

## 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

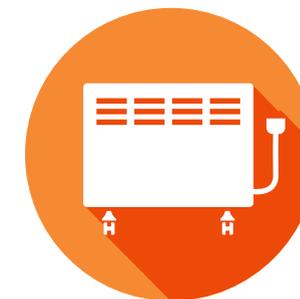
We kindly request that you do not smoke in your home for one hour prior to any visit by NDH staff or contractors and for the duration of the time that they are in your home.



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



North Devon Homes Ltd  
Westacott Road, Whiddon Valley, Barnstaple EX32 8TA  
Telephone: 01271 312500 • Fax: 01271 377810 • enquiries@ndh-ltd.co.uk  
www.ndh-ltd.co.uk



# Home Improvement

## Economy 7 heating



A guide to having Economy 7 heating installed in your home



Ensuring your home is properly maintained is a major priority for NDH & allowing NDH the opportunity to maintain the property is also part of your tenancy. Every year we invest money carrying out planned maintenance on your home updating and replacing areas such as kitchens, bathrooms and front doors.

## Economy 7

The new Storage heaters now monitor the room temperature and energy stored within the heater core to avoid overcharging. This can save up to 15% of the energy used by ordinary storage heaters.

In addition to the new storage heaters our aim is replace two heaters with Quantum heaters. The Quantum heaters use low-cost, off-peak energy. The heater adapts to match lifestyle and climate conditions, and can be programmed to deliver the heat when you need it.

Here is a brief indication of the process we will follow when fitting Economy 7 heating in your home:

- You will receive notification in the form of a letter or phone call informing of the works to be completed during 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. The contractor will contact you directly to arrange this visit.
- A letter will be sent by the contractor detailing when the heaters will be fitted.

On average a new Economy 7 heating system will take between 2 and 7 days to fit; however, this will depend on the size of your home.

Once the work has been carried out, your patch surveyor will visit you to check the work has been done to the correct specification.

Your Customer Liaison Officer will contact you to carry out a customer satisfaction survey. Your feedback is very important to us.

When an appointment is made with you, please ensure you are home on the specified day, if the appointment is inconvenient please contact us to rearrange as soon as possible. Details of who to contact to confirm or rearrange will always be contained in the letter. A huge amount of time and money is wasted each year trying to access homes and chasing those who have missed appointments, please help us to work more efficiently by responding to communications and keeping appointments.

## Frequently asked questions:

### Will I be without electricity, whilst the work is being done?

We will ensure you have the facilities you need and advise you where and when the electricity will be off. You will have electricity at the end of each day.

### Will you use surface trunking in my home?

Where new wiring is required to operate the dual function heaters, trunking will be necessary but we will try to make it as inconspicuous as possible.

### 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.

### Will there be any changes to my rent?

No, there will be no change to your rent.

### Why do I need an asbestos survey?

We do hold asbestos information on all our properties, on some occasions we need further information for specific works. We may arrange for a specialist contractor to contact you to arrange a visit for further information. We are unable to carry out the works until we have all the information needed to pass to the 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 **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.