Heating Improvements

Connexus is committed to providing homes that fulfil our tenants' expectations and aspirations. This page explains how we will carry out improvements to the heating system in your home and important information about different types of heating systems.

To improve your heating system, we will usually either install a gas central heating system (subject to the availability of gas mains) or fit electric storage heaters.

Prior to work starting – surveying

The process of installing a new heating system into your home starts with a detailed survey, carried out by a Surveyor from Connexus or an approved contractor. Every property is different and not every home will need the same work carried out. This means that your property may not receive the same work as that of your neighbour.

Our Surveyor will assess your existing heating system and decide on the level of improvements necessary. We'll then inform you of the proposed works needed and offer you any choices that are available.

Aids and adaptions – The survey is the perfect time to tell us if you require any disability aids and adaptions to your home. For more information on this, please visit the **Aids and adaptions page**.

Please make sure that you request and check the Surveyor's ID badge. Do not allow anyone into your home if they do not have any identification.

Gas central heating systems

Depending on the Surveyor's recommendation, we will either:

- replace the whole heating system including gas boiler, pipework and radiators, etc.

OR

- replace your gas boiler

We use condensing boilers, which are modern, efficient and should reduce your heating costs over time.

All radiators, whether they remain or are replaced, will have thermostatic radiator valves fitted. This will enable you to set the amount of heat given out by each radiator in individual rooms.

We will need to carry out an annual safety check on all gas fittings installed in your home. For information on Gas Servicing please see our **Heating sytems** page.

Electric storage heaters

If we replace your electric heating system, we'll fit new, modern and efficient storage heater that make best use of the Economy electricity tariff. The consumer unit and all electrical wiring will be replaced at the same time, ensuring your home is kept safe.

For more information on how to use your electric storage heaters, please see our **Heating systems** page.

Carrying out the work to your home

During the works

We will ensure that:

- You are given a start date and a completion date for carrying out the work
- Your home is left in a clean and tidy condition at the end of each working day
- You are given dust sheets to protect the contents of your home
- We will always respect your home
- You have contact telephone numbers for both daytime and out of-hours emergencies. Our contact details can be found **here**.

On completion of the works

We'll carry out a detailed inspection of the work to ensure that it is fully completed and of a high quality. Once we and you are both happy with the finished standard, the improvement will be confirmed as finished.

You may be asked to complete a short survey, which is your opportunity to let us know you're opinion of the works carried out.

If you experience any faults following the improvement work, please contact us using the details **here**.