

Get ready for winter

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Types of heating

1. GAS BOILER



Uses natural gas or LPG to heat water for heating and hot water.

2. ELECTRIC BOILER



Uses electricity to heat water for heating and hot water.

3. AIR SOURCE HEAT PUMP



Extracts heat from the outside air to heat water for heating and hot water.

4. ELECTRIC HEATERS WITH IMMERSION



Uses an electric immersion heater in a hot water cylinder to heat water.

Keep your home warm and working well

A few quick checks to keep your heating and hot water working properly



Is your gas meter on?



If you use a prepayment meter, make sure you have credit on your gas meter.



Have you set the timer for your heating to come on?



Check your heating controller is working and replace batteries if needed.



Have you turned up the thermostat if it was turned down for summer?



Have you turned up the radiator valves (TRVs) if they were turned off for summer?



Have you bled your radiators if necessary?

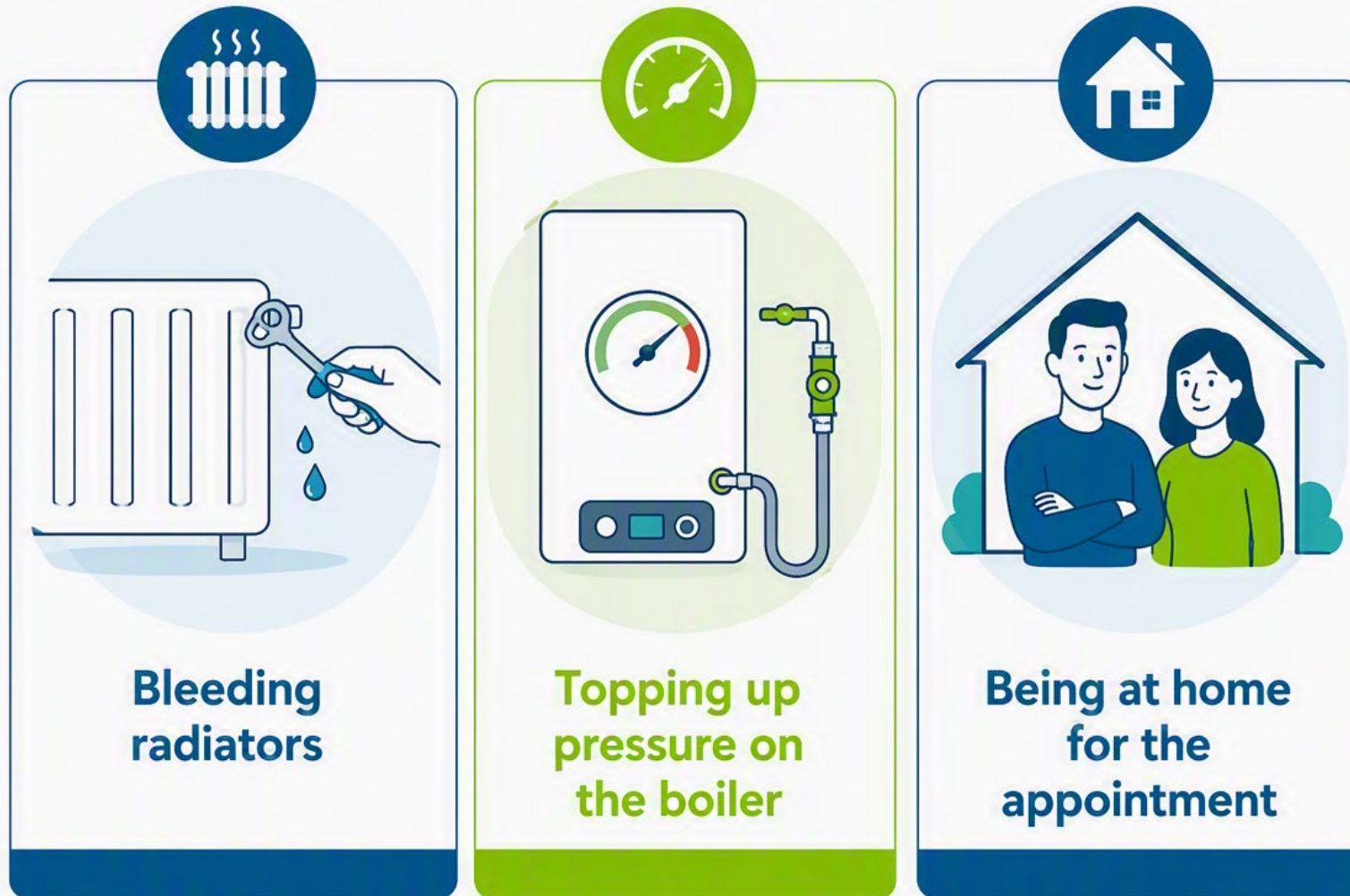


Has the boiler been accidentally switched off?



Have you set your boiler to the heating and hot water setting?

Customer responsibilities



When to report a repair



When you report a repair for your heating system, please tell us:



1 What type of system has the problem?



2 Is it gas or electric, gas boiler, air source heat pump, or LPG gas boiler?



3 Have you tried bleeding the radiators?



4 Does the system give you hot water as well as heating?



5 Are you without hot water as well?



6 Do you have any heating or hot water at all?



7 Are there any vulnerable people in the household? (perhaps with a medical need or disability, or someone who is very old or very young)



24-Hour Response

No heating or hot water (1 Oct - 30 Apr)
24-hour response for the first visit.



Temporary Heaters

Parts needed?
We'll provide temporary heaters until the repair is completed.



Emergency Repairs

Emergency repair?
Please ensure someone is available all day.
Contact us if you need to rearrange to avoid recharge costs.



No Immersion Heater?

No hot water available?
Use boiled kettle water mixed with cold water for washing and bathing.

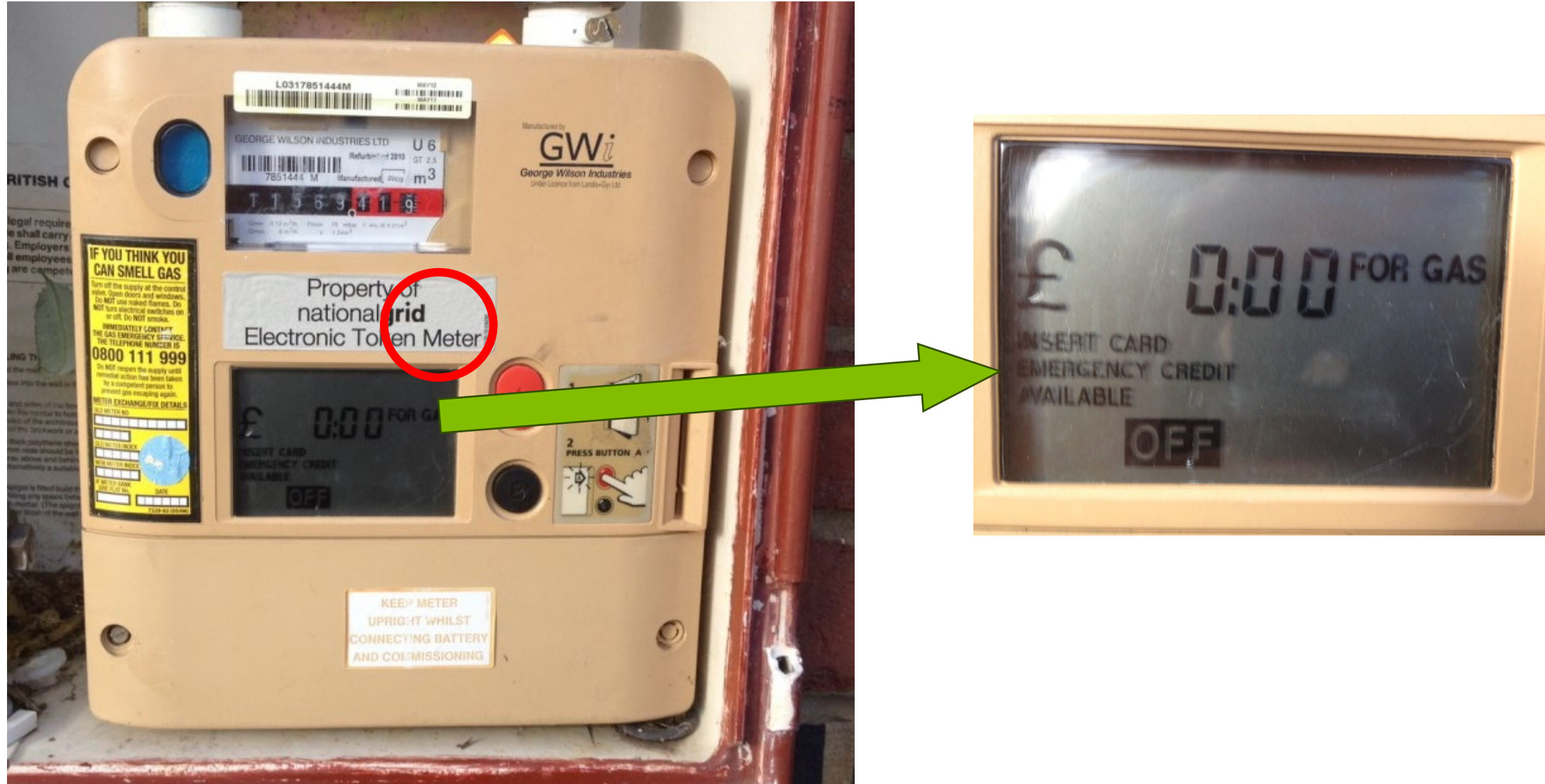


Have this information ready when you call.
It helps us diagnose and prioritise your repair faster.



Call the repairs line

Topping up credit on your meter



Freezing pipes





Outdoor taps & winter



Turn off
& drain
(Autumn)



Protect
the tap



Turn back on
(Spring)



Why it
matters



Safety checks

Gas, LPG Boiler & Air Source Heat Pump Servicing



Carbon Monoxide Safety



Hot Water Cylinders



Protect the things that make your house a home

Low-cost contents insurance can help protect your belongings against theft, fire, leaks and accidental damage.



Ask your Housing Officer for
an application pack for low-cost insurance

01442 292300



Call Thistle Tenant Risks

0345 450 7288



Alternatively, please visit the
www.thistlemysite.co.uk
for more information or to request a call back.



Affordable cover for
the things that matter most.



Thistle
Tenant Risks

Repairs handbook and website



Hightown Repairs

A practical guide



A guide designed to give you greater confidence when reporting repairs to Hightown or enable you to carry out some minor repairs quickly and easily yourself.

Visit our website:

hightownha.org.uk/repairs

The repairs handbook is given to all tenants at sign up and is available on our website.

Useful contacts

Reception: 01442 292300



Repairs

Repairs line
9am–5pm Monday–Friday

01442 292301

✉ maintenance.services@hightownha.org.uk



Out of Hours

Out of hours line

URGENT

0845 160 0077

LOCAL RATE

0203 701 3525

MOBILE



Damp & Mould

Report damp and mould

01442 292301 URGENT

✉ healthy.homes@hightownha.org.uk

🌐 www.hightownha.org.uk/healthyhomes



Resident Portal

Resident Portal Enquiries

✉ residentportal.enquiry@hightownha.org.uk



Gas Emergency

Gas leak or loss of gas supply

URGENT

CONTACT CADENT

0800 111 999



Electricity

No electricity?

URGENT

CALL

105

Accessibility



Relay UK

www.relayuk.bt.com

Help for people with hearing and speech difficulties communicate over the phone.



<https://clearvoice.org.uk>

Interpreting, language and translations service.



www.bemyeyes.com

Connects people with a visual impairment, who want assistance, with volunteers and companies across the world, through live video and AI.

Any questions?

Type your question in 'Q&A'.

