

livin Works

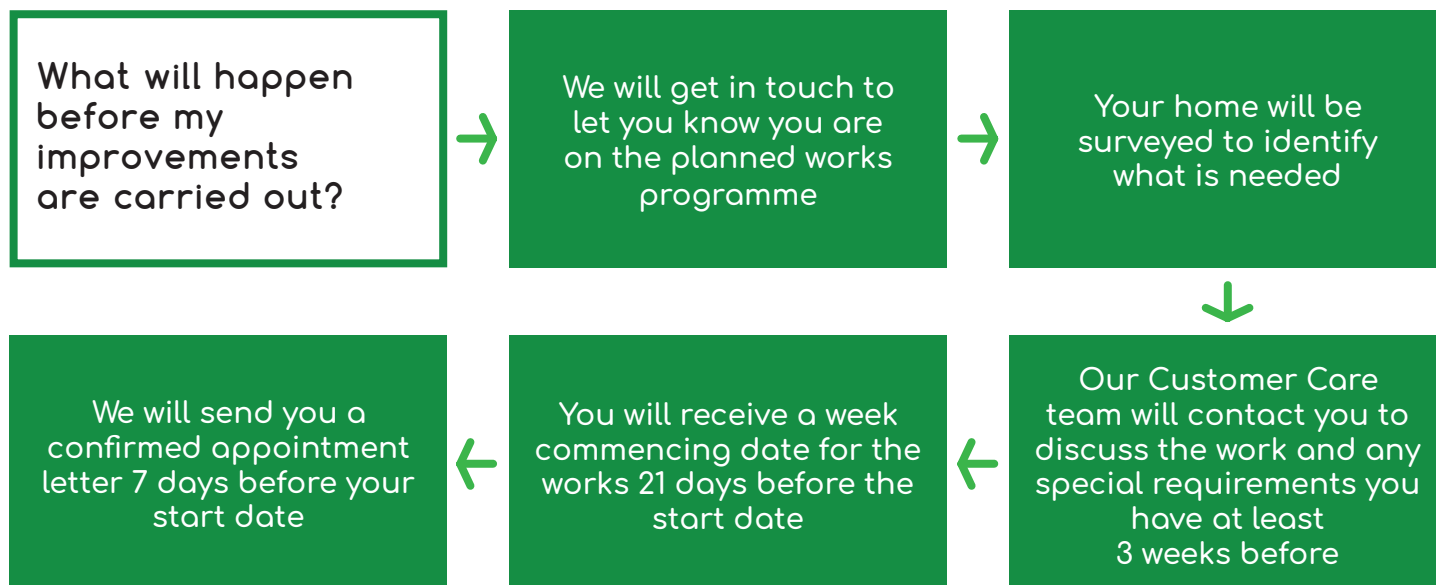
Your Central Heating Improvements



Your central heating improvements may include works on the following:

- Boiler
- Radiators
- Pipes
- Thermostat

We want you to live in a safe and warm home, to make sure we can do this we will carry out our home improvement schemes throughout the year.



Shortly before work starts your customer care officer will call and give you guidance on how to prepare for work to start.

Depending on your home improvements, your customer care officer may ask you to:

- ✓ Make sure that pathways to the central heating fireplaces and radiators are cleared
- ✓ Remove furniture and belongings away from the walls, roll back carpets and lift floor finishes such as laminate flooring and tiling
- ✓ Clear the areas that we will be working in
- ✓ Make sure that any animals or pets are adequately restrained to avoid accidents or injuries

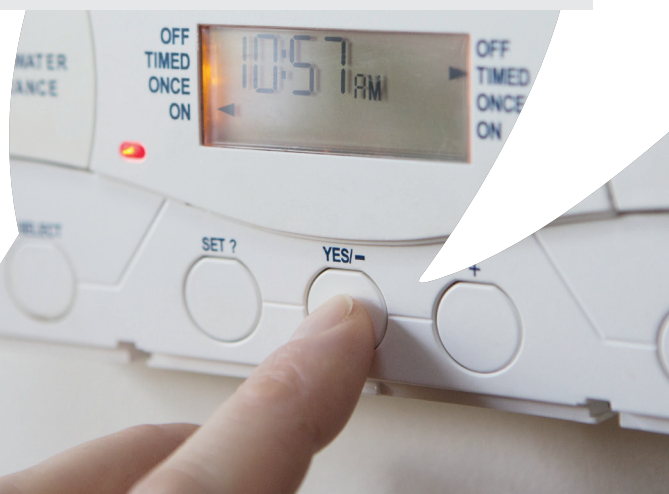
Your customer care officer will also give you a diary of works. This will show you day by day who will be working on your home and what work they will be doing. This will help you to plan your time around them.

What will happen during the works

Work will start on your home and your customer care officer will visit you regularly to make sure that everything is going to plan.

What will happen after the works have been completed

Once work is complete, we will carry out a full safety check and provide you with a gas safety certificate. We will carry out an inspection to make sure that it is completed to your satisfaction before it is signed off. We will email or text you with a customer satisfaction survey.



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