Resident Questions for Housing Area Panel

Reference Number: N3.2

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

Resident Question

Title of Question	Boiler Installation and Repairs
Issue:	Council contractors have installed boilers incorrectly. KT
	Heating don't appear to be able to carry out repairs on boilers.
Background:	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.
	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.
	This is a building standard issue of concern across all areas of the city.
Action requested by residents:	It was agreed to raise the following at all Area Panels:
	 Are KT Heating qualified to do repairs on boilers?
	 Are contractors fitting new boilers aware that boilers are not meant to be boxed in?

Officer Response

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

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Action:	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.
Start date: End date:	06.09.2022 06.09.2022
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