

This information is about improvements to council homes in Newcastle. If you need this information in your language your 'Liaison Officer', at your local site office, can arrange for you to speak to an interpreter. Or you can phone **0191 278 8633** to ask for a written translation. Phone **0191 278 8633** for Braille, audio and large print versions.

هذه المعلومات تخص التحسينات على المنازل البلدية (كاونسل هومز) في نيوكاسل. إذا كنت ترغب في الحصول على هذه المعلومات بلغتك، سيعمل "موظف الربط" في مكتبك المحلي على ترتيبك على مترجم. أو بإمكانك الإتصال على الرقم 0191 2788633 لطلب ترجمة كتابية.

এসব তথ্যাদি হলো নিউকাসল কাউন্সিলের বাড়ীগুলোর উন্নয়নের ব্যাপারে। আপনি এসব তথ্য যদি আপনার নিজের ভাষায় পেতে চান, তবে আপনি যাতে একজন দোভাষীর সাথে কথা বলতে পারেন, আপনার স্থানীয় এলাকার অফিসের 'লিয়াইজা অফিসার' তার আয়োজন করবেন। অথবা আপনি 0191 2788633 নাম্বারে টেলিফোন করে একটি লিখিত অনুরোধের জন্য অনুরোধ করতে পারেন।

本快讯介绍有关纽卡斯尔政府公房的各项改善工作。如果您需要以您熟悉的语言了解其内容，驻您当地办事处的“联络员”可为您安排口译服务。再者，您也可拨打电话0191 2788633索取本快讯的翻译版。

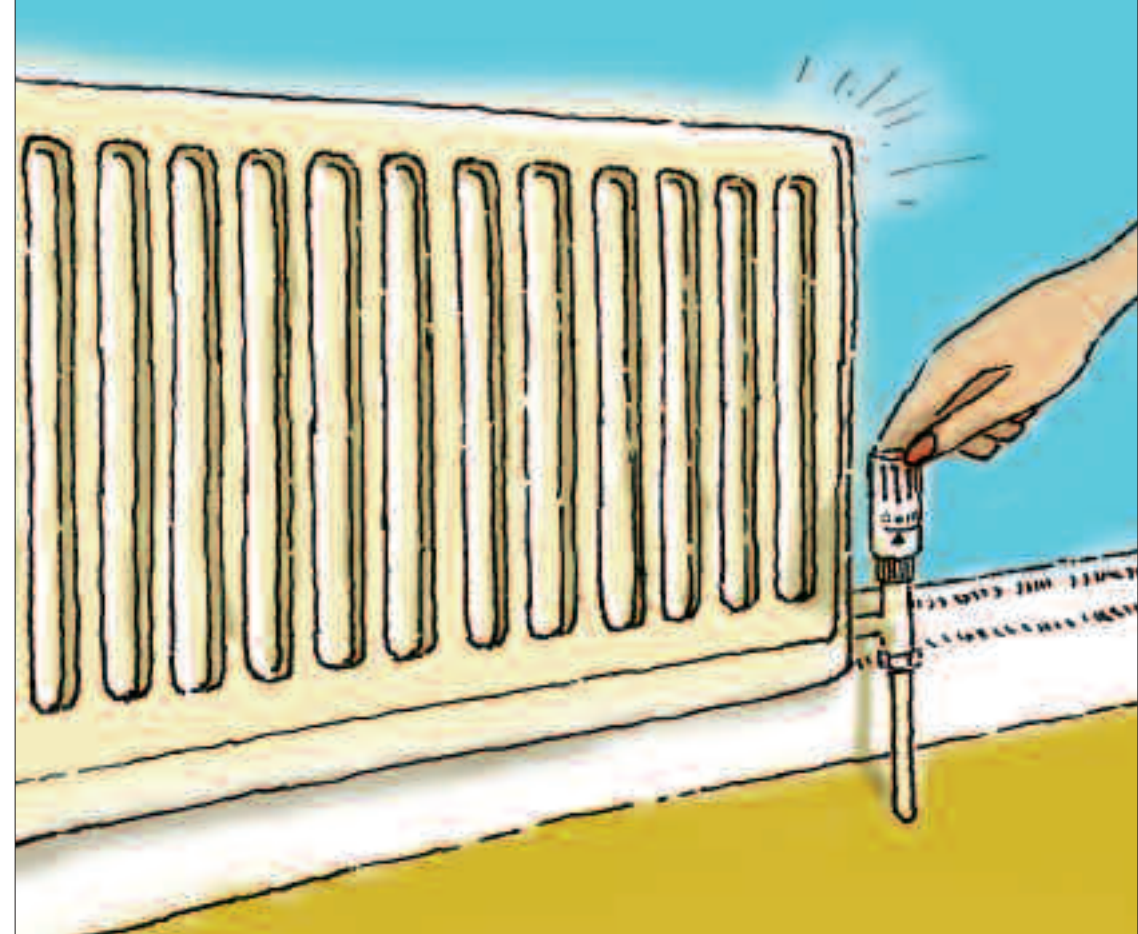
این معلومات برای بهبودی خانه های کنسل در نیوکسل میباشد. اگر این معلومات را به زبان خود میخواهید "مامور ارتباطی" تان در دفتر محلی برایتان مترجم را ترتیب نموده تا با وی صحبت کنید. یا اینکه به شماره 01912788633 زنگ بزنید و تقاضای یک ترجمه تحریری را کنید.

Ces informations concernent les projets de modernisation des logements sociaux de Newcastle. Si vous souhaitez les obtenir dans votre langue, l'agent de liaison de votre bureau local peut vous faire rencontrer un interprète. Sinon, vous pouvez également téléphoner au 0191 2788633 et demander une traduction écrite.

यह सूचना निउकासल में काउंसिल के मकानों में सुधारों के बारे में है। यदि आपको इस सूचना की आपकी अपनी भाषा में जरूरत है तो आपका "लीएजान ऑफिसर" आपके लोकल साइट दफतर में, एक दूभाषीय से आपकी बात करवाने का प्रबन्ध कर सकता है। या आप 0191 2788633 पर फोन करके लिखित अनुरोध के लिये पूछ सकते हैं।

ਇਹ ਜਾਣਕਾਰੀ ਨਿਊਕਾਸਲ ਵਿਖੇ ਕਾਊਂਸਲ ਦੇ ਮਕਾਨਾਂ ਵਿੱਚ ਸੁਧਾਰਾਂ ਬਾਰੇ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ ਤੁਹਾਡਾ "ਲੀਏਜ਼ਨ ਅਫ਼ਸਰ", ਤੁਹਾਡੇ ਲੋਕਲ ਸਾਇਟ ਦਫ਼ਤਰ ਵਿਖੇ, ਤੁਹਾਡੇ ਨਾਲ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਇਕ ਦੁਭਾਸ਼ੀਏ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦਾ ਹੈ। ਜਾਂ ਤੁਸੀ 0191 2788633 'ਤੇ ਫੋਨ ਕਰਕੇ ਲਿਖਤੀ ਅਨੁਵਾਦ ਲਈ ਪੁਛ ਸਕਦੇ ਹੋ।

یہ معلومات نیوکسل میں کاونسل کے گھروں میں بہتری سے متعلق ہیں۔ اگر آپ کو یہ معلومات اپنی زبان میں درکار ہوں تو آپ کے "لی ایجن آفیسر" آپ کے مقامی سائٹ آفس میں، آپ کے لیے ترجمان کا انتظام کر سکتے ہیں۔ یا آپ تحریری ترجمہ کے لیے فون نمبر 0191 2788633 پر رابطہ کر سکتے ہیں۔



Your central heating is soon to be upgraded

This leaflet gives important information about the work and how it could affect you. Please read the leaflet and discuss any of your concerns with the constructor's Liaison Officer during your home visit.

Your Homes Newcastle staff and the constructor's staff will all carry identity cards. You should check the identity of any individual before allowing them into your home.

The work may vary slightly from what is stated in the leaflet depending on the type of property you live in.

Why is this work being done?

The heating system in your home is due for replacement, we will fit a more efficient one. This work could reduce your gas bills and make your home more comfortable.

What work is involved?

The constructor will remove the boiler, night storage heaters, gas fire, electric fire, hot-water cylinder and tanks in the loft (where applicable). The old fittings will be removed directly from the site or placed in the constructor's skip for removal later.

Wherever possible, a new modern energy efficient condensing boiler will be installed on an external wall in your kitchen. The constructor may

need to re-site or remove some wall units to make room for it. A plastic pipe will be connected from the new boiler to a waste pipe to take away small amounts of water that the boiler produces. If this type of boiler can't be installed for technical reasons, an alternative will be offered. This may alter the amount of work to be done.

A new electric or gas fire will be fitted in the living room. You will be able to choose from a range of 4 electric fires and 3 gas fires.

A fully insulated hot-water storage tank and insulated coldwater tank will often be fitted. There will not be a hot-water tank if a combination (combi) boiler is installed, as this provides instant hot water.

New thermostatic valves will be fitted to radiators (except in the hallway, which does not need one). This will enable you to control the temperature in each room.

New heating and hot-water controls will be fitted and set to your requirements when the installation is complete. You will be shown how to adjust the controls yourself if you wish to change the settings in the future.

The constructor will also carry out any electrical work needed for the heating installation, as well as checking and upgrading the electrical earthing or metal pipework. At the same time gas pipework within the property will be tested and renewed if necessary.

The constructor will replace any plain white tiles that were part of the original installation. If you have re-tiled your kitchen, the constructor will try

to save and refit any tiles removed. The constructor will also fit your own replacement tiles if you have any spares.

When will the work be done?

You will be informed in writing of the start date for the work in your area. Seven working days beforehand the constructor will tell you the actual date for starting in your home.

How long will the work take?

Your heating will be completed within two or three working days. The constructor and our independent Contract Surveyor will need access to your home for up to a further three days to carry out a final inspection and complete any remedial work.

What should I do before the work starts?

The constructor's Liaison Officer will call approximately one week before the work is due to start and explain what you need to do. The following preparations are normally required:

- Empty the cupboards under the sink and clear the kitchen to allow easy access for the workmen
- Store safely any electrical items such as televisions or stereos as well as ornaments to avoid them being damaged accidentally during the work
- Lift carpets and move furniture as directed by the constructor

If you cannot move furniture or carpets yourself because of age, disability or ill health, please contact us. We will make arrangements for this to be done for you. The constructor will usually do this just before the work starts.

What disruption will there be?

Most of the work will be done on the first day and the constructor will need to work in several rooms at the same time. Unfortunately this cannot be avoided. The constructor will treat you and your home with courtesy and respect. The workforce will use dust-sheets, clean up any mess and pack away tools and materials at the end of each day.

Will my decoration be damaged?

The amount of damage to your decoration will depend on the type of boiler you have already and its location in your home. Damage to your decoration should be kept to a minimum during this work.

Will I receive an allowance towards re-decoration costs?

No allowances are made for replacement of central heating.

Day 1

The work is carried out in four main areas - the kitchen, living room, the room or landing where the hot-water tank cupboard is located, and the loft.

There will be a lot of disturbance around these areas. You will be able to stay in your property during the work and a room will normally be available for you and your family that is completely safe.

However, movement around the house may be restricted. The constructor will follow safe working practices and you should follow any advice given when moving around the house.

Remember there will be hazards in your home such as building materials on the floor, lifted floor-boards and equipment used by the workforce.

You should have heating and hot water at the end of day one.

Day 2 and 3

Minor work such as skirting boards, plaster patching and tidying up will take place. The fire will be installed when the plaster is dry.

The constructor will set your heating programmer to your requirements and show you how to change the settings. You will be left with an instruction leaflet. Please read it carefully.

How do I know the work is done properly?

We employ independent Contract Surveyors who will make sure the work is completed properly and meets the standards required. The

constructor's Surveyor will carry out inspections during the work and after it has been completed.

Security

Because materials need to be brought in during the work, the front and back doors may be open for some of the time, but the constructor is responsible for your property during the work.

Complaints and queries

If you have any queries or complaints about the work, please contact us on the following freephone numbers.

0800 091 1255 (East area)

0800 091 1256 (Inner west)

0800 091 1257 (Outer west & north)

We want your views

After the work has been completed we will ask you for your views on the work and how it was done. We will use the feedback to help us find ways of improving the way we work in future.

We have installed an energy-efficient system in your home. But if you do not operate it properly, it won't save you money. So if you are not sure, please contact us for advice.