

Fuel switch upgrade programme

This leaflet includes important information about your fuel switch upgrade. Please read before works begin.



Fuel switch upgrade

We are pleased to let you know that your home is included on this year's fuel switch upgrade programme. This will involve a wide range of works with different trades entering your property. We hope that your experience of Selwood Housing will be a good one.

What to expect

- ✓ Removing and disposing of old storage heaters
- ✓ Removing water tanks where possible (this will be confirmed at survey point)
- ✓ Installing radiators (including pipework)
- ✓ Installing a new boiler (type will vary depending on your property)
- ✓ Electrical work such as wiring in the boiler (plus any additional works that are picked up at survey)

What to expect



Work we will not carry out:

The list below includes work that is not included in your fuel switch programme:

- ✘ We will not replace any floor coverings (this also includes any holes that are left by the feet after the storage heaters are removed)
 - ✘ We will not box in any pipework
 - ✘ We will not decorate or offer decorating vouchers – if you are thinking of decorating it is advised to wait until after your heating upgrade has been completed
 - ✘ We will not coordinate the installation of your gas meter. However, we can guide you through this process (further information is provided in this brochure)
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What to expect during your survey

Design, plan and measure

When we visit to survey, we will take the measurements needed and look at the current location of your boiler. Where possible we replace the boiler like for like, but occasionally we will have to move the boiler position. We may also need to add additional works but this will be discussed at survey stage. We will produce a materials list and order the relevant materials ready for your start date. If you have any questions, please feel free to discuss these at survey point or contact us.

Asbestos survey

Following our survey we will make contact with Gully Howard Technical who will need to carry out an asbestos survey of the property. Please note this survey can not be carried out until we have drawn up our plan. Gully Howard will make contact with you directly. Please book the appointment as soon as possible. Results can take around 4 weeks to be returned to us and we are unable to begin works without the results.

*Please note Selwood Housing carry out several different asbestos checks on our properties so although you may have previously had a survey this may not of picked up all the information we require.



What to expect during your survey



Start date

Once we have all the information needed and have a start date available we will make contact with you to discuss. We will check the date is suitable and will advise what you need to do before we arrive.



If you have any dates that may work better for you, please discuss these with us at survey; where possible we can try to accommodate requests.





What you can do for us

Gas meter installation

You should already have a gas feed to your property, but if this has not been completed yet then we will be organising this for you. Please note that it is the tenant's responsibility to ensure the gas meter has been installed at the property before the fuel switch can go ahead. This can be done by contacting your energy supplier or we can give you contact details for Warm Wales to set this up. If you need any further support or guidance please contact us.

Switch off

Please switch off your storage heaters at least 24-48 hours before your start date. This will allow the bricks within the storage heaters to cool down so we are able to remove them. If you require temporary heaters please contact us and we can arrange delivery.

Moving your items

Once we have agreed on a start date, we ask that you move any items to prevent any breakages, this includes any pictures or mirrors hanging from the walls if necessary. Floor spaces are to be left clear so we are able to remove floor coverings where we need to access floorboards.





What you can do for us

Keep areas clear

Keep animals and children away from the area(s) where we are working. We will always leave these areas as safe as we can at the end of the working day, but it would be great help if you could keep them clear as much as possible. Work with us to keep things neat and tidy while the works are on-going. We appreciate that it can be tricky when we are working in your home, but hopefully together we can keep disruptions to a minimum.

A safe working environment

We will make sure we do not smoke while in your property and it would be helpful if you could not smoke in the areas where we are carrying out work. We will always be polite and respectful to you and your home whilst carrying out the works, and we ask the same from you.

If you are not going to be at home during the works

We ask that if you are not going to be home during the works that someone is present at the property to let our operatives in or you make us aware of where the key will be placed; whether this is in a safe place or with a neighbour.





The work schedule

We expect a fuel switch to take around 4-5 working days to complete; there can be unexpected changes that may cause us to run on a little longer, but we will ensure you are kept up to date.

Temporary heaters can be provided during the course of the works. If you require temporary heaters, please request these at the point of survey or you can call us to request some.

We will keep you updated on the work throughout the course of the works, but if you do have any questions please feel free to either speak to the team on-site or give us a call.

All waste from your heating upgrade will be removed and disposed of by our operatives.

Once all of the works are completed our operatives will provide a demonstration on how to use the system (if required). We will also leave you an instruction booklet for future reference.



What to expect

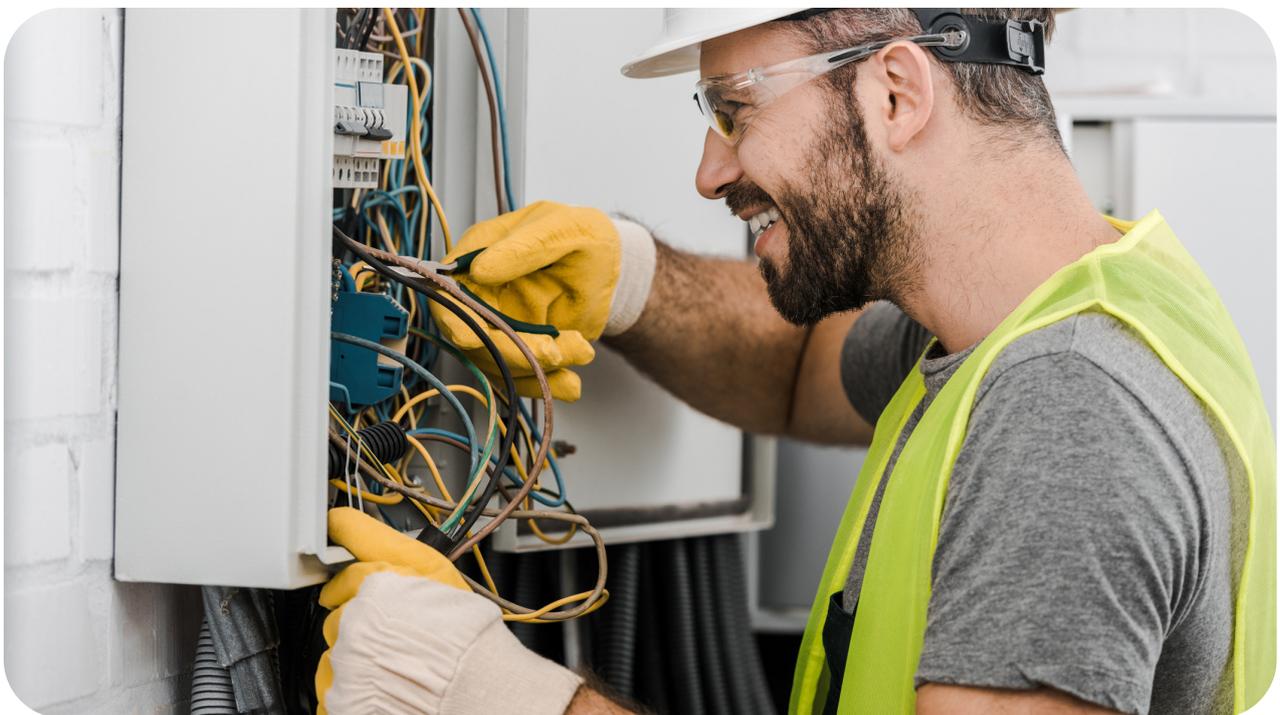


Different trades

You will have several different trades within the property during the works, these can include the following;

- Gas engineer(s)
- Electrician
- Multi-trade
- Gas supervisor

All our operatives and staff entering your property will be wearing suitable and appropriate uniforms. Please feel free to ask for proof of identification as all of our teams have ID badges.





Our commitment to you

Code of conduct

We have a code of conduct and whilst the work is being carried out in your home the following information will give you an idea of what you can expect from us whilst we work in your home, what we will do and what we won't do:

Health & safety

- Carry out our work in a safe manner at all times
- Make sure that our teams work in a safe way and keep you and your home safe by not leaving tools, equipment or materials lying around

Communication

- Always introduce ourselves before starting any work
- Let you know what's happening and keep you up to date on the progress with the works in your home
- Always explain what we're going to do, how long it's likely to take and what sort of disruption there will be
- Ask you what you thought of the works when we've finished

Cleanliness & tidiness

- Keep our work area, and your home, as clean and as tidy as we can throughout the works
- Always clean and tidy up at the end of the day so your home isn't left in a mess
- Always use dust sheets or floor protection to protect your home





Our commitment to you

Noise & dust

- Keep these to a minimum at all times (although sometimes there might be a bit of one or the other, or both, as we do the works, but we'll always let you know about them beforehand)

Security

- Keep your home safe and secure throughout the works and not expose you or your home to any unnecessary risks
- Always ask you whether we can use your gas, electric, water or toilet before doing so
- Make sure you always know who is working for us because they'll be wearing a suitable and appropriate uniform

Language & behaviour

- Make sure our teams don't use foul or abusive language and that you're treated with respect and courtesy at all times
- Take care and show respect for your home
- Make sure that no one smokes in your home and there'll be no loud music either
- Drive and park with care outside your home

Privacy

- Respect your confidentiality at all times and maintain your levels of privacy





Our commitment to you

Identification

- Make sure that all our teams have identification and that they show it to you before they come into your home
- Make sure you always know who is working for us because they'll be wearing a suitable and appropriate uniform

Competent

- Make sure all of our teams are suitably skilled and competent to carry out the works, and that they have the right tools, the right training and the right approach
- Make sure that our teams are polite, helpful and friendly

Responsive & flexible

- Respond to your comments or queries promptly and appropriately
- Should we get things wrong, we'll aim to put them right as quickly as possible
- Work diligently to get everything done in your home as quickly as possible
- Work in a flexible way to take into account any specific requirements you may have
- Offer to help move large items or heavy belongings that are in the way of our work, although we can't take responsibility for any damage. We also won't move anything without your permission





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