



your home

# Home improvements

Your heating system

Version 2

Available in large print, Braille and on CD

**When you voted YES to Northwards Housing in 2005, we promised to look after and improve each and every council home in the area. As part of that improvement programme some homes will have their boiler replaced.**

**When might my gas central heating boiler be replaced?**

If your gas central heating boiler is nearing the end of its expected life, or replacement parts are hard to get, we will install a new one at the same time as we replace your bathroom or kitchen.

Depending on the condition of your existing heating system, we may do one of the following:

- make other improvements to your heating system such as fitting a new timer and thermostatic radiator valves
- completely replace your heating system if the condition of the pipework and the radiators is so poor that a new system is more cost effective.

## **What if I have a back boiler (located behind my gas fire)?**

If your existing boiler is a back boiler, we will remove both the fire and back boiler and install a new fire. You will be offered the choice of a new gas fire or a new electric fire from a pre-selected range.

We will then consult with you about the best place for your new boiler and, once agreed, we will install a new boiler and reconnect your heating system.

## **What type of gas central heating boiler will be installed?**

Northwards Housing fit two types of gas central heating boilers:

- a condensing combination boiler. This type of system does not incorporate a hot water tank. Instead you get hot water directly from your boiler when you turn on your taps
- a traditional condensing boiler. This type of system still incorporates a hot water tank

## **Why does Northwards Housing install two different types?**

Combination boilers are used wherever possible.

- a traditional boiler is only used when a combination boiler is not suitable. For example, in larger properties (four bedroom or above) or properties with two bathrooms.

## **What choices do I have?**

If there is more than one place where we can install your new boiler, we will let you choose where it is fitted. If we're installing a completely new heating system, we'll agree with you where to place the radiators.

## Extra services for customers with reduced hearing or vision

To get this leaflet in Braille, large print or on CD:

**Call:** 03000 123 123 **E-mail:** info@northwardshousing.co.uk

**Fax:** 03000 124 123 **Text phone:** 0161 274 0899

Nëse këtë dokument e doni të përkthyer, ju lutemi telefononi numrin më poshtë, ky dokument gjendet edhe në gjuhën braille, në format me germa të mëdha ose në CD.

Albanian

ان كنت تريد ترجمة هذه الوثيقة، يرجى الاتصال بالرقم المذكور أدناه. تتوفر هذه الوثيقة أيضاً بطريقة برايل للمكفوقين وبالحرروف الطباعية الكبيرة أو على قرص مدمج – سي دي.

Arabic

如果您想要一份中文译本，请打下列电话。  
这文件也有盲文版、大字体版和 CD 光盘各索。

Chinese

Přejete-li si překlad tohoto dokumentu zavolejte prosím na níže uvedené číslo. Tento dokument je také k dispozici ve slepeckém písmu, ve velkém formátu nebo na CD.

Czech

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French

نه گه ر پښت خوښه ته رجومه ي نه م به لگه نامه يه وه رگرېت، تکايه په ټوه ندي بکه به نه و ژماره ي خواره وه. نه م به لگه يه هه ر وه ها به شوازي نوسراوي کوزران، به چاپي گه ژره و يان له سه ر سي دي هه يه.

Kurdish

Se deseja obter este documento traduzido, por favor contacte o número abaixo, este documento também está disponível em Braille, impressão grande ou CD.

Portuguese

Haddii aad rabto in dukumeentigan lagu turjumo fadlan soo wac lambarka hoose, waxaa dukumeentigan weliba lagu heli karaa farta Braille ee dadka indhaha la', far waaweyn ama cajal (CD).

Somali

اگر آپ اس دستاویز کا ترجمہ چاہتے ہیں تو براہ کرم نیچے دئے گئے نمبر پر کال کریں، یہ دستاویز بریل، بڑی چھپائی یا سی ڈی کی شکل میں بھی دستیاب ہے۔

Urdu

03000 123 123