



## Working in Partnership

# Central heating checklist

If you have problems with your central heating or boiler, please read the following checklist before requesting a repair visit to your home:

- 1) Is the gas supply connected?
  - Is the meter isolation valve turned to **ON**? The handle should be in line with the gas pipe
  - If you have a prepayment meter, is there credit on the meter and does the meter state it is **ON**?
  - If you have a gas cooker, is it working?
- 2) Is the electric supply in the property working? Do the sockets and lights work?
  - Is the main wall switch for the boiler **ON** and has the fuse blown? (If necessary, remove the fuse and replace with a 3amp fuse)
  - Is the power switch on the boiler switched **ON**?
- 3) If the boiler has a pressure gauge, does it show a **minimum** of 1 bar?
- 4) Are the central heating controls set correctly?
  - Is the timer set to 'Constant or Run'?
  - Is the room thermostat turned up?

If you have tried all the suggestions above and the system still does not operate, please contact the **Charnwood Neighbourhood Housing repairs hotline on 0800 587 8099**.

Please inform the administrator that you have checked the above and describe the problem in as much detail as possible.

### What to do if you smell gas or fumes

Immediately turn off your supply at the meter (if safe to do so) and Contact National Grid (formerly Transco) on **0800 111999**

- Put out all cigarettes and do not use naked flames
- Open all windows and doors
- Do not use electrical switches, equipment or appliances
- Report it to the **Charnwood Neighbour Housing repairs hotline on 0800 587 8099**.

This Central Heating Checklist can be provided in Braille, on audio cassette tape/disc, **large print** and in other languages on request to Charnwood Neighbourhood Housing on 01509 634666.

