



Home Improvement

Air Source Heating



A guide to having air source heating
installed in your home



Ensuring your home is properly maintained is a major priority for North Devon Homes. Every year we invest money carrying out planned maintenance on your home updating and replacing areas such as kitchens, bathrooms and front doors.

Air Source Heating

Air source heating is a renewable 'green' technology which emits lower levels of greenhouse gas than conventional heating systems. We offer air source heating in areas where there is no gas supply.

A survey will be required to ensure your home is suitable. Here is a brief indication of the process we will follow when fitting air source heating in your home:

- You will receive notification in the form of a letter or phone call informing of the works to be completed within the next 12 months.
- A pre work survey will be required. This will be completed by your patch Surveyor, the contractor and our Customer Liaison Officer (this may take up to an hour and will be booked for a time convenient to you).
- A letter will be sent by the contractor detailing when the works will be started.

On average a new air source heating system will take 5 days to fit; however, this will depend on the size of your home and the heating system being installed. In some cases we may need to make adjustments to the size of your airing cupboard, this will be discussed at your survey.

An approximate schedule of works is detailed below:

Day One: Radiators and pipe work will be installed.

Day Two: Continue from day one and remove E7 heaters (if present).

Day Three: Continue work from day two. Remove old back boiler and pipe work (if present).

Day Four: Remove hot water tank, install the outdoor unit, hydrobox and hot water cylinder (you may be without hot water for this evening).

Day Five: Electrical works completed. Thermostat installed in hallway. System will be checked and commissioned. All remedial works complete.

Frequently asked questions:

What is air source heating?

Air Source heat pumps extract heat from the air and use it to turn the working fluid in the heating unit into a gas. The gas is compressed creating heat to be used for radiator heating systems. The technology is similar to that used in fridges and freezers but in reverse.

Will I be without heating?

Yes, but we will ensure that you have temporary heating (if needed) and water at the end of each day. You may be without hot water for one night.

Will there be any changes to my rent?

No, there will be no changes to your rent.

Can I refuse the works?

No, a heating upgrade is classed as essential maintenance and must be done to maintain the Decent Home Standard. Please speak with your Customer Liaison Officer if you have any queries or concerns.

Why do I need an asbestos survey?

Before works are started we need a specialist contractor to gain additional information about any asbestos present in your home to inform our contractors and staff.

All members of NDH staff and our contractors carry and present identification when they call at your home. Should you have any concerns or doubts about anyone calling at your home **do not let them in** and call us on **01271 312500**.



Members of the Customer Forum have formed a new support service to help other tenants.



If you feel it would be helpful to have an informal chat to another tenant no matter how small, large or silly you think your query is, please call them on 07740 410 970 from **07740 410 970 from 9am to 9pm 7 days a week**.

Our Contractors Code of Conduct

In order to ensure that our service to you is consistent, we have introduced a Contractors Code of Conduct for all our contractors to comply with. This includes items such as;

Communication

- Make convenient appointments to carry out work.
- Introduce themselves and produce an identity card.
- Advise of any delay or postponement of a visit/appointment.

Courtesy

- Maintain a professional and respectful manner at all times.
- Contractors should not use offensive language, use radios or use customers facilities.
- Reconnect and test services such as electricity, gas and water at the end of each day. Where this is not possible customers should be notified.

Cleanliness/Tidiness

- Clear away any rubbish from works at the end of each day.
- Always use dust sheets or other protective measures.

Security

- Ensure customers homes are secure at all times.
- Keep safe all materials and equipment.
- Repair any damage to internal decorations caused by work.
- Always carry a photo Identity card.
- Comply with Health & Safety legislation and relevant codes of practice at all times.

Health & Safety

Whilst work is being carried out in your home there will be some disruption, however we will try to minimise this wherever possible. It is also inevitable that there will be some hazards associated with the work and we ask that you take note of these;

Children and Pets

We would ask that children and pets are kept away from the work area at all times.

Hazards

Although toolboxes, power leads and tools will be restricted to the work area, please be vigilant at all times.

Dust

Some dust is inevitable whilst the work is carried out, however the contractor will try to ensure this is minimised. Should a member of your household suffer from any illness that could be aggravated by dust please make the Customer Liaison Officer aware of this.

Smoking

We kindly request that you do not smoke in your home for one hour prior to any visit by NDH staff or contractors and for the duration of the time that they are in your home.



If you have any questions or need any further information,
please contact the Planned Maintenance Team on 01271 312500.



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