make sure that an appropriate member of staff deals with your complaint.

We will:

- Take your complaint seriously
- Investigate it thoroughly
- Be honest and fair in our responses to you
- Keep you informed of progress
- Do our best to amend any mistakes we make
- Learn from any complaints received

For further details please refer to the Leeds Federated 'A Guide to Complaints'. You can request a copy from Leeds Federated or your Resident Liaison Officer.





APS

Arthington Property Services

Your Home, Our Priority

APS

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Working in
partnership
with **Leeds**
Federated