# Boiler replacement programme

**This leaflet includes important information about your boiler replacement. Please read before works begin.**




Selwood Housing

# Your boiler replacement upgrade

Your boiler replacement will involve a wide range of works with different trades entering your home.

## What to expect

- Installing a new boiler (type will vary depending on your home).
- Renewing pipework where applicable. Installing new radiators only if required.
- Electrical work, such as connecting the boiler, plus any additional work identified during the survey.
- In some homes, we may also need to remove the existing hot water cylinder.

## What to expect

### Work we will not carry out:

The list below includes work that is not included in your boiler replacement programme:

- We will not replace any floor coverings.
- We will not box in any pipework.
- We will not decorate or offer decorating vouchers. If you are thinking about decorating, we recommend waiting until your boiler replacement is completed.

# What to expect during your survey

## Design, plan and measure

When we visit to survey, we will take the measurements needed and look at the current location of your boiler. Where possible, we'll replace the boiler like for like, but occasionally we will have to move the boiler position.

We may also need to add additional works but this will be discussed at survey stage. We will produce a materials list and order the relevant materials ready for your start date. If you have any questions, please feel free to discuss these at the survey point or contact us.

## Asbestos survey

Following our survey, we will ask our asbestos surveying contractor to complete an asbestos survey of your home. Please note that this survey cannot be carried out until we have completed our plan.

The contractor will contact you directly. Please book your appointment with them as soon as possible. Results can take around 4 weeks to be returned, and we can't begin works without the asbestos survey results.

Please note that Selwood Housing conducts different types of asbestos survey. Even if your home has previously been surveyed, that survey may not have captured all the information needed for this work.

# What to expect during your survey

## Start date

Once we have all the information we need and a start date available, we will contact you to discuss.

We'll check the date is suitable and advise what you need to do before we arrive.



**If you have any dates that work better for you, please discuss these with us at the survey. We try to meet requests wherever possible.**

# What you can do for us

## Moving your items

Once we have an agreed start date, we ask that you move items to prevent any breakages. This includes any pictures or mirrors hanging from the walls if necessary. Floor spaces should be left clear so we can remove floor coverings to access floorboards where required.

## Keep areas clear

Keep animals and children away from the area(s) where we are working. We will always leave these areas as safe as we can at the end of the working day, but it would be a great help if you could keep them clear as much as possible. Work with us to keep things neat and tidy while works are ongoing. We appreciate that it can be tricky when we are working in your home, but hopefully together we can keep disruption to a minimum.

## A safe working environment

We will not smoke in your home. It would be helpful if you didn't smoke in any areas where we are working. We will always be polite and respectful to you and your home while carrying out works, and we ask the same from you.

## Not at home during the works?

If you aren't going to be home during the works, please arrange for someone to let our operatives in. If this isn't possible, please leave a key in a safe place, or with a neighbour, and let us know where to collect it.

## The work schedule

We expect a boiler replacement to take around 1 - 5 working days to complete. Any unexpected issues may mean the work takes slightly longer, but we will keep you informed. We will confirm the expected timescale following the survey, once the scope of the work is known.

We can provide temporary heaters during the works. If you need these, please request them at the point of survey or call us to discuss.

We will keep you updated throughout the works, but if you have any questions please feel free to either speak to the team on-site or give us a call.

Our operatives will remove and dispose of all waste from your boiler replacement.

Once works are completed, our operatives will show you how to use the system (if required). We'll also leave an instruction booklet for future reference.

# What to expect

## Different trades

Several different trades may work in your home, including:

- Gas engineer
- Electrician
- Multi-trade
- Gas supervisor

All our operatives and staff entering your home will wear suitable and appropriate uniforms. Please feel free to ask for proof of identification as all of our teams have ID badges.



# Our commitment to you

## Code of conduct

We follow a code of conduct. We've outlined below what you can expect from us while we're working in your home, including what we will and won't do:

## Health & safety

- Carry out our work in a safe manner at all times.
- Ensure our teams work in a safe way and keep you and your home safe by not leaving tools, equipment or materials lying around.

## Communication

- Always introduce ourselves before starting any work.
- Let you know what's happening and keep you up to date on the progress with the works in your home.
- Always explain what we're going to do, how long it's likely to take and what sort of disruption to expect.
- Ask what you think of the completed works.

## Cleanliness & tidiness

- Keep our work area, and your home, as clean and tidy as possible during the works.
- Always clean and tidy up at the end of the day so your home isn't left in a mess.
- Always use dust sheets or floor protection to protect your home.

# Our commitment to you

## Noise & dust

- Keep these to a minimum at all times. There might be noise, dust, or both during the works, but we'll always let you know in advance.

## Security

- Keep your home safe and secure during the works and not expose you or your home to any unnecessary risks.
- Always ask in advance if we can use your gas, electric, water or toilet.
- Ensure our staff wear a suitable and appropriate uniform and carry identification.

## Language & behaviour

- Ensure our teams don't use foul or abusive language and that you're always treated with respect and courtesy.
- Take care and show respect for your home.
- Ensure no one smokes or plays loud music in your home.
- Drive and park with care outside your home.

## Privacy

- Respect your confidentiality at all times and maintain your levels of privacy.

# Our commitment to you

## Identification

- Ensure all our teams have identification and that they show it to you before coming into your home.
- Ensure you always know who is working for us because they are wearing a suitable and appropriate uniform.

## Competent

- Ensure all of our teams are suitably skilled and competent to carry out the works, and have the right tools, the right training and the right approach.
- Ensure our teams are polite, helpful and friendly.

## Responsive & flexible

- Respond to your comments or queries promptly and appropriately.
- Should we get things wrong, we aim to put them right as quickly as possible.
- Work diligently to get everything done in your home as quickly as possible.
- Work in a flexible way to take into account any specific requirements you may have.
- Offer to help move large items or heavy belongings that are in the way of our work, although we can't take responsibility for any damage. We also won't move anything without your permission.

Selwood Housing

Selwood Housing Society Limited
Bryer Ash Business Park, Bradford Road,
Trowbridge, Wiltshire BA14 8RT

T. 01225 715 715
E. info@selwoodhousing.com
**selwoodhousing.com**

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