

Your Service family accommodation

Problems with your boiler or heating?

Are you having problems with your hot water or heating system? We're here to help.

If you're having problems with your boiler or heating system, give our Helpdesk team a call on **0800 707 6000** and let us know what's wrong. One of our friendly team will ask you a few questions about the issue, to find out what the fault may be. All reported problems are assessed on a case-by-case basis, so it's important to give us as much information as you can.

What information do we need?

If it's just one radiator that won't come on, we'll need to know:

- Are both radiator valves turned on? If there is a thermostatic valve, is it turned to maximum?
- Is only part of the radiator heating up? If so, is it top or bottom?

If your central heating does not come on at all, we'll need to know:

- Is the boiler functioning?
- If there is a pilot light on your boiler is it lit?
- Is the water tank hot?
- Is the room thermostat to maximum?
- Do you know where your central heating pump is? Is it running? If it is, you'll feel a slight vibration if you put your hand on the boiler.
- Is the boiler displaying any fault codes? If so, what are they?
- Do you know how to re-set your boiler? Have you tried resetting your boiler?

Exceptional circumstances

We'll also need to know if there are any exceptional circumstances. Are there any elderly people, disabled people or children under the age of two living at your property? If any of these circumstances apply to you, please let us know when you call.

Prioritising your repair: when will your repair be done?

Once we have all the information we need, we'll prioritise your repair and tell you how long you can expect to wait for the job to be done.

All jobs reported to us are giving one of the following priority categories, depending on whether we're in colder or warmer months:

Emergency	We'll attend within 3 hours , carrying out a temporary repair immediately to make things safe and prevent further damage. Once the situation is safe, we'll book this in for a permanent repair. The engineer will report this back to the local admin who will raise the follow on work and arrange a further appointment direct with you.
Critical	We'll attend within 3 hours to make an assessment and will fix (either temporarily or permanently) the problem within 12 hours .
Urgent	We'll attend within 5 working days to make an assessment and complete the repair.
Routine	We'll attend and fix the problem within 15 working days .

How do we prioritise during the colder months (31 October – 1 May)?

Do you have alternative forms of heating or hot water, such as a fire, immersion heater or electric shower?

Yes	If you do have one of these alternative options, it's likely your repair will be logged as an urgent job.
No	If you're without these, your repair will be logged as a critical job. Your repair will be raised as an emergency appointment if you have any vulnerable people living in your home, such as a child under two, someone with disabilities, or elderly persons.

What happens if a new part or new boiler is needed, and the engineer can't fix it?

If your boiler needs a new part or needs replacing, the engineer must make sure that you have alternative hot water - via an immersion heater or electric shower. If within heating season, or if you have vulnerable people living in your home, you will be provided temporary heaters within **12 hours** of your initial call to our Helpdesk. If the engineer can't get your immersion heater or any electric shower working for alternative bathing facilities, we will arrange a hotel or alternative accommodation for you and your family.

We will arrange a new appointment for you to have the parts fitted, or for your boiler to be replaced entirely, within **5 working days** if within the colder months. In the warmer months (between 2 May – 30 October), this will be booked as a routine appointment (within **15 working days**).

For more information or to report a fault with your boiler or heating system, please call the CarillionAmey Helpdesk on: **0800 707 6000** (open 24 hours/365 days per year).