



Information on your Heating Upgrade

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# Introduction

As the chosen contractor to upgrade your heating, PH Jones Ltd, a booklet has been put together as an explanation of the work that will be undertaken in your home. This is intended as guidance only, as each home is difference and customers’ needs vary.

# PH Jones’ Commitment to quality

PH Jones, working in partnership with Cannock Chase Council is proud to be carrying out improvements to your heating. We aim to provide you with a high quality and customer focussed service.

Our workforce is trained in customer care and whilst working in your home we guarantee to respect you and your possessions.

# What to expect from PH Jones

Our Customer Code of Conduct states that we will:

1. Introduce ourselves and provide official identification
2. Wear the company branded uniform
3. Respect you, your home and belongings
4. Provide information about what is happening in your home
5. Listen and respond promptly to your questions
6. Keep appointments that been agreed with you
7. Minimise the extent of any disruption when working in your home
8. Tell you when it is essential to cut off services i.e. gas, water and electricity, giving you reasonable notice

The Code of Conduct also states that we will not:

1. Smoke, swear or play radios in your home
2. Make casual remarks about your or your home
3. Enter your home without permission

# Key Staff

The Contract Delivery Manager and Contract Support Manager are ultimately responsible for ensuring that you receive excellent customer service at all stages of your heating installation or upgrade. Good communication is to delivering this service and the managers will act as a point of contact for you before, during and after the work has been completed. The Contract Delivery Manager may also be supported by a Customer Liaison Officer who may also communicate with you.

# Contract Managers

The Contract Delivery Manager and Contract Support Manager will:

* Answer any questions that you have before, during and after the work takes place. If your query cannot be answered immediately, your question will be referred to an appropriate person for a prompt response
* Ensure that the contact details that we have are correct and the you know how to contact us
* Keep you up to date with information about the work being undertaken in your home
* Ensure that you and your home are treated with respect
* Identify and resolve any potential problems at an early stage
* Respond sympathetically to any issues

Mr Philip Whittall – Contract Manager

**Telephone:** 01543 224 079

**Mobile:** 07769 541 329

**Address:** Trademark House, Hyssop Close,

Cannock, WS11 7FA

Mr Daniel Stewart – Operations Manager

**Telephone:** 07557 615082

**Mobile:** 07557 615082

**Address:** Trademark House, Hyssop Close

Cannock, WS11 7FA

Contact can also be made via email at **cannockinstalls@phjones.ac.uk**

# Contract Administrators (Cannock Chase Council)

The Council’s Administrators for this contract are:

* **Mr Steve Sherratt – Assistant Housing Property Services Manager**

**Telephone: 01543 456 813**

**Fax: 01543 506 575**

**E-mail:** **stevesherratt@cannockchasedc.gov.uk**

**Mr Colin Braddock – Seniour gas Inspector**

**Telephone: 01543 456 846**

**Fax: 01543 506 575**

**E-Mail colinbraddock@cannockchasedc.gov.uk**

* **Mr Andrew Charlesworth – senior gas Inspector**

**Telephone:** **01543 456 803**

**Fax:** **01543 506 575**

**E-mail: andrewcharlesworth@cannockchasedc.gov.uk**

They will be responsible for checking our work and workmanship and the general administration of the contract.

After all our work has been completed, you will be asked to spare a few minutes of your to complete a short feedback questionnaire. This will enable the Council to assess our performance and identify where any improvements can be made.

# Frequently Asked Questions (FAQ)

## Why is the work being done?

The council have identified that the heating installation in your home needs improving, either by a full or partial upgrade which will be undertaken so it is more efficient and reliable. This may also reduce your energy bills and make your home more comfortable.

## When will the work be done?

Firstly we will arrange to come and survey your property; this will be undertaken by the Contract Manager. During the visit we will answer any queries you have about the work and you will also be required to confirm you choices (see information on page 9). If you choose to upgrade to a more expensive range of fire, you will be required to provide payment at the survey visit (see information on page 10). You will also be required to sign a declaration to confirm that you have received the necessary information about the work.

After the survey visit we will arrange a mutually convenient start date usually by telephone.

Approximately two weeks before the planned heating upgrade, PH Jones will get in contact with you to answer any questions and re-confirm what work will be taking place.

## What work is involved?

If a full upgrade has been identified, we will remove your existing heating system and replace it with a complete new central heating installation. This work will include a new boiler, radiators to all rooms, heating and hot water controls and may include a focal fire. If a partial upgrade has been identified, the work will include a new boiler and additional work; this may include some of the above which will be identified at the surveying stage. You will be shown how to adjust the heating and hot water controls and you will be given the necessary user manuals for the new installation.

## How will the work affect me and my home?

Customers’ experiences differ as the work undertaken in each home can vary. However, it is likely that you will experience the following:

* Extensive lifting of floor coverings to allows access to floorboards where appropriate
* Extensive lifting of floorboards to run pipework
* General noise as copper pipe is being cut and drilled etc.
* Heating engineers walking frequently through your home to bring in materials and or tools. The may ask to prop open your front door for short periods of time
* Occasional smell of burning as solder is used
* In houses, bungalows and first floor flats the majority of the pipework will be concealed under the floorboards or within the roof space as appropriate. In ground floor flats pipework may be at high or low level but any at high level with be boxed in
* Vertical dropping pipework will be enclosed pipe trunking on full central heating installs at the time of installation

## Will I be left without heating?

Whilst the work is being carried out we may need to temporarily cut off the gas and/or electricity supply to your property. We will provide you with sufficient notice when this is likely to happen. It is likely that your gas and electric will be in working order at the end of each day. However, in the unlikely event that you will be left without heating overnight, we will provide temporary facilities. We can provide temporary electric heaters and we will provide a sufficient stock dependant on the size of your property and the number of residents in your household.

## How long will it take?

The work is likely to take a maximum of 5 working days for a full system install and 2 working days for a partial upgrade.

## How do I report a repair?

If you experience any problems or breakdowns since we upgraded your heating, please contact the Councils’ Repair Hotline on the following number:

* **Council Repair Hotline: 01543 456 816 (24 Hours a Day)**

## Who do I contact if I have a gas leak?

In addition to reporting to use, if you have a gas leak telephone Transco on the following number:

* **Transco Hotline: 0800 111 999**

🕱 **Open all doors and windows and do not operate any electrical equipment or use any light switches or plug sockets**

# Sequencing of the work

* Property survey
* Arranging gas supply if required (Tenant must apply for Gas Meter)
* Central heating/focal fire installation
* Electrical work
* Snagging/handover
* Post inspection
* Customer satisfaction survey

# How can you help the work run smoother

When we come to visit you we will inform you of the preparations you will need to make. This will often include the following:

* Move items of furniture and is possible ensure the area is cleaned before work begins. If you are unable to move furniture, the Site Supervisor will provide assistance if they are able to do. However we cannot be held responsible for any damage that may be caused whilst items are being moved
* Pack any fragile items. If any bookshelves, cabinets etc. are used to store or display fragile items, you will need to ensure that they are packed away safely before work begins
* Move furniture away from walls to allow the central heating engineers to run pipework
* Ensure there is access to your roof space, if the space is limited arrange for items to be moved before work begins
* Remove photos, mirrors, pictures etc. from the walls to avoid damage when heating engineers are carrying tools and equipment through your home

**👍 PH Jones cannot be held responsible if damage is caused due to adequate precautions not being taken**

If possessions are damaged during the course of the work being carried out, **keep them**, do not throw them away or leave them outside. Inform the Contract Support Manager immediately and confirm your complaint in writing to the Contract Manager

* Contract Manager – PH Jones, Trademark House Hyssop Close, Cannock WS11 7FA

# Your choices

Where gas fired central heating is chosen, you will be offered, if the property survey allows, a choice from a selected range of focal point electric fire/suite. These will be shown during the survey visit

During the survey visit you will be given the opportunity to review the upgrade options available, these are also contained within the Customer Options Booklet. If you require further information

about the upgrade options, please contact us on 01543 224 079 or 01543 224 076 or email cannockinstalls@phjones.co.uk

* **We will only install an appliance from the range within the Customer Options Booklet**

# Floors

Sometimes it will be necessary to lift floor coverings to carry out the improvements being made in your home. Where your carpets are hessian backed, our heating engineers with your permission, will lift and re-lay them to the best of their ability.

Unfortunately we are not able to take responsibility for the removal of foam backed carpets, vinyl or laminate flooring due to the nature of the materials as they are often damaged when they are lifted and un-fit to be re-laid.

# General decoration

Whilst we endeavour to minimise any disturbance to your decoration, there will be some disturbance. We will not carry our any decoration or re-decoration to your home. Cannock Chase Council do not issue redecoration allowance for this type of work.

# Access

Please allow the contract staff access to work in your home. Contract staff are required to provide you with identification, however if you are concerned about a caller’s identity please contact us on 01543 224 079 or 01543 224 076.

# Health and safety

It is paramount to ensure the safety and welfare of our customers’ and as a result we would like to make you aware of the following potential hazards:

* **Dust sheets –** These are essential to protect your furniture and flooring, please be mindful of them
* **Substances –** Do not touch or interfere with substances used by the workforce e.g. cleaners, solvents etc.
* **Materials –** Do not interfere with materials used by the workforce e.g. timber, copper tubing, radiators, electrical cables, plaster etc.
* **Trailing cables –** It may be necessary for temporary wiring to be installed on occasions, if this is the case then please be aware of trailing cables
* **Tools and equipment –** Please do not touch any tools or equipment used in your home by the workforce e.g. ladders, hammers, power tools etc.
* **Dust and noise –** Please inform the Site Supervisor of any health issues associated with dust or noise before work commences
* **Doors –** Please take care when walking through doors, there may be someone behind
* **Children –** Please ensure that any children in your home are made aware of hazards and they are supervised during work hours
* **Pets –** Please keep all pets secure and away from areas where work is taking place
* **Visitors –** Please make all visitors to your home aware of potential hazards

# Equal opportunities

We are committed to ensuring equal opportunities taking into consideration the needs of our customers and employees. We treat all of our customers equally regardless of race, gender, sexual orientation, religion, age or disability and ensure all our customers receive the same quality of services.

# Finally

Thank you for taking the time to read this booklet. Whilst we are experienced in carrying out this type of work, things may go wrong and in order to lessen the effects of any problems, we need to you help us by working with us.

PH Jones Ltd

Trademark House,

Hyssop Close,

Cannock,

WS11 7FA

Telephone: 01543 224 079 or 01543 224 076

Freephone 0800 023 4063 (From a landline only)

Fax: 01543 438 244

E-mail: cannockinstalls@phjones.co.uk