

Problems with your heating

It is essential that your property has an adequate means of heating. There should be fixed thermostatically controllable heating in all areas of the property including the bedrooms, bathroom, living room and kitchen. Your heating system should be serviced regularly and heating systems if applicable are subject to annual gas safety checks.

How to resolve the issue

- Check the boiler is turned on and all the controls are at an appropriate setting
- Check that your power supply is working
- Check if your gas supply is working
- Check that the bill has been paid or if it is a pre-payment meter ensure that there is credit available
- If you are still having issues contact your landlord to inform them in writing and give them the opportunity to resolve the issue

Anyone who carries out work on gas appliances must be registered with the Gas Safety Register.



Need more help?

For more information and advice please contact:



www.cornwall.gov.uk/responsiblelandlords

This leaflet has been prepared by Private Sector Housing, Planning and Enterprise Service, Cornwall Council.

Telephone: **0300 1234 151**
Email: **psh@cornwall.gov.uk**

If you want help or advice on how to produce information in alternative formats or interpreter services please phone **01872 322594** or email **equality@cornwall.gov.uk**.

If you would like this information in another format please contact:

Cornwall Council
County Hall
Treyew Road
Truro TR1 3AY

Telephone: **0300 1234 100**

Email: **enquiries@cornwall.gov.uk**

www.cornwall.gov.uk

Heating

A bite size guide for tenants advising how to help with heating their homes

Heating provision

What you can reasonably expect to have :

- Fixed heating provided to every room in a dwelling.
- Heating which is controllable, safely and properly installed and maintained.
- It should be appropriate to the design, layout and construction, such that the whole of the dwelling can be adequately and efficiently heated.
- The system shall be capable of maintaining the following internal temperatures when the external temperature is -1°C :
Living room 21°C
Bathroom 22°C
Elsewhere 18°C

If a dwelling is situated on the mains gas network, then we would recommend that a **central heating system** is installed.

If there is a central heating system the radiators should be sited so as to ensure even distribution of heat whilst minimising heat loss through walls and windows.

The following controls should be provided to a central heating system:

- A suitably positioned room thermostat.
- A programmer.
- Thermostatic Radiator Valves on all radiators except on the one in the room containing the room thermostat (usually the hallway).

Oil installations

Your landlord should ensure that all Oil fired appliances and equipment be serviced periodically in accordance with the Manufacturer's instructions. This should also include oil storage tanks and oil supply pipework.

LPG (Liquefied Petroleum Gas) appliances also require testing by a gas safe registered engineer; however they should be registered to undertake specific LPG works.

Solid fuel and wood burning stoves

All wood burning or multi fuel stoves should be regularly inspected, cleaned and maintained in accordance with the manufacturers' instructions by a suitably qualified contractor, i.e. HETAS.

Carbon monoxide

Carbon monoxide detectors should be installed by your landlord in a property where there is a risk of carbon monoxide poisoning. This would include where any carbon based fuels (gas, oil, coal, wood, etc.) are able to be burnt.



Help us to keep you safe. Encourage your landlord to join the Cornwall Responsible Landlord Scheme, an online resource which provides guidance and advice including information on heating your rented property.

www.cornwall.gov.uk/responsiblelandlords

How to get the most out of your ECONOMY 7 storage heaters

How to set the controls

Input – The input dial controls how much electricity is absorbed and stored by the heater during the night ready to warm your home the next day. The first time you use your heater set this control to 6 (maximum input). You will then have to decide if this was too hot and does the dial need adjusting. You may want to adjust the input depending on the time of year.

Output – Also known as the room temperature boost control. Normally this should be set at number 1 during the day and turned up in the evening for a boost if it is required. When this control is left at number 1 the heat stored during the night is emitted gradually through the day. As the stored heat reduces the surface temperature of the heater becomes colder, at this point turning the output to a higher setting allows the remaining heat to be released. Remember to return the setting to number 1 before going to bed. Using the output in this way enables you to use all the heat that has been stored and reduces unnecessary use of fuel.

The weather – During Spring and Autumn the temperature can vary on a daily basis. This means that if you know the temperature is going to fall the next day you should turn the output dial to a higher setting to make sure there will be enough heat to keep you warm throughout the day.