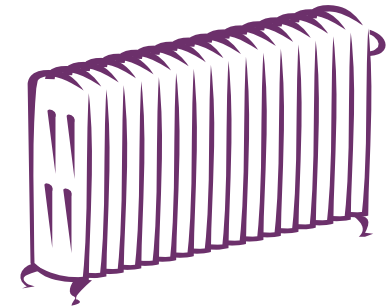


HOUSING SERVICES

Improvements
to your home;

Central Heating
Upgrades



www.blaby.gov.uk/housing

This information can be made available on request, in other languages and formats (large print, Braille or on audio tape) by contacting:-

Housing Division
Blaby District Council
Council Offices
Desford Road
Narborough
Leicester
LE19 2EP

Tel: 0116 272 7788
Fax: 0116 272 7601
Minicom: 0116 284 9786

Council offices
Desford Road
Narborough
Leicester
LE19 2EP

Phone: 0116 275 0555

Fax: 0116 275 0368

E-mail: enquiries@blaby.gov.uk

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਪਤਿਕਾ, ਸਿਸਟਾ ਨਾਂ 'ਇੰਪ੍ਰੋਵਮੈਂਟਸ ਟੂ ਯੂਅਰ ਹੋਮ (ਤੁਹਾਡੇ ਘਰ ਵਿਚ ਸੁਧਾਰ) - ਇਲੈਕਟ੍ਰੀਕਲ ਰਿ-ਵਾਇਰਿੰਗ' ਹੈ, ਦੀ ਨਕਲ/ਕਾਪੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂਚੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ:

Gujarati

ਰਾਜ਼ਿਸ਼ੀਰਾ ਸਰਵਿਸਿਜ (Housing Services)

Blaby District Council
Council Offices
Desford Road
Narborough
Leicester
LE19 2EP

ਟੈਲੀਫੋਨ: 0116 272 7788

ਈਮੇਲ: Housing@blaby.gov.uk

ਰਾਜ਼ਿਸ਼ੀਰਾ ਸਰਵਿਸਿਜ (Housing Services)
Blaby District Council

Council Offices
Desford Road
Narborough
Leicester
LE19 2EP

ਟੈਲੀਫੋਨ: 0116 272 7788

Punjabi

ਇੱਕ ਫ਼ਾਇਲ ਆਨਲਾਈਨ ਵਿੱਚ ਆਉਣ ਵਾਲੇ ਇਸ ਸੇਵਾ ਵਿੱਚ ਸੁਧਾਰਾਂ ਕੀਤੀਆਂ ਗਈਆਂ ਹਨ। ਇਹ ਸੇਵਾ ਸੁਧਾਰਾਂ (ਮਿਲਾਵਾਫ਼ੀ ਟੀਮ ਦੇ ਸਮੇਂ) ਮੁੜ ਚਲਾਉਣ ਦੀ ਯੋਜਨਾਬੰਦੀ ਕੀਤੀ ਗਈ ਹੈ।

Blaby District Council owns around 2,200 properties of all kinds, and is committed to making sure they are looked after properly and are comfortable and safe homes.

With that in mind, Blaby District Council has developed a programme to re-wire the electrics in your home.

With that in mind, Blaby District Council has developed a programme to install and upgrade the heating in your home. This will be in the form of a new, full gas fired central heating system.

The installation of this system should mean;

- Lower heating bills
- Less risk of condensation
- More comfortable living conditions

How will I know what is going to happen and when?

The Council's appointed Contractors will visit your home to decide upon the work that is required. They will also advise you of the following;

The Contractors name and contact details

Confirm the type of heating

The likely disruption, such as dust and moving or re-sizing fittings such as radiators

The likely start date of the works

What can I expect when whilst the work is carried out?

The Council's Contractor will only work Monday to Friday between the hours of **8.00 am to 6.00 pm.**

All Council employees and Contractors will wear visible identification badges.

Council & Contractors employees will not smoke in your home

The re-wiring should take no longer than 4 days

The use of your toilet facilities is not generally permitted

The Contractor will provide all necessary protection to your furniture and carpets

The Contractor will provide temporary heating and hot water as required during the installation.

Can I get help with any re-decoration?

Yes – If it has been necessary to install smaller radiators or to relocate the thermostat, we will offer you £10 per affected room as a contribution towards redecoration. The amount you receive will depend upon the number of rooms affected in your home.

What if there is a delay?

If there is a delay, the Council or the contractor will tell you as soon as possible, and agree a new date with you.

If you have any queries, you can contact a member of the repairs team on

0116 2727788

or Email :

housing.repairs@blaby.gov.uk

Customer Feedback

To help us improve our service, you will be asked to complete a Satisfaction Survey, when the work is finished. You may also be visited by a member of Blaby District Tenants Federation (BDTF), who carry out quality checks to ensure that you are satisfied with the work carried out, and also feedback any concerns you raise.

If you are not happy with our service and wish to make a formal complaint, you can obtain a copy of the Council's formal complaints procedure from the main reception at the

Council's offices or telephone 0116 275 0555, or Email enquiries@blaby.gov.uk