



# Heating upgrade programme



# Our central heating upgrade programme

We are working in partnership with PH Jones to deliver our heating upgrade programme.



PH Jones is our main heating upgrade contractor. The team will carry out and oversee the improvement work to your home.



We are also working in partnership with PH Jones to deliver our heating repairs, gas and solid fuel servicing programmes.

Tenants were involved at every stage of the selection process to appoint our contractors. This included taking part in interviews, scoring contractors against expected standards and asking important questions about quality and service delivery

**If you go to our website - [www.tworivershousing.org.uk](http://www.tworivershousing.org.uk) - and register for 'My account', you will find specific information relating to your home.**

**For more general information about our improvement programmes, please visit the 'Your home' section of our website.**

**You will also find a useful booklet called 'Investing in your home' in our website 'Library'.**

## Before the work starts

### Stage 1:

You will receive a 'notification of works' letter to confirm your home is due for improvement work.

### Stage 2:

If they haven't already done so, PH Jones will contact you to arrange a convenient appointment to carry out a heating survey.

### Stage 3:

A Lead Engineer from PH Jones will visit you to carry out the survey, so we know exactly what needs to be done to your home.

*This will be your opportunity to ask any questions you have about the forthcoming work and changes to your heating system.*

### Stage 4

Your Lead Engineer will call to discuss a convenient date for the work to start and confirm this in writing.

### Stage 5:

You will receive a reminder from PH Jones shortly before work is due to begin.

*This will be by email, post or telephone.*

### Stage 6:

The operatives will arrive at your home to start work.

### Stage 7:

Once complete, the work will be inspected by a Lead Engineer. If your heating controls have changed, you will be shown exactly how to use them. The timers will be set for you if required, and you will receive a simple instruction sheet.

## During the work

Before the work begins, you will be advised of exactly what needs to be done and how long it is expected to take. In most cases it will be three days or less.

The work will involve whatever is necessary to bring your heating system up to current standards. This might involve the installation of a complete new central heating system or may include some, or all, of the elements below.



Replacement of:

- central heating appliances.
- pipework.
- radiators.
- programmers.

The installation team will use dust sheets and clean up after themselves. They will also repair any cracks or holes created during the works, but they are not responsible for decoration or flooring. This includes any gaps in wall decoration, gaps in carpets or wooden flooring caused by a change of radiator or storage heater position, or decoration of new boxing around pipework. These remain your responsibility.

## CONTACT US

**Telephone: 0800 316 0897**

If you would like this leaflet in large print or audio CD, please call us.

**Website:** [www.tworivershousing.org.uk](http://www.tworivershousing.org.uk)

**Email:** [customerservices@2rh.org.uk](mailto:customerservices@2rh.org.uk)

**facebook** /tworivershousing



Date: February 2026