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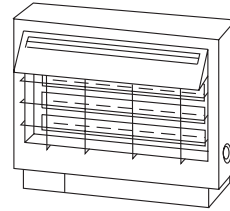
About heating systems

What system do you have?

Your heating system heats your home and provides you with hot water. In the homes managed by CHP, there are different systems. Please look at the list below to identify which system you have ... you can then go to the pages that explain your system.

Gas-fuelled systems

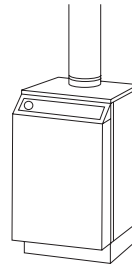
- **Gas fire with back boiler.** This heats your radiators and the water in a separate hot water cylinder page 10
- **Traditional wall or floor mounted boiler.** This heats your radiators and also your hot water which is stored in a separate hot water cylinderpage 11
- **Combi boiler.** This heats your radiators. It also heats your hot water instantly so you do **not** have a separate hot water cylinder page 12



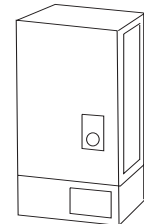
Gas fire with back boiler



Combi boiler



Floor mounted boiler



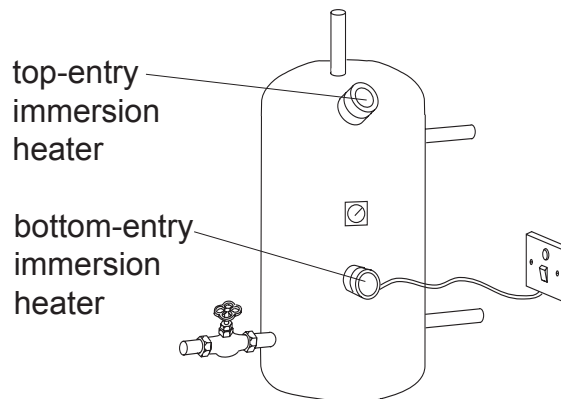
Wall mounted boiler

Electric systems

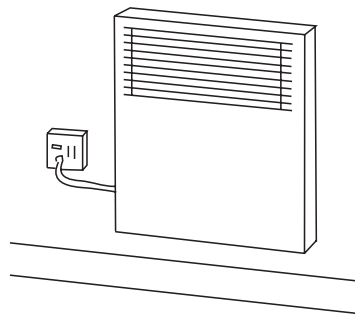
- **Electric wall or floor-mounted boiler.**
This works in the same way as traditional gas or oil-fired boilers by heating the radiators in several rooms and also your hot water. The hot water is stored in a separate hot water cylinder page 11
- **Storage and panel or room heaters.**
These are stand-alone heaters in each room.....pages 21-23
- **Immersion heater.** This is a hot water heater fixed inside a hot water cylinder. The cylinder is usually in the airing cupboard.....page 25
- **Fan heaters.** These are usually fitted in kitchens and bathrooms. They will be provided in addition to a gas or electric central heating systempage 23



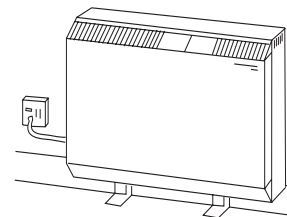
Fan heater



Immersion heater
(inside a hot water cylinder)



Panel heater

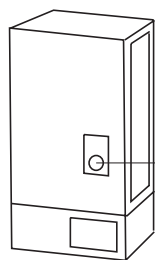


Storage heater

About your traditional gas, oil-fired or electric heating system

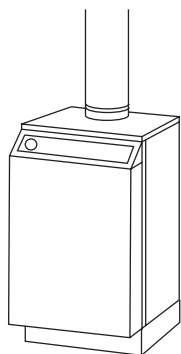
Your boiler heats your home through radiators and also heats the hot water stored in a separate cylinder - usually in the airing cupboard.

You can get your heating to come on at different times of day by setting the times on a programmer. This is usually near the boiler. See pages 13 to 16 for guidance on how to use the programmer.

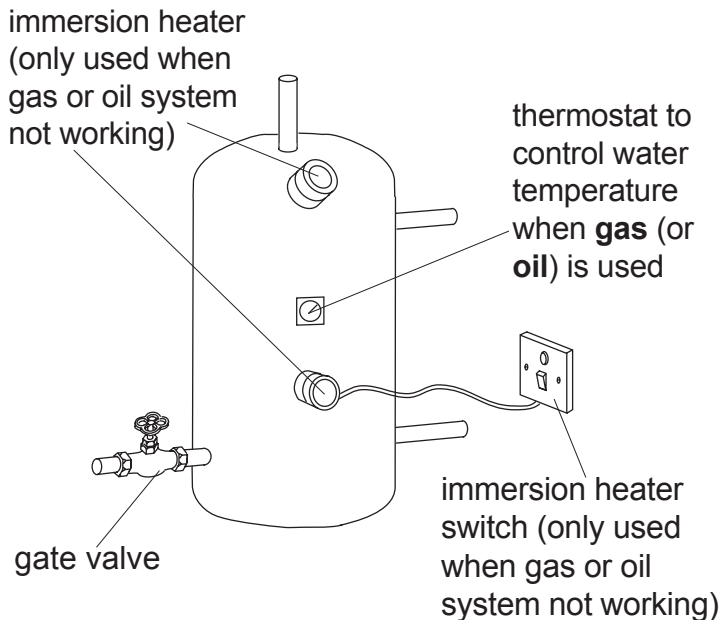


inspection window

Wall mounted boiler



Floor mounted boiler



Hot water cylinder

(this holds the water heated by your boiler)

The temperature of the water in your hot water cylinder is set by the cylinder thermostat.

About your gas combi boiler heating system

Your combi boiler heats your home through the radiators and also your hot water. You do not have a separate hot water cylinder. (The full name for a 'combi' boiler is a combination boiler.)

Controlling the system

You will get hot water at any time when you use your hot taps. However, you decide when you want the room heating to come on and off. You do this by setting the timer on the programmer. This is usually near the boiler.

See page 13 to 16 for guidance on how to use the programmer.

CHP goes for energy efficiency

Any new gas heating systems we install will have condensing boilers. Condensing boilers are very efficient in the amount of gas they use. They also collect the water produced from using gas and prevent it causing condensation in your home.

Setting your hot water temperature

You can set the temperature of the hot water by using the temperature control knob on your boiler. The maximum heat it can be is 62°C.

Remember that setting the water at a higher temperature will cost more because it uses up more energy and fuel. It also increases the danger of scalding if there are children or elderly people in your household.

About your hot water immersion heater

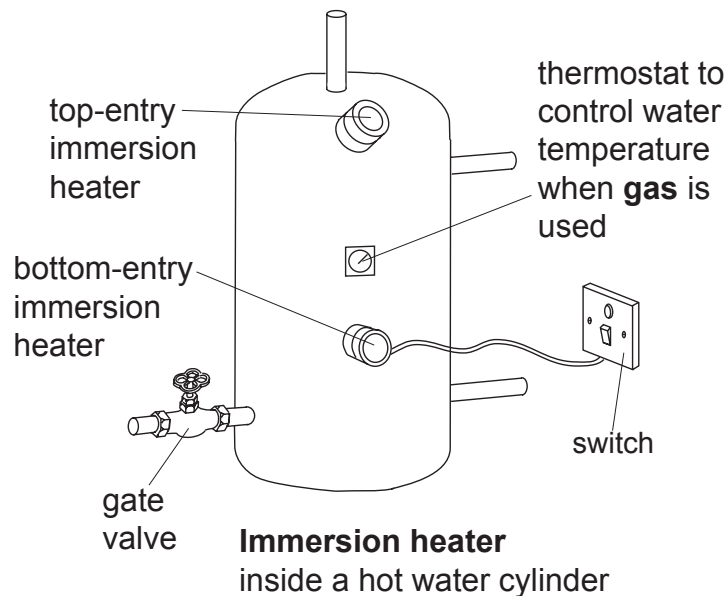
In some of the homes we manage (not those with combi boilers) there is a hot water cylinder somewhere in the home - usually in the airing cupboard. This is fitted with an electric immersion heater.

If your home is heated by storage or panel heaters, you will use this immersion heater for your hot water. You will find an electrical switch next to your hot water cylinder. When you switch this on it will start to heat up your water.

For some gas heating systems (not combi boiler systems) the cylinder is where hot water is stored once it has been heated by your boiler. You will only need to switch on the electric immersion if your boiler stops working.

Remember:

- It is always cheaper to use your boiler (if you have one) for hot water, even in the summer.
- Switch off your immersion heater when you don't need it.

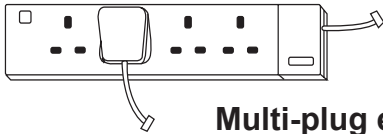


- When you are operating an immersion system:
- it will **not** be controlled by a timer so you will have to switch it on and off when you want hot water and allow time for it to warm up; and
 - the temperature of the water will be pre-set automatically.

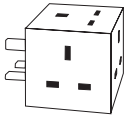
Electrical safety and advice

Electrical safety advice

- **Unplug any appliances that are not in use.**
- **Don't overload sockets.** If you have to use more than one appliance, use a multi-plug extension lead, not a multi-socket adaptor.



Multi-plug extension lead



Multi-socket adaptor

- **If you attach a plug to an appliance** yourself, make sure the fuse in the plug is the correct rating recommended by the manufacturer of the appliance.
- **If you get any electrical work done in your home** you must get permission from us first and the work must be carried out by an NICEIC registered electrician. Write to us explaining what you want to do. We will send you a written reply giving our decision.

- **Never touch bare wires.** On the consumer unit (see picture on page 28) turn the trip switch for that circuit to OFF, don't use anything on that circuit and call us immediately.
- **Do not leave appliances on standby,** for example TV, DVD player, computer or mobile phone. This is a fire risk and also uses up a lot of electricity.
- **Regularly check that flexes are not damaged** and do not lay them under carpets or in very tight spaces.
- **Never touch any electrical fittings or switches with wet hands.** Water 'conducts' electricity and will give you a shock.
- **Never touch the electricity company's fuses and seals.** These are not protected by the consumer unit and would give you a very bad shock.

About your emergency alarm system

You will have **either** a Fixed Emergency Alarm System (explained on this page) **or** a Smart Call or Telecare alarm system (explained on page 30).

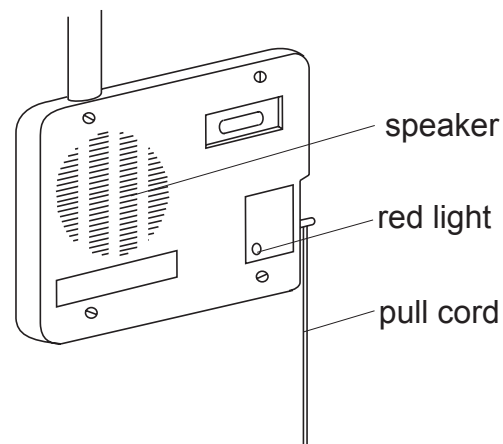
Your Fixed Emergency Alarm System

This is installed in your home so you can contact your **scheme manager** or the **control centre** if you need help of any kind.

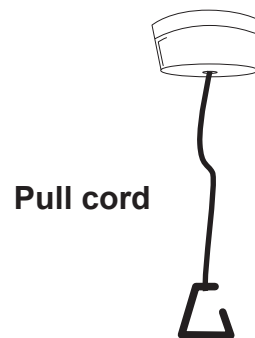
There are two parts to the system:

- a **call unit** which has a call button and speaker (like a telephone); and
- **pull cords** on the call unit and in each of your rooms. If you pull any of these it will alert the Control Centre.

The call unit is tested by us on a regular basis.



Fixed emergency alarm system



Your Smart Call or Telecare alarm system

These units work alongside your existing phone and are supplied so you can contact the **control centre** if you need any kind of help.

There are two parts to the system:

- **a call unit** which has a call button and speaker (like a telephone); and
- **a pendant** which you wear around your neck or wrist. You can press the button on the pendant if you can't get to the call unit, for example, if you have a fall.

You should test the unit by pressing the call button once a month. When the control centre answers just tell them you are testing it. We will renew batteries and pendants when necessary.

