

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
45 Westminster Bridge Road
London SE1 7JB

Tel: 020 7021 4444 or 0800 022 4040 (free from landlines)

Email: peabody.direct@peabody.org.uk

www.peabody.org.uk

Information
Booklet

02



Information about your Gas Central Heating



PEABODY

Your Gas Safety Check

We are legally responsible for carrying out a safety check to our gas appliances every year. To do this, 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 can keep a copy of the gas safety record, which we will provide within 28 days of the safety check being carried out. We must also keep a record of the gas safety check for two years.

Your documents and certificates

When we install the system we will give you the following:

- **A boiler log book.**
Our gas service contractor will fill this in each time they visit for servicing or repairs.
- **A copy of your Gas Safety Certificate.**

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

Your central heating system

Your new heating system has the following:

- a gas-fired condensing (high-efficiency) boiler with an easy-to-use timer;
- either a hot-water tank with a thermostat, or a combination boiler;
- radiators with thermostatic valves; and
- 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 have chosen this system for you because it works very well, is very fuel-efficient and is easy to use.

We now only use Vaillant boilers. This means we can service and repair your boiler quickly and easily, as our contractors will be familiar with it. We buy our boilers through a special scheme called Buy for London, which means we get value for money and can buy them at a very competitive rate.

What you need to know:

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

You may see white smoke coming from the flue outside your home. This is normal.

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 heat your water by electricity if your gas central-heating system breaks down. You can find instructions on page 8.

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 you use the most
- Set it to go off before you go to bed
- Keep your heating on low all the time in very cold weather

KEEP YOUR HEATING AT REASONABLE TEMPERATURES

- Turn down your radiator thermostats
- Keep the heat on low
- Control hot-water temperatures

PREVENT HEAT LOSS

- Close your curtains when it gets dark
- Use thick curtains with linings
- Tuck the bottom of curtains on to the window sill to prevent draughts
- Close all the doors in your hallway before you open your front door
- Don't dry clothes on radiators as it reduces the heat coming into the room and causes condensation.

Switching your central heating system on and off

It's up to you to decide when to turn your heating and hot water on and you can set your system to go on and off automatically when you want it to. Even if you set certain automatic times, you can still change them when you need to.

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

Setting a time clock

- 1** Check that the clock on the timer shows the right time. The current time shows on the dial opposite the time line at the top. If the correct time is not showing, move the dial until it shows the right time.

- 2** Set the arrows by moving them to the times you want. There are two sets of arrows, which means you can set your heating to turn on and off twice a day.
 - **Move the ON arrows (usually red) to the times you want the heating to come on, for example, 7am and 5pm.**
 - **Move OFF arrows (usually white) to the time you want the heating to go off. For example 9.00am and 10.30pm.**

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

Setting a digital timer



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 times 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 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 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 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 which sets the temperature of the water moving through the pipes to the radiators and the water going into the hot-water tank.



The room thermostat which is in one room and controls the temperature of your home by switching the heating system on and off. 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 switched the heating off, or if your timer has automatically turned it off.



Radiator thermostatic valves which are on each radiator and control how hot you want each radiator. It means you can have different temperatures in different rooms.

Heating your water

How to control the water temperature

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

When the system was installed the temperature was set at 60°C, which is right for most people. If you need your water hotter or colder, you will need to turn the dial on your thermostat to the temperature you want. You may need to use a screwdriver to do this.

If you set the water at a higher temperature you will use up more energy and fuel, which will cost you more. If there is a child or older person in your house, please remember that raising your water temperature increases the chances of scalding.

How to use the electric immersion heater

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

If you are using the immersion system

- You can't operate it by a timer so you will have to switch it on and off when you want hot water and wait for it to warm up.
- Your water temperature will be set at 60° and you cannot change this on the thermostat on the tank.

You shouldn't use this type of heating regularly as it can be very expensive. In the summer, it is cheaper to use the boiler for hot water.

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 and will only heat the amount of water you need so you don't need to set times for it to go on and off. You can change 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 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 important gas safety checks.

Remember, the gas checks are for your safety and we are legally responsible for carrying out this work every year. If you don't let us into your property, we will have to get a court order to get into your home and you may have to pay the costs.

Troubleshooting

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

If you can't sort out the problem, please phone Peabody Direct on **020 7021 4444** or **0800 022 4040** (free from landlines). We may be able to help you over the phone, but if we can't, we will send a heating engineer to sort out the problem.

The heating has gone off

You should check 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 right time. If you need more information on how to set your timer, please see pages 5-6.

If the 'Lock Out' light is showing on the front of your boiler, read the next section.

The 'Lock Out' light is showing on the boiler

If this happens, there may be a fault in your system but the light can also come on if there is an electricity power cut. When your power comes back on you can try to reset your boiler.

If you have a 'Reset' button, press this and your system should come back on.

If you don't have a 'Reset' button, turn the boiler thermostat to 'Off', wait 10 seconds and then turn the thermostat back to where it was before. Your system should come back on.

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

The boiler keeps going 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 have a bath or open outside doors on a cold day.

Once your heating and hot water are at the right temperature, your boiler will go back to normal.

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

Your heating may not be turned on, as the radiator thermostatic valves do not work without the central-heating system. You should check you have turned your heating on either manually or by using the timer. If you need instructions about setting your timer and turning your heating on manually, please see pages 5-6.

Your thermostat may not be set high enough. Your heating will only come on if the air temperature has not yet reached the setting on the main room thermostat. If you need more information about using your thermostat, please see page 7.

The thermostatic valve on your radiator may not be set high enough. Your heating system may be on but your radiator might still be cold. This

is because the thermostatic valve knows that your room is at the right temperature and has cut off the supply to the radiator. When your room temperature drops the radiator will warm up again.

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

This means your radiator has some air trapped inside it and needs bleeding. You could do this yourself by buying a radiator key and turning the bleed-valve nut gently one half turn (but no more than this). You should hear a hiss as the air comes out. You then need to wait until a little bit of water comes out before tightening the nut back again to seal itself. The top of your radiator should now be warm.

If you can't bleed your radiator and need help, for example if you are elderly, please phone us on 020 7021 4610.

If you still have a problem we will send out a heating engineer to check why this has happened and to fix your system.

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

The clock on your timer might not be right. If you have had a power cut, the clock will have stopped for a while. You should remember to change it when the clocks go back and forward in the autumn and spring. If you need to reset the clock, see page 5 for more information.

Resident Involvement

If you would like to be part of our quarterly Gas Contract Core Group meeting and influence how gas servicing and repairs are delivered to you, please contact us.

Phone: **020 7021 4610**

Email: **gasteamadmin@peabody.org.uk**

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

Contact us

If you need any extra support, or you want to speak to us about your heating, you can call us on **020 7021 4610**.

Resident Questionnaire

We encourage feedback on the gas services we provide for residents. 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

Improvements

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

If you wish a member of our Gas Team to discuss any issues or concerns please provide us with your name and contact details.

Name:

Phone:

Address:

Email:
