

Translation service

মডি আপনি এই লিফলেট বাংলায় পেতে চান, তাহলে :

- পলিসি এবং ইনক্লুশন সার্ভিসকে লিখুন 45 Westminster Bridge Road, London SE1 7JB; অথবা
 - ই-মেইল করুন translate@peabody.org.uk
- আপনার নাম ও ঠিকানা আমাদেরকে বলুন ও 'ARA Ben' উল্লেখ করুন।

Bu broşürün Türkçesini istiyorsanız lütfen şu adrese yazın:

- Policy and Inclusion Service, 45 Westminster Bridge Road, London SE1 7JB ya da
 - İnternet üzerinden e-posta gönderin: translate@peabody.org.uk
- Adını-soyadınızı, adresinizi eklemeyi ve 'ARA Tur' referans numarasını belirtmeyi de lütfen ihmal etmeyin.

إذا أردت أن تحصل على هذه الكراسة باللغة العربية، فيمكنك أن:
• تكتب رسالة إلى:

Policy and Inclusion Service, 45 Westminster Bridge Road
أو: London SE1 7JB

• تبعث برسالة عبر البريد الإلكتروني على العنوان: translate@peabody.org.uk
وإبلاغنا عن اسمك وعنوانك وكتابة العبارة 'ARA Ara' باللغة الإنجليزية.

Si vous désirez obtenir cette brochure en français, veuillez :

- Ecrire à Policy and Inclusion Service, 45 Westminster Bridge Road, London SE1 7JB ; ou
- Adresser un courrier électronique à translate@peabody.org.uk en précisant votre nom, votre adresse et la référence 'ARA Fre'.

Se desejar este folheto em português, pode:

- Escrever para o serviço de política e inclusão (Policy and Inclusion Service) na morada 45 Westminster Bridge Road, London SE1 7JB, ou
- Enviar um email para translate@peabody.org.uk apresentando o seu nome e a sua morada, e citando 'ARA Por'.

**This publication is also available in
Large print, braille or audio format**

Peabody
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Tel: 020 7021 4444 or 0800 022 4040 (free from landlines)
Email: peabody.direct@peabody.org.uk
www.peabody.org.uk



Information about your Gas Central Heating



PEABODY

Your Gas Safety Check

Peabody has a legal responsibility to carry out a safety check to its gas appliances every year. In order to complete the safety check, we need to come into your home.. We will write to you to confirm you need a safety check and make an appointment. Our contractors will then carry out the safety check and issue a certificate for the work.

You have a right to keep a copy of the gas safety record and we will provide you with a copy within 28 days of the safety check being carried out. We must also keep record of the gas safety check for two years.

Your documents and certificates

When the system is first installed you will be given:

- **A boiler log book.**

Our gas service contractor will fill this in each time a visit is made for servicing or for repairs.

- **A copy of your Gas Safety Certificate.**

You need to keep these documents in a safe place and produce them for the gas services contractor when they come to do your annual service and gas safety inspection.

About your central heating system

Your new heating system has the following elements:

- A gas-fired condensing (high efficiency) boiler with easy-to-use timer
- Either a hot water tank with a thermostat, or a combination boiler
- Radiators with thermostatic valves
- A room thermostat in your hall or lounge

We have chosen this system for you because it works very effectively, is very fuel efficient and is simple to operate.

We now only use one make of boiler – xxxx. This ensures we can service and repair your boiler quickly and easily, as our contractors will be familiar with your boiler before they work on it.. We buy our boilers through a special scheme called Buy for London.

What you need to know:

There is no pilot light. If the system goes off, a Lock Out light will show on the front of the boiler.

You may occasionally see white vapour coming from the flue outside your home. This is normal. The boiler is condensing all the excess water from the gas – this prevents it building up in the home and causing condensation.

If you have a hot water tank it will have a polystyrene covering, which stops it losing heat. It does not need a jacket, which you see on older systems.

If you have a hot water tank it will have an immersion heater in it. This means that you can change over to heating your water by electricity if your gas central heating system breaks down.
For instructions, see page XX.

How to heat your home efficiently

SAVE ENERGY

- Set your heating to come on just before you get up or get home from work.
- Only heat the rooms that you use the most.
- Set it to go off before you go to bed.
- In very cold weather keep it on low heat all the time.

KEEP YOUR HEATING AT REASONABLE TEMPERATURES

- Turn down your radiator thermostats.
- Keep the heat low but constant.
- Control hot water temperatures.

PREVENT HEAT LOSS

- Draw the curtains when it gets dark.
- Use thick curtains with linings.
- Tuck the bottom of curtains on to the window sill to prevent draughts.
- Before opening external doors, close all internal doors in your hallway
- Don't dry clothes on radiators, it reduces the heat coming into the room and causes condensation.

Switching your central heating system on and off

It's up to you when you turn on your heating and hot water and can set your system to go on and off automatically at certain times of the day. Even if you have set certain automatic times, you can still override them when you need to.

Your system is controlled by a timer. You will either have a time clock or a digital timer.

Setting a time clock

- 1** Check that the clock on the timer is showing the correct time. The current time shows on the dial opposite the time line at the top. If it doesn't, move the dial so that it is correct.

- 2** Set the arrows by sliding them to the times you want. There are two sets of arrows, which enable you to set your heating to come on and off twice a day.
 - **Move ON arrows (usually red) around to the time you want the heating to come on. For example 7.00am and 5.00pm.**
 - **Move OFF arrows (usually white) to the time you want the heating to go off. For example 9.00am and 10.30pm.**

- 3** Move OFF arrows (usually white) to the time you want the heating to go off. For example 9.00am and 10.30pm.

- 4** Press the side buttons WATER TIMED and/or HEATING TIMED depending on whether you want both heating and water to come on automatically or only one of them.

Setting a digital timer



Set the automatic ON/OFF times.

Press the SET? Button until CLOCK shows.

Press YES and adjust the time setting by using the + or – symbols.

When it is correct press SET.

You can also set up different timings for water than for heating by following the instructions on the programmer cover.

Overriding the timer.

If you want to turn on your heating or hot water before the timer switches it on:

Press HEATING ADVANCE and/or HOT WATER ADVANCE. It will come on and stay on until it reaches the normal set time for it to go off. It will then automatically follow the set times again.

If you want to change your timer or manual settings

You will probably have your system set at TWICE for most of the time. However, you can switch between options by pressing the SELECT button and moving the arrows to different settings for either water or heating.

ONCE will make it come on at the beginning of your first setting and go off at the end of your second setting.

OFF will keep it off constantly until you turn it on. For example, if you want to turn the heating off but keep the hot water on or if you want to turn both the heating and hot water off.

ON will keep it on constantly until you switch it off.

Heating your home

How to control the temperature

There are three different types of thermostats in your home, which can be used to control the temperature in different ways.



The boiler thermostat

This sets the temperature of the water flowing around the pipes to the radiators and the water going into the hot water tank.

On most models of boiler this is a simple dial on the front of the boiler. You only need to adjust this twice a year when the seasons change. For the winter, set it to HIGH because you will need heating and water. For the summer, set it to LOW as you will only need hot water.



The room thermostat

This is fixed in one room and controls the temperature of your home. It simply switches the heating system on and off as necessary. When the air temperature reaches the thermostat setting, your heating will switch off automatically. When the temperature drops below the setting, it will switch your heating back on. The thermostat will not work if you have manually switched the heating off, or if your timer has automatically turned it off.

This is usually positioned in your hall or lounge. Once you have a set temperature, the thermostat checks the air temperature around it. Remember, your room thermostat may be in a cool part of the house. This is to make sure that it doesn't reach its temperature setting too quickly and switch off the heating before other parts of the house have got warm.



Radiator thermostatic valves

These are located on each radiator. This controls how hot you want each radiator to be. It allows you to have different temperatures in different rooms.

You can use these valves to change the temperature or turn the heating off in a particular room. If you set a radiator at the highest temperature, it may not get that hot. This is because your room thermostat in your hall or lounge may reach its setting and switch off your heating.

Heating your water

How to control the hot water temperature

Your hot water is heated by the boiler but the temperature of the water is controlled by a thermostat on the water cylinder.

When the system was installed the temperature would have been set at 60°C. This is a suitable temperature for most people. If you need the water coming from your taps to be a bit hotter or cooler, you will need to turn the dial on your thermostat. Turn the arrow to point to the temperature you want. You may need to use a screwdriver to do this.

Remember that setting the water at a higher temperature uses up more energy and fuel, so may cost you more. If there is a child or older person in your household, please be aware that raising the temperature of your water increases the danger of scalding.

How to use the electric immersion heater

Your hot water tank is fitted with an electric immersion heater. This is normally switched off and you will only need to use it if you find that the boiler is not working. You will find an electrical switch just inside the cupboard where your hot water cylinder is. Just switch this on and the red light will go on. It will now start to heat up your water.

If you are using the immersion system

- It will not be operated by a timer so you will have to switch it on and off when you want hot water and allow time for it to warm up.
- The temperature of the water will be set at 60° - you cannot alter this on the thermostat on the tank.

We advise that you do not use this method of heating on a regular basis as it can be very expensive. Even in the summer it is cheaper to use the boiler to run your hot water system.

Combination boilers

If you have a combination boiler, you will not have a hot water tank. This type of boiler heats the water as you use it. The boiler will only heat the amount of water that you need so you don't need to set times for it to come on and off. You can adjust the temperature by turning the hot water dial on the front of the boiler.

Looking after your central heating system

We will take care of the maintenance for your central heating system, so you don't need to do anything. Our gas service contractor will visit your home once a year to:

- **service the boiler;**
- **check that the whole system is working properly, including radiators and thermostats; and**
- **carry out essential gas safety checks.**

Remember, the gas checks are for your safety and we are legally obliged to carry out this work every year.. If we can't get access to your property, we will get a court order to gain entry and you may be required to pay the costs.

Troubleshooting

If you find that your system is not working properly, please take a look at the following information to see whether you can solve the problem yourself.

If you are unable to resolve the issue, please contact us on xxxxxx and explain the problem in detail. We may be able to help you over the phone. If we can't help you over the phone, we will send out a heating engineer to sort out the problem.

The heating has gone off

Have you checked your timer is set properly? If there has been a power cut or the clocks have changed you will need to reset the timer to the correct time. For more information on how to set your timer, please see page xxx.

Is the 'Lock Out' light showing on the front of the boiler? If so, see the next section .

The 'Lock Out' light is showing on the boiler

This may be caused by a fault in the system but it can also be caused by an electricity power cut. When the power comes back on you can try to reset the boiler.

If you have a RESET button, press this and the system should come back on.

If you do not have a RESET button, turn the boiler thermostat to OFF, wait 10 seconds and then turn the thermostat back to where it was before. The system should come back on.

If the system continues to lock out, please contact us.

A radiator is cold even though the thermostatic valve is turned on.

Is your heating turned on? The radiator thermostatic valves do not operate independently of the central heating system. Check you have turned your heating on either manually or by using the timer. For instructions on setting your timer and turning your heating on manually, please see page xx.

Is your thermostat high enough? Your heating will also only come on if the air temperature has not yet reached the setting on the main room thermostat. For more information about using your thermostat, please see page xx.

Is the thermostatic valve on your radiator high enough? If your heating system is on it is still possible for a radiator to be cool. This is because the thermostatic valve has detected that the room has reached the right temperature and cut off the supply to the radiator for a while. When the room temperature drops the radiator will warm up again.

The boiler keeps firing on and off.

This should only happen when the heating or hot water is turned on. It can happen when:

- the system comes on and is heating

the house up; or if there are sudden changes in temperature, for example if you take a bath or open exterior doors on a cold day.

Once the heating and the hot water have reached the right temperature, it will go back to normal.

A radiator is cold at the top and hot at the bottom

This means that some air has got trapped inside the radiator and that the radiator needs 'bleeding'. You could do this yourself by buying a radiator key and turning the bleed valve nut gently one half turn (no more). You should hear a hiss as the air escapes. Wait until a little water oozes out and then tighten the nut back again to seal itself. The top of the radiator should now be warm. If there is still a problem, we will need to send out a heating engineer to check why this has happened and to adjust your system.

The system is not coming on and off at the set times

Have you checked the clock on your timer is correct? If there has been a power cut, the clock will have stopped for a while. Don't forget to change it when the clocks go back and forward for daylight saving time.. If you need to reset the clock, see page xx for more information.

Contact us

If you need any additional support, or would like to speak to us about your heating, you can call the **Peabody Gas Team** on **020 7021 4610**.

Resident Questionnaire

Peabody encourages feedback on the gas services we provide for residents. Could you please complete the attached questionnaire, tear it out of the heating handbook and return it to the Peabody Gas Team. The questionnaire is provided with all postage paid.

Gas Servicing

(Please circle)

Were you satisfied with your gas safety check?	Y	N
Did you receive a copy of the gas safety check?	Y	N
Were you offered an appointment for the gas safety check?	Y	N
Did the operative arrive within the specified appointment?	Y	N
Was the operative polite?	Y	N
Did the operative show identification?	Y	N
Did the operative wear a company uniform?	Y	N
Did the operative explain the works?	Y	N

Resident Involvement

If you would like to be part of our Gas Contract quarterly Core Group meeting and influence how the gas servicing and repairs is delivered to you contact us on the following details:

Tel: 020 7021 4610

Email: gasteamadmin@peabody.org.uk

Write to us at: **Gas Team,
Peabody,
45 Westminster Bridge Road,
London SE1 7JB**

If you wish a member of our Gas Team to discuss any issues or concerns please provide your name and contact number in the comments below.

Improvements

If there are any areas of gas servicing or repairs that you feel could be improved, please provide comments below:
