

Communal Heating

Roche Court and Wenlock Bungalows



In Roche Court and Wenlock, the bungalows receive their heating and hot water from a communal heating system, which differs from other conventional standalone heating systems.

This leaflet contains information in relation to how the communal heating system works.

What is communal heating?

- Communal heating is an environmentally responsible way for our customers to benefit from centrally generated, reliable and efficient heating and hot water. This heating system consists of a centralised boiler house that delivers heat and hot water on demand to your home.
- You do not have a gas supply in your home, instead you will receive heating and hot water from pipes connected to the communal boiler house.
- To ensure that each household connected to the system only pays for the energy it consumes, the supply is automatically metered and connected to a Switch2 G6 meter.

What service will I receive?

Gentoo work closely with Switch2, the appointed service provider, who maintain and repair the heating and hot water system in your home and the payment system for the heating on our behalf. They operate a 24-hour helpline to manage any payment enquiries that you have.

The maintenance of the heating system is managed by Switch2 which is also available 24-hours a day on **0333 321 2010** so you have peace of mind that your energy supply will always be available when you need it.

I have just moved in, what do I do to get started?

- If you have just moved in and would like the system setting up in your name you will need to contact Switch2 on **0333 321 2010**.
- If you have any queries about using the heating system after reading this guide, please contact your Neighbourhood Coordinator who will be able to assist on **0191 525 5007**.

How do I pay for my heating?

- You can pay for heating by a pre-payment system or by direct debit. This means that you pay for heating with a smart card which will be supplied by Switch2. You can top up your account in various ways including:
 - Telephone
 - Online
 - Via Pay Point outlet anywhere in the UK
 - Post Office

All you need is the reference number from your Switch2 payment card.

Do I get value for money with communal heating?

- Gas and wood pellets are purchased to fuel the plant rooms at a bulk commercial rate these cost benefits are passed onto customers.
- The tariff that has been agreed at October 2014 is 8.5p/kwh plus a daily standing charge of 18p* (this is because heating and hot water is available 24 hours per day)

***Please note** that these charges are subject to change.

My heating or hot water has failed to work, what do I do?

- If you have a problem with your G6 meter or you are not obtaining any heating or hot water from the system please contact the Switch2 Helpline on **0333 321 2010** which is available 24 hours a day. They can monitor your G6 meter remotely and resolve any issues that you may be experiencing.
- In the unlikely event that your heating fails or develops a fault and you still have credit available, please contact Switch2 on **0333 321 2010**. They will assess the issue and if necessary send an operative to visit your home to address any problems you may have.

What are the benefits of communal heating?

There are many advantages of being part of a communal heating system. They include the following:

- **Instant hot water and heating** is available all day every day when you need it.
- **It's greener** - communal heating schemes are more energy efficient and save more energy than individual gas fuelled equivalent boilers. This is because less energy is needed to fuel them in comparison to individual systems.
- **Back up boilers** - a communal boiler house has back up boilers which work to maintain heating and hot water to homes if one boiler fails. The second one will ignite automatically so as not to interrupt service.
- **Convenient and easy ways to pay** - you can pay for your heating and hot water in various ways.
- **G6 System** - you can easily monitor your energy use and check what credit is available on your account.
- **Able to control the temperature in your home** - using a programmable room thermostat you can control the overall temperature of your home and use the thermostat control valves on your radiators to set the temperature in individual rooms.

How can I save money in the winter?

Like any central heating system, the cost of paying for your heating rises in the colder months and reduces in the warmer months.

Rather than topping up less in the summer and more in the winter, Gentoo recommend that you build up some credit during the summer to help you through the winter months.

I am not happy with the service, what do I do?

Both Gentoo and Switch2 are committed to providing excellent customer service. If you are not happy with any aspect of the service, the contacts are as follows:

- If you are having problems with your G6 meter or payments onto your account please contact Switch2 on **0333 321 2010**.
- If you are having problems using your heating system you can contact your Neighbourhood Coordinator at Gentoo on **0333 321 2010**.
- If your heating system has a fault or is not working please contact Switch2 **0333 321 2010**.
- If the main boiler house located on the estate fails to work contact Gentoo on **0191 525 5000**.

If you or someone you know would like this information in large print, on CD or in Braille then please contact us.

If you or someone you know would like this information in another language, then please contact us. Interpretation services are available.

যদি আপনি বা আপনার জানা-শোনা কেউ এই তথ্য অন্য কোন ভাষায় পেতে চান, তাহলে দয়া করে আমাদের সঙ্গে যোগাযোগ করুন। দোভাষী পরিষেবা পাওয়া যাচ্ছে।
(Bengali)

如果您或您認識的人希望此信息是其它語言，請與我們聯繫。口譯服務可提供。
(Cantonese)

اگر شما و یا شخص دیگری که شما میشناسید مایل هستید این اطلاعات را به زبان دیگری دریافت نمائید، لطفاً با ما تماس حاصل کنید. خدمات ترجمه موجود می باشد.
(Farsi)

如果您或您认识的人想要本信息以另外一种语言版本提供，那么就请与我们取得联系。我们还同时提供口译类服务。
(Mandarin)

Jęśli Państwo, lub jakaś osoba, którą Państwo znają, chcieliby otrzymać te informacje w innym języku, proszę się z nami skontaktować.
Dostępne są także usługi tłumacza ustnego.
(Polish)

For further information contact your local office:

Athenaeum: 0191 525 5001
Havelock: 0191 525 5002
Southwick: 0191 525 5003
Silksworth: 0191 525 5004
Houghton: 0191 525 5005
Washington: 0191 525 5006

www.gentooogroup.com

Gentoo Group Limited, Emperor House,
2 Emperor Way, Doxford International Business Park,
Sunderland, SR3 3XR.



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