

# What to expect: Boiler Replacement Programme



# What to expect – Boiler Replacement Programme

Your boiler is due to be surveyed for potential replacement. We plan to replace boilers that are more than 15 years old. If you already have a more recently fitted boiler, the surveyor will record this and the existing boiler will not be replaced until it is due.

If your boiler is more than 15 years old, this work is mandatory and we will not accept opt-outs from the programme.

If your boiler is to be replaced, the remainder of the central heating system will be checked and any minor upgrades will be carried out at the same time, e.g. thermostatic radiator valves.

If you have any mobility problems or any other special requirements that you feel we should be aware of in relation to the work that will be carried out in your property, e.g. the height of the thermostat, please call Tenant Liaison Officer, Dawn Lewis on **0300 303 1190**.



The installation will be carried out by Total Response Ltd., who will give you at least 10 working days written notice of works commencing. The enclosed leaflet 'Improvement Works: What to Expect' sets out the standard of services you should expect from Total Response Ltd., as well as detailing how you can help.

Upon completion of the boiler installation, if the property's decoration is in accordance with the standard set out in your Tenancy Agreement, we will issue you with decoration vouchers to allow you to make good disturbed areas. We will not issue vouchers for the decoration of entire rooms, nor will we issue vouchers for the decoration of cupboards etc.

**If you have any queries, please call us on 0300 303 1190 and ask to speak to Robert Bamford, Investment Delivery Manager for the Asset Management Team.**



**Dawn Lewis, Tenant Liaison Officer**  
Call: **0300 303 1190**



## Equal Opportunities statement

We recognise the damage that disadvantage and discrimination can cause. We are committed to equal opportunities and will take positive steps to ensure that you will not be treated less favourably than anyone else in your dealings with us because of race, religion, gender, marital status, sexual orientation, disability, class or age.

### Access for all...

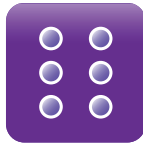
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