

# Resident Questions for Housing Area Panel

Reference Number: N3.2

<b>Department</b>	Housing
<b>Date question raised</b>	30.08.22
<b>Week of Area Panel</b>	10.10.22
<b>Area in city</b>	North Area
<b>Star rating applied by residents</b>	3 Star
<b>Deadline for officer response</b>	19.09.22
<b>Name of officer responding</b>	Geof Gage
<b>Officer job title</b>	Head of Housing Investment & Asset Management

## Resident Question

<b>Title of Question</b>	Boiler Installation and Repairs
<b>Issue:</b>	Council contractors have installed boilers incorrectly. KT Heating don't appear to be able to carry out repairs on boilers.
<b>Background:</b>	<p>A resident of Coldean reported a faulty boiler to the Council. KT Heating visited the property 5 times before calling out a specialist Worcester-Bosch engineer to fix the boiler issue.</p> <p>The Worcester-Bosch engineer told the resident that the boiler had been incorrectly housed: it should not have been boxed in and sealed, which is not safe.</p> <p>This is a building standard issue of concern across all areas of the city.</p>
<b>Action requested by residents:</b>	<p>It was agreed to raise the following at all Area Panels:</p> <ul style="list-style-type: none"> <li>• Are KT Heating qualified to do repairs on boilers?</li> <li>• Are contractors fitting new boilers aware that boilers are not meant to be boxed in?</li> </ul>

## Officer Response

<b>Officer contact details:</b>	Rob Mabey, Mechanical and Electrical Manager
<b>Officer Response:</b>	1. Yes, absolutely. K&T are our Gas Contract partner and have been fitting and fixing boilers for us for

nearly 10 years. All their staff are Gas Safe registered and highly trained in repairs and maintenance of gas appliances.

2. Most modern boilers are fine to be boxed-in. Older boilers used to get warm and needed airflow to keep them cool, but any Worcester Bosch Boiler fitted within our housing stock in the last 10 years is okay to be boxed-in. Subject to a few minor restrictions on how small the boxing should be. See below guidance from Worcester Bosch.

TECHNICAL BULLETIN TB 0060 a (2012/11)

**TECHNICAL BULLETIN**

**PRODUCT: GREENSTAR GAS FIRED BOILERS**

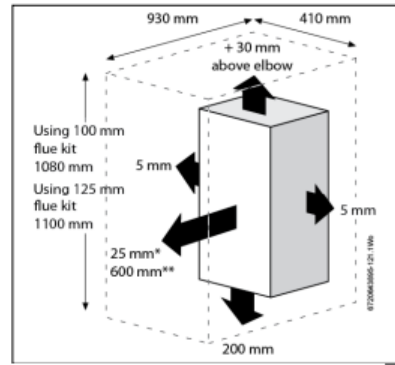
**AIRING CUPBOARD INSTALLATIONS:**

The installation of a Greenstar Gas-Fired Boilers is permissible within an airing cupboard and presently the requirements of BS 6798 are mentioned within the installation instructions. In summary that requires the storage section of the cupboard to be partitioned off from the boiler with a recommendation that a wire mesh with a diameter of no greater than 13mm is used for this purpose. These requirements were written many years ago when Gas-Fired boilers and flues were of a non condensing variation quite regularly not room sealed and experienced high casing temperatures.

The Greenstar Gas-Fired condensing range is highly efficient, room sealed and has casing temperatures taken from all 4 aspects at temperatures below 50°C, i.e., lower temperatures on the casing than there is from the pipe work leaving the product. Therefore we believe that the requirement to make a partition between the boiler and the storage space is unnecessary and would suggest that providing the boiler is installed in the top part of the airing cupboard/storage cupboard and shelving is introduced below the boiler for storage purposes then that would suffice. **Any storage in the cupboard must be below this shelf.** If the boiler is located within the cupboard where laundry could be stacked then provision **must** be made to ensure the minimum required air gap.

A label would be need to be added to the airing cupboard door/boiler etc warning the end user that all storage should be below the boiler.

It should be ensured that the service and installation instructions should be adhered to, and any minimum clearances required for free ventilation. Consult the boiler installation instructions for guidance.



\* Minimum clearance to removable door  
 \*\* Minimum clearance required for servicing

Fig. 1: Extract from Greenstar 28i Junior installation instructions showing minimum clearances in a ventilated cupboard

<b>Action:</b>	If the resident could share more info on this specific property, then we can investigate the repairs history to get a better idea of the fault. It can be frustrating for the resident if repeated visits are required. It's rare, but sometimes a process of elimination is required on intermittent faults that take a few visits to get it right.
<b>Start date:</b>	06.09.2022
<b>End date:</b>	06.09.2022