



# TSG Heating and Electricity Handbook



TSG Freephone Telephone Number: **0800 111 4044**

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## Welcome

Dear Resident of Cambridge City Council,

TSG Building Services plc are delighted to have been appointed to deliver the Cambridge City Council's Heating Service and Maintenance and Electrical Inspection contract.

The contract has been awarded to TSG for a 4-year period from 23<sup>rd</sup> November 2022.

This resident information pack contains useful information about the contract, the appointment process, how our staff can be identified and our contact details.

There is also a section on our code of conduct, our useful energy saving tips and handy heating tips and guides.

## TSG Contact Details

TSG's customer service team will be your point of contact. When you contact us, you will speak to one of our experienced Customer Service Advisors, who will listen and respond promptly to your questions and deal with your queries, including rearranging appointments and raising heating breakdowns / repairs. To ensure our Customer Service Advisors provide you with a professional and reliable service, they have received customer care training and boiler manufacturer training.

## What can the customer service team help me with?

TSG's customer service is available 24/7, 365 days and can help with:

- Arrange the annual servicing and safety checks for your heating system.
- Arrange your EICR Electrical testing & inspection visit (Due Every 5 Years).
- Receive and raise repair requests relating to your heating system.
- Receive feedback about our services.

# Annual Gas Safety Service Appointment Process

Under the Gas Safety (Installation and Use) Regulations 1998, all landlords are legally required to carry out an annual safety inspection / service on gas appliances owned by Cambridge City Council. Every year, TSG will make suitable arrangements to gain access to your home for the mandatory annual gas heating safety checks known as Landlord Gas Safety Regulations checks. Having your appliances checked and/or serviced helps to ensure your household's ongoing safety.

Please see below how TSG will manage the appointment process for completing these works and ensuring your heating system is safe and running efficiently.

- Between 78 and 63 days before the current expiry date of your existing Landlords Gas Safety Record (LGSR), you will receive an appointment Letter which will state the date and time of the servicing appointment.
- A confirmation text message will also be issued confirming your appointment.
- The appointment letter will advertise entry into a prize draw for residents providing first time access to TSG to attend and carry your annual safety inspection / service.
- Should the date and/or time be inconvenient, then please contact us on our Freephone telephone number (**0800 111 4044**) to rearrange your appointment. You may also use this telephone number should you have any queries regarding the annual service or should you need to report any emergency/responsive works on your heating system.
- Appointment reminders will be issued 72 and 24 hours before the arranged appointment date via text message.
- On the day of the appointment you will receive a text message when our engineer is on route to your address for the arranged appointment, along with providing an estimated time of their arrival. The text message includes a link to Google maps, allowing you to check the engineers estimated time of their arrival based on live traffic data.
- We will attempt to gain access to your property on three separate occasions. If, after the three attempts and we have not been successful with gaining access or completing the annual safety inspection / service, we will then refer your property back to Cambridge City Council who will then arrange access to gain entry into your property to carrying out the legally required gas safety checks before the compliance due date.



## Gas Emergency

Cadent advise that you call the **Gas Emergency Service** if you suspect you have a gas leak, can smell gas or a CO Detector is alarming (not beeping intermittently as this may be an issue with the battery). Cadent can be contacted on **0800 111 999**.



- **DO** open doors and windows to ventilate the property.
- **DO** turn off the gas at the mains tap on the Gas Meter, this can be located near or on the gas meter which has a red gas lever that can be turned 90 degrees. If the gas leak is in a cellar or basement, do not enter and instead evacuate the building.
- **DO** put Children and Animals in a safe place.
- **DO** extinguish all sources of ignition and naked flames.
- **DO** ensure access to the property and gas meter.



If you suspect you have a gas leak or you smell gas, it is important that you don't do any of the following as these could place you in further danger:

- **DON'T** turn any power or light switches, including electrical sockets on or off.
- **DON'T** light any sort of flame within the property.
- **DON'T** use any appliances that could cause a spark.
- **DON'T** smoke in or around the property.

## Gas Repairs

If you have problems with your heating and you have a prepayment meter, please make sure that you have credit on your Gas and Electrical meter before calling anyone out.

For problems with your gas appliances that are Cambridge City Councils responsibility, including heating and/or hot water, please contact our TSG Customer Contact Centre on our Freephone number **0800 111 4044**

On inspection of Cambridge City Councils owned appliance / heating system the engineer will attempt to do a first-time fix and inform you of the problem and the works required to rectify the fault. Should a part/s be required that is not part of the engineer's van stock, TSG's national parts supplier will be contacted and you will be informed of the lead time on the part/s required. The engineer / TSG's customer care team will then be able to arrange a follow up appointment to complete any repair works at your convenience.

Where a follow-up appointment is required and the heating cannot be repaired on the initial visit then TSG will gift a to 2 fan heater/s to provide temporary heating whilst awaiting for your repair to be completed.

## **EICR Electrical Testing & Inspection visit – Due every 5 Years**



As part of this contract, TSG are contracted to undertake electrical testing and inspection works.

Our EICR trained electricians are qualified to undertake Electrical Installation Condition Reports (EICR), this inspection is required to be carried out every 5 years and includes the whole electrical installation in your property, this is independent of whether or not you have an electric heating system.

TSG will make suitable arrangements to make access for this work.

Our electricians are qualified to inspect and test fixed electrical installations and issue safety certificates. The main purpose for having an EICR is to make sure the electrical installation is in a satisfactory condition for continued service.

Our EICRs check the condition of your fixed wire installation according to British Standard BS 7671 (18th edition).

An EICR can reveal the following:

- Overloading of fixed wire circuits
- Insufficient earthing
- Risks of potential electric shock
- Potential risks of fire
- Defective electrical work
- Damaged cables (e.g., by rodents)

# Code of Conduct for Occupied Properties

We know how important excellent customer service is, especially when work is being carried out in your home. Our highly trained staff and operatives will complete their work carefully and efficiently to ensure minimal disruption and inconvenience, whilst observing health, safety and security procedures at all times.

The information below explains the standards, behaviour and actions you can expect from TSG Building Services and what we will ask of you when we visit:

- All engineers arrive at the property wearing our company branded uniform.
- Show our photographic identification cards.
- Treat all residents fairly, honestly and with respect, tailoring our service to meet each resident's needs.
- Communicate in formats that are accessible to you, if you require an alternative format i.e., translation, large font, or Google translate.
- Act in a professional manner at all times, including being polite, helpful & friendly.
- Not to smoke, play radio, eat or drink within your home.
- Not use welfare facilities without permission.
- Observe all health, safety and security policies, procedures and risk assessments at all times.
- Explain what they are doing and keep you informed at every stage of the Process.
- Where return visits are required, arrange mutually convenient appointments.
- Take care to protect your personal belongings, furniture and floorings from Damage.
- Get it right first time and if not, communicate actions straight away to correct the issue.
- Respond and deal with any enquiries promptly.
- Maintain our well-trained workforce with the skills and knowledge to do the job.



## Identifying our Staff

Our staff are professionals and will always adhere to the standards and values that represent our business.

When visiting your home, our staff will be dressed in our branded uniform and appropriate Personal Protective Equipment (PPE).

When our staff arrive at your property, they will wear and display a clearly visible ID badge, which identifies them as part of the TSG Building Services team. The ID badge shows their name and photo of the staff member, company name, office telephone number for verification purposes along with an expiry date. This will always be shown to you at the introduction stage.

All TSG staff use a fleet of branded vehicles, which are distinct and recognisable and show our business name on the sides and back.

### Uniform



### ID



### Vehicles





## Energy Saving Tips

With the cost of living on the rise, there's never been a better time to reduce your energy bills. We've put together some tips to help you and your family reduce your energy use in every room of your home. Small changes to how you use energy will help you save money and the environment.

**Switch off standby** – You can save around £65 a year just by remembering to turn your appliances off standby mode.

Almost all electrical appliances can be turned off at the plug without upsetting their programming. You may want to think about getting a standby saver or smart plug which allows you to turn all your appliances off standby in one go.

Check the instructions for any appliances you aren't sure about. Some satellite and digital TV recorders may need to be left plugged in so they can keep track of any programmes you want to record.

**Turn off lights** – Turn your lights off when you're not using them or when you leave a room. This will save you around £25 a year on your annual energy bills. Replacing all the lights in your home with LED bulbs could help you save even more.

**Careful with your washing** – You can save around £34 a year from your energy bill just by using your washing machine more carefully:

- Use your washing machine on a 30-degree cycle instead of higher temperatures.
- Reduce your washing machine use by one run per week for a year.

**Careful with your washing** – You can save around £34 a year from your energy bill just by using your washing machine more carefully:

**If you have access there are many useful tips online:**  
<https://energysavingtrust.org.uk/hub/quick-tips-to-save-energy/>

# Handy Heating Tips and Guides

## Boiler Display and Fault Codes:

Below is a Vaillant and Glow-worm boiler display, these are Cambridge City Councils most common Boilers that their Installers Install. You may need to open a drop-down cover to see the screen and controls. Whenever you call TSG you will be asked by one of the call handlers for a fault code which should be displayed on the screen of the Boiler, this will enable us to send the correct Engineer to fix the issue or it may allow us to help you fix it over the phone, saving you time waiting in. There is also a reset button on the Boiler front, on a Vaillant EcoTec it will look like a flame with a line through it. This is the reset and ignition button, press and hold this button for 3 seconds before letting go. If the fault code has disappeared and your boiler's fired up, please check whether your radiators are heating up and/or you've got hot water in your taps. If you have a newer Glow-worm Boiler and cannot see a button which say's RESET, then please press and hold the power button for 5 seconds. A plus (+) symbol will then appear like the photo below and then your Boiler would have reset / reignited itself, if the fault code has then disappeared, please also check your Radiators are Heating up and/or that you are getting hot water. Please always try to reset / fire up the Boiler in the first instance. Especially when you have an f28 /f29 code, this can mean you may of ran out of credit on one of your Meters or had an issue with a Meter which you may have been unaware of, if you have since topped up your Meter/s please try to reset by using this button.



## Timers / Programmers:



Drayton Lifestyle is the most common timer / programmer in CCC's properties, if there is no display on the screen please check the power has not been turned off on the main spur switch (next page).

The screen will display the time. At the sides of the screen you will see small indicators which align with Off, Timed, Once and On. If the indicator says Off the timer will not work, to move the indicator to ON flip the lower cover of the clock down then press the select button to move the indicator.

## Thermostats:

The Thermostat in your property will usually be located on your wall around head height in the hall / landing, living room or bedroom. The thermostat is where you can control and turn OFF your heating. The room thermostat detects that your house has achieved the desired temperature, once it has reached the desired temperature the central heating system will turn off. It will fire up the boiler again when the temperature lowers. For example, if you set the thermostat to 20°C it will switch off your heating when the air around the thermostat reaches 20°C, your heating will not come back on until the temperature in the room falls below 20°C, if you would like the property warmer then you will have to turn up the temperature.

The pictures below show a selection of different room thermostats.

They all work in the same way by sensing air temperature around the thermostat and they all stop the heating working once the set temperature is reached. On a warm day the air temperature in your property may be warmer than you think and you will have to turn the thermostat up to make the heating work. Thermostats with a digital display may require 2 AA batteries which can be replaced easily by the user.



## Electricity:

Boilers only use a minimal amount of electricity, but it is still needed to make certain functions work such as: Display screens, back-lighting bulbs and smart thermostats will all use electricity to help keep your home heated and supplied with hot water. Electricity is also required to ignite the Boiler and Cooker.

There will be a main switched fuse isolator supplying the power to your Boiler, this can be located either in your airing cupboard or somewhere near the Boiler. It is not uncommon for this to be turned off accidentally, so if you have no display on the Boiler screen please check that the switched fuse isolator is turned ON.

The photos below are a switched fuse isolator:



## Gas Meter:

Please always ensure you have available Credit on both the Electrical and Gas Meter before you contact us regarding a Breakdown or prior your Annual Inspection.

If you get a fault code on the Boiler display showing F28 or F29 your Gas Meter may have a fault, be switched OFF or if you pay via a prepayment meter (Card or Key) you may have run out of Credit.

If you have a smart meter you will need to check the meter says ON, it will also show how much credit is available if you pay via prepayment, if the screen is blank press the red button on the meter to wake the display.

Meters are not the Councils responsibility, any queries or repairs to your Meter will need to be arranged between yourself and your supplier.





# A guide to managing condensation and mould in your home

There is always some moisture in the air, even if you cannot see it. Condensation is when moisture in the air collects on a cooler surface. Most people have a little bit of condensation in their homes, but condensation can lead to mould if there is too much moisture in the air, or if moisture is left on surfaces for too long.








## Causes of condensation:

There are four main factors that cause condensation:

- Too much moisture produced in the home
- Lack of airflow and ventilation
- Insufficient temperature control
- Cold surfaces

## How much extra moisture you can be adding to the air in your home every day

Drying clothes indoors		= 9 pints
Cooking and using a kettle		= 6 pints
Two people at home breathing		= 3 pints
Taking a bath or shower		= 2 pints
Washing dishes		= 2 pints

**Total = 22 pints of extra moisture in the air**

## What to look for

Condensation can appear on or near windows, it can be seen on mirrors when you have a bath or shower, and on cold surfaces such as tiles or cold walls. It can also be found in corners or behind wardrobes and cupboards. Condensation forms on cold surfaces and places where there is little movement of air.

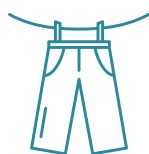
Dampness caused by excessive condensation can lead to mould growth on walls and furniture, mildew on clothes and other fabrics and the rotting of wooden window frames.

## How to manage condensation and mould

There are some simple things everyone can do to manage condensation and mould in their homes:

### Reduce moisture in the air

1. Hang your washing outside to dry if possible or hang it in a sunny room with the door closed and a window slightly open. Don't be tempted to put it on radiators with the windows closed.



2. Wipe down windows and windowsills with a sponge every morning if there is moisture on them, as well as surfaces in the kitchen or bathroom that have become wet.



3. Always cook with pan lids on, and only boil as much water as you need in a kettle. This won't just prevent steam escaping, but also saves energy.



4. Make sure you always have your extractor fans on when you're in the shower or bath, or when you're cooking. If you don't have extractor fans, keep your windows slightly open whilst bathing or cooking if you can, and close doors to other rooms in the house.



5. When filling your bath, run the cold water first then add the hot, it will reduce the steam by 90% which leads to condensation.



6. Use a dehumidifier if you have one to reduce moisture levels.

### Increase airflow

7. Open windows when you can to let fresh air in and moist air out – especially first thing in the morning even if it's just for 10 minutes.



8. Don't put furniture, including beds, against any outside walls and try to leave a gap between the wall and furniture to allow air flow.

### Heat your home efficiently

9. Set your heating to come on for a longer period but at a lower temperature rather than putting it on in short, high bursts. Try to keep all rooms throughout the house at a similar steady temperature (between 18°- 21°).



10. Insulation and draught proofing will also help keep the whole house warmer and will cut your fuel bills. If you can, lay thick carpet with a good thermal underlay and hang thick, heavy lined curtains in rooms.

### Key points to help reduce condensation:

- Reduce the amount of moisture you produce in the home
- Improve airflow and ventilation in your home
- Maintain an adequate temperature in your home
- Reduce the number of cold surfaces by adding insulation



## Dealing with mould

The best way to prevent mould is to follow the tips above. If you do have mould in your home the first step is to remove it from affected areas by using a special fungicidal wash or mould spray.

Special paints can also delay the return of the mould, but unless you take steps to reduce condensation it will eventually grow back.



If the problem continues after you have removed the mould and taken steps to reduce condensation you can contact the Council to arrange an inspection.

This visit can be booked through the Cambridge Online Portal or by emailing [condensation@cambridge.gov.uk](mailto:condensation@cambridge.gov.uk)

## Further help and advice

Keeping your home warm will reduce the impact of condensation and mould, but if you're struggling with the cost of living, please visit [www.cambridge.gov.uk/cost-of-living-help](http://www.cambridge.gov.uk/cost-of-living-help) for advice and the financial support you may be eligible for.

If you have a pre-pay meter and are struggling to afford to top it up, contact our partner PECT. They can offer advice, support and assess you for an emergency fuel voucher. They can also provide free energy saving products. Call their freephone on **0800 8021773** or email [warmhomes@pect.org.uk](mailto:warmhomes@pect.org.uk)

You can also contact LEAP which helps people who meet their criteria by offering energy tariff comparisons and installing simple energy saving measures. Book an appointment with LEAP by visiting the [www.applyforleap.org.uk](http://www.applyforleap.org.uk) or by calling their freephone **0800 060 7657**.

If you require any further help or advice in relation to condensation and mould issues please contact the Customer Service Centre team on **01223 457060**.



Working in  
Partnership with:



TSG Freephone Telephone Number: **0800 111 4044**