Fuel switch upgrade programme

This leaflet includes important information about your fuel switch upgrade. Please read before works begin.



Selwood Housing

Fuel switch upgrade

Your fuel switch upgrade involves a wide range of works with different trades entering your home.

What to expect

- Removal and disposal of old storage heaters.
- Removal of existing water tanks where possible (this will be confirmed at survey point).
- Installation of radiators (including pipework).
- Installation of a new boiler (type will vary depending on your home).
- Electrical work such as wiring in the boiler (plus any additional works identified at survey).

What to expect

Work we will not carry out:

The list below includes work that is not part of your fuel switch programme:

- We will not replace any floor coverings (this also includes any holes that are left by the feet after the storage heaters are removed)
- We will not box in any pipework
- We will not decorate or offer decorating vouchers. If you are thinking of decorating, we recommend waiting until your heating upgrade is completed.
- You are responsible for arranging the installation of your gas meter through your energy supplier. Selwood Housing will not arrange the meter installation, but we can provide guidance and, if required, contact details for Warm Wales.

What to expect during your survey

Design, plan and measure

During the survey, we will assess your existing heating system and confirm the work needed for your fuel switch. This will include identifying suitable locations for the new boiler and radiators, checking the pipework and any electrical requirements, and confirming whether any existing water tanks need to be removed.

We will then produce a materials list and order the items needed for the agreed start date. If you have any questions, please discuss them with us during the survey 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

Gas supply and meter installation

A gas supply must be available at your property before the fuel switch can take place. If the required gas service connection has not been completed, Selwood Housing will arrange this.

You are responsible for arranging the gas meter installation through your energy supplier. The meter must be installed before the fuel switch work can begin. If you need support, we can provide guidance or contact details for Warm Wales.

Switch off

Please switch off your storage heaters at least 24 - 48 hours before your start date. This will allow the bricks within the storage heaters to cool down so we can remove them. If you need temporary heaters, please contact us and we can arrange delivery.

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.

What you can do for us

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 else 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 fuel switch to take around 4 - 5 working days to complete. Any unexpected issues may mean the work takes slightly longer, but we will keep you informed.

We can provide temporary heaters during the works. If you need these, please request them at the 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 heating upgrade.

Once all of the 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.
- Make sure our teams are polite, helpful and friendly.

Responsive & flexible

- Respond to your comments or queries promptly and appropriately.
- If 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.

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