

karbon
homes

Providing a strong foundation for life.



Replacing your boiler

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We've pulled together this handy guide to give you an idea of the work that's going to be carried out in your home and to explain what you can expect. This leaflet is for guidance only and depending on the type of property you live in, there may be some slight differences in the way we carry out the work.

Please note, our colleagues and contractors will always carry identification (ID) cards and we encourage you to ask for ID before letting anyone into your home.

Why is my boiler being replaced?

We want to ensure you're comfortable and warm in your home.

We've identified that your home needs a new boiler or heating system update as part of what we call our Planned Maintenance Programme.

What work will be done?

Work may include:

- Removal of old fittings as required
- Fitting a new condensing combination boiler to supply all heating and hot water
- Fitting of new radiators as required
- Renewing pipework to your radiators as required
- Fitting thermostatic valves to new or existing radiators, other than the radiator in the same room as your heating control
- Fitting a carbon monoxide detector to keep you safe, if you don't already have one.



When will the work start?

During your survey we'll agree a start date that is convenient to you.

When will the work be completed?

It will take a maximum of two days to complete this work in your home, although most homes are done within a day. We'll keep you updated as the work progresses.

We'll get in touch with you before the work starts to confirm that you're happy for us to proceed with the work on the agreed date.



What should I do before the work starts?

We'll talk you through what needs to be done before the work can start. Please let us know as early as possible if you have any support needs that make it difficult for you to lift or move large items, our contractor may be able to move furniture or flooring for you. However, they can't accept any liability for damage to your belongings and we will ask you to sign a form to say you agree to this.

If you have laminate flooring installed, we cannot be responsible for any damage to the flooring during the works. We'll ask you to remove any laminate flooring before the work begins if needed.

Before the work begins, you may need to:

- Pack away ornaments and valuables
- Move furniture away from radiators
- Lift carpets and laminate flooring
- Empty cupboards and work surfaces
- Make sure the loft is accessible.

What we'll do during the work

We'll protect your carpets by ensuring that they've been covered.

We may have to connect a waste pipe from your new boiler to your kitchen or bathroom sink, and if needed, this will be discussed with you beforehand. After installing your new boiler, we'll talk you through your new control system so you understand how to work the heating in your home.

We'll ensure that your home is clean after we've finished our work.

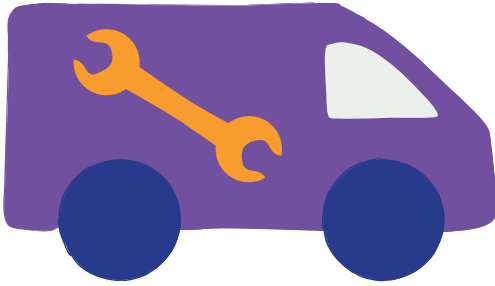
We follow strict health and safety guidelines, ensuring all work is carried out in a safe manner. In return, we ask that you follow any advice we give you regarding health and safety to ensure both yourself, your family and our colleagues are safe whilst carrying out the work.

We'll also follow any government safety guidance in place.

After the work is complete

When the work is complete, we'll come out to your home to make sure you're happy with what has been done. You'll also receive a satisfaction survey over the phone from our external partners.





What can I expect?

There will be some disturbance while we carry out our work. The level of disturbance can vary, due to the amount of work we'll need to do in your home. For example, there will be more disturbance if we are renewing your boiler, radiators and radiator pipework than if we are renewing your boiler alone. However, we will explain the level of disturbance to expect beforehand.

We may need to be in several rooms while we carry out our work, but we'll make every effort to work with you to ensure you can stay within your home during the work. We'll normally make sure one room is available for you to stay in while we renew your boiler.

Both your heating and hot water will be unavailable throughout the day, but we'll ensure that both are working for you again when we finish at the end of the day.

We'll treat your home and you with respect, making sure we clean up after ourselves.



All of our customer policies and key information are available on the Karbon Homes website and MyKarbon portal. These digital tools have an easy-to-use assistive tool that supports access to our information. This includes translation, audio, changes to the size of text, a ruler and screen mask. We also aim to make our information and services more accessible by using Plain English in our communications, offering sign language and language interpreters where required.

We'll work with you to look at the different options and, where needed, will agree what adjustments would be reasonable to meet your own personal circumstances. To find out more, please contact us.



0808 164 0111



@karbonhomes

info@karbonhomes.co.uk

karbonhomes.co.uk

Karbon Homes is a charitable registered society under the Co-operative and Community Benefit Societies Act 2014.
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