

User guide for your heating and hot water system

Heaton & Norris Towers

Your Tariff Details

Date	<input type="text"/>
Unit Rate	<input type="text"/>
Standing Charge	<input type="text"/>

*Prices are reviewed annually and may be subject to changes.

Your standing charge will be deducted on a daily basis regardless of whether you use the heating system or not.

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1. Introduction to your heating and hot water system

The heating system in your flat is connected to a 'Community Heating System' and the boilers are located in the 'Energy Centre' at the rear of Heaton Towers.

Most of the heat energy will come from a wood biomass boiler. This is good for the environment and in the longer term it is expected to be a lower cost than your previous storage heaters. There are back up gas boilers in the new Energy Centre that will provide a back-up service should the biomass boiler fail or at such times as it requires routine maintenance.

Within your flat, the heating and hot water will work exactly the same as it would if you had your own boiler.

You can set heating times and control the temperature. Hot water from your taps is 'instantaneous': this means that you just open a hot tap and within a few seconds you will have hot water.

Your flat is fitted with a 'Pre-Pay Meter' that monitors the amount of heating and hot water that you use. It is a 'Pre-Payment' system which means you need to pay in advance by putting 'credit' on your meter.

All the controls and equipment that connect your system to the Community System are housed within the large white cabinet, which we call a "Heat Interface Unit - HIU". You do not need to access this unit but you must ensure that there is always electricity to it, or your heating will not work.

It is important that you have both credit on your heating credit meter and that your electricity is working for you to get heating and hot water. THIS UNIT SHOULD BE SWITCHED ON AT ALL TIMES.

2. How to pay for heating

Payment for your heating is arranged through a company called Energy Billing.

As part of your heating system you will have a Pre-Pay Meter that looks like this, fitted in your kitchen.



Energy Billing call this an "EE Monitor"

There are a number of ways you can put credit on your meter:

- 1. PayPoint** - To use this system you will be provided with an energy billing plastic top up card. Simply present the card at the PayPoint outlet and pay for the amount of credit you require.
- 2. Standing Order** – You can arrange for your bank to pay a standing order so that a fixed amount is paid automatically by your bank each month. To use this method, contact the Home Energy Advice team on 0161 474 4062, and ask for a standing order form
- 3. Over the phone** – 24 Hour automated payment line, call 01623 541 401. You will require your heat meter top up card number and your bank details to complete a top up
- 4. Online payments** – Register an account at www.energybilling.co.uk, you will require your heat meter top up card number. Once registered you will be able to top up online using your bankcard.

Whichever payment method you use, the credit will usually be transmitted to your Credit Meter automatically within a few minutes of you making the payment but at busy times it could take up to two hours.

NOTE: For each transaction, you will be issued with a “PIN Code” so keep your receipts. See page 6 in how to add credit manually.

How Much Credit do I need to add?

Everyone will use a different amount of heating and hot water so it is difficult for us to give accurate guidance.

We advise that you start with £10 or £20 and see how long it lasts. Obviously, it will last longer in summer when you are only using hot water and no heating. However, we recommend you still top up a regular amount through the summer months as you will build up credit on your meter. This extra credit can then be used through the winter months to ensure you do not need to increase your top-ups

If you wish to pay by standing order, this should be a regular amount. We suggest £40 per month to begin with, but you will need to adjust this to suit your usage.

Your standing charge will be deducted on a daily basis regardless of whether you use the heating system or not.

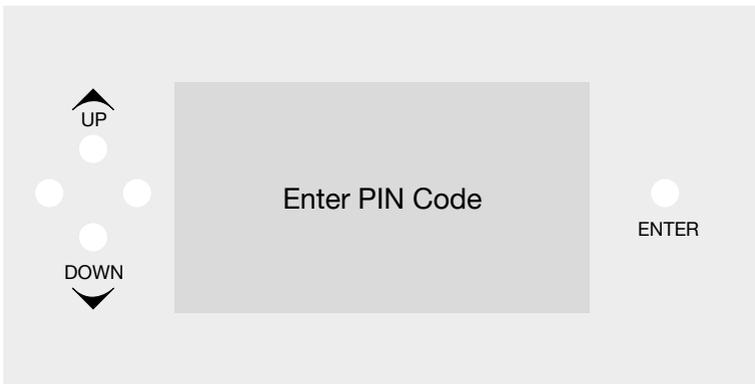


Keep your payment card safe, if lost or stolen a replacement card will be issue at a cost of £5.

How to manually add credit to your Credit Meter.

When you make a payment at a PayPoint outlet to make a payment, you will be provided with a receipt; on the bottom will be the PIN code that is confirmation of your payment.

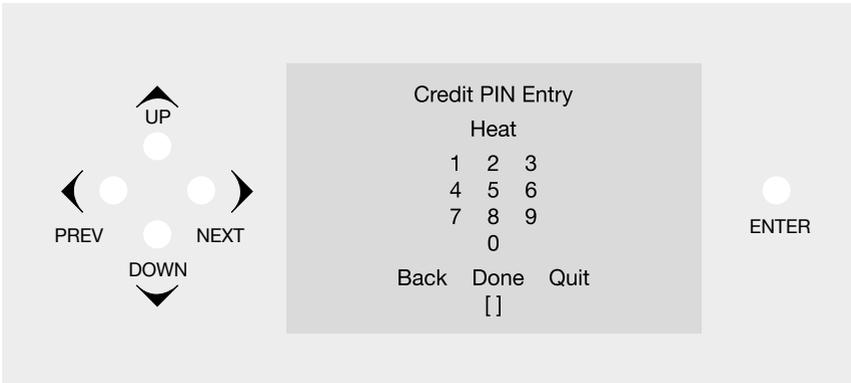
The credit should usually appear on your meter, automatically, within minutes but always within 2 hours. In the event that there is a fault with the communication system or if you allowed your credit to run out completely, you can enter the code manually as follows:



1. Press ENTER
2. Use the  and  buttons to find Enter PIN Code and press Enter

The screen will look like this:





3. Enter the 10 digit code by using the four direction buttons, to highlighting each number in turn and pressing ENTER. The code number will appear at the bottom as you press ENTER for each number.
4. Once all of the PIN code is entered, select DONE then press ENTER

[BACK enables you to delete a number if you entered it in error]

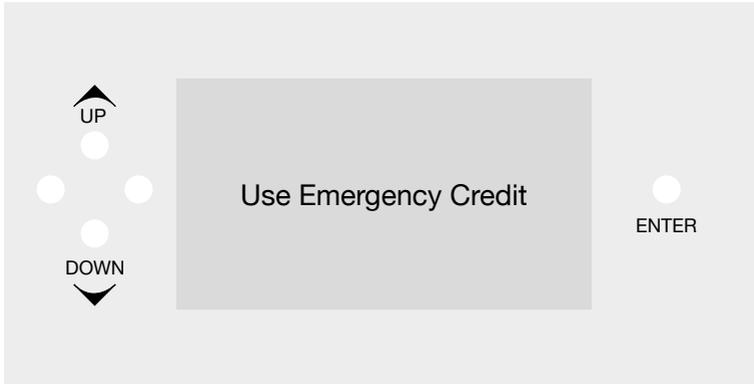
The credit will now be added to the meter.

There is an ‘Emergency Credit’ facility built into the system.

This is provided so that if your credit runs out on and you cannot get to the PayPoint shop, you can use this credit to keep your heating going until you can next get to the shop. It provides you with £5 emergency credit

However, this is really just like a bank overdraft. If you use it, you the next time you top up the emergency credit will be replenished first.

How do I use the Emergency Credit?



1. Press ENTER on the Credit Meter
2. Use the 'UP' and 'DOWN' buttons to highlight "Use Emergency Credit"
3. Press 'ENTER' again.

The 'Emergency Credit' will now start counting down until you next top up.

12 Oct 2020	11:31
Enter to add credit	
Heat	Cr: £0.00
	E: £4.99



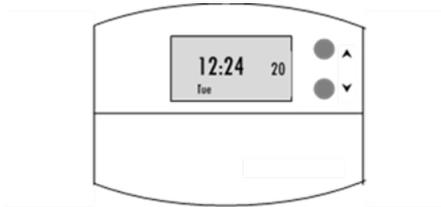
REMEMBER to top up with more than £5 so that the Emergency Credit can be reinstated and normal credit is available.

3. How to control the temperature in your flat

There are two ways to control the temperature.

The main temperature control is by using the 'Programmable Room Thermostat' located in your kitchen.

Use this device to control the temperature in your flat.

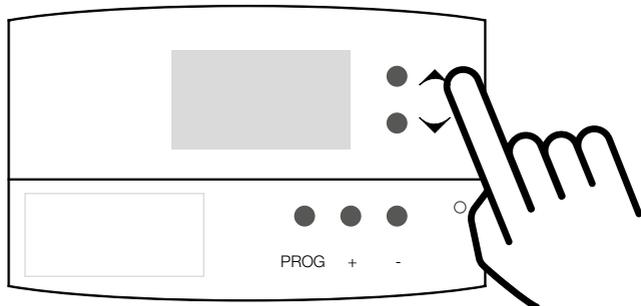


THE DATE AND TIME IS FACTORY SET. IT WILL ALSO CHANGE AUTOMATICALLY WHEN THE CLOCKS CHANGE FROM WINTER TO SUMMER SETTINGS.

Manual Operation

To operate the unit in **MANUAL** mode just Press ▲ and ▼ buttons at the same time for 3 secs to enter manual mode. The default temperature is 5c.

You can then Press ▲ button to increase the temperature and the ▼ button to reduce the temperature. The temperature will remain at that level until you change it.



In **MANUAL** mode you can essential use as an on/ off setting for the heating.

If you are going out or away for an extended period ensure you turn the temperature down below 10 degrees or untill you see the off symbol. This will make sure your heating is not on when you do not need it.

Automatic Operation (Timer Mode)

It is most economical to use the device in **AUTOMATIC** Mode. [Your unit should already be in **AUTOMATIC** Mode]

If not, to do this press the ▲ and ▼ buttons together and hold for 3 seconds.

When in **AUTOMATIC** Mode, the current day and time will be shown.

It will also show you a pre- set temperature for the current time.

The device has 4 time and temperature settings for weekdays and another 4 for the weekends. When first fitted, it has the following settings:

Mon-Fri

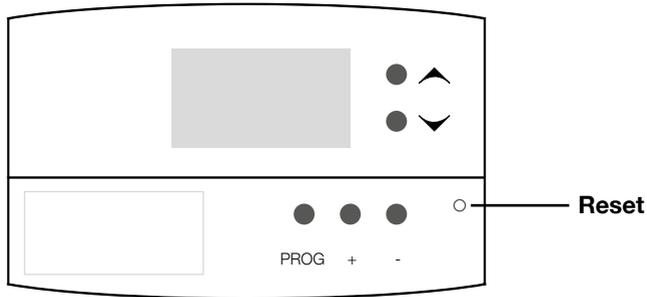
Event	Time	Temp °c
1	06:30	20
2	08:30	15
3	11:30	20
4	13:30	15

Sat-Sun

Event	Time	Temp °c
1	07:30	20
2	09:30	20
3	11:30	20
4	13:30	20

Please Note: Units time settings may vary

Checking and changing pre-set times and temperatures



1. Flip down the cover to reveal the buttons on the lower part of the device
2. Press **PROG** until you see the 1st pre-set time and temperature [Setting 1 – days 1,2,3,4,5] (Mon-Fri)] The numbers in the illustration mean that the first setting for each weekday, is that at 6:30 each morning the temperature will go to 20°C. and remain at this until the next setting.
3. If you wish to change the time when the temperature rises to its daytime level, eg when you get up, use the **+** and **-** buttons to change the time.



4. If you wish to change the temperature in the flat after this time press the **▲** and **▼** buttons to reach the temperature you want.

5. Press PROG again to save this and move to the next time and temperature setting [2]
6. As above, use the + and – buttons to change the time and the ▲ and ▼ buttons to reach the temperature you want.



7. Continue pressing PROG to review the remaining existing settings and change them as you wish. After setting 4, when you press PROG again it will switch to Days 6-7 [Sat & Sun] Setting 1. View and change these 4 settings in the same way as above.

What if I simply want to set a single daytime temperature and a night time temperature?

4 settings each day may be unnecessary for you. In this case simply adjust setting 1 to suit your required daytime time and temperature following Steps 3 and 4 above.

Press PROG to go to setting 2 and just use the ▲ and ▼ buttons to get to the same temperature as for setting 1. Do the same for setting 3.

Finally, when you reach setting 4, set the time you go to bed and use ▲ and ▼ to set a night-time temperature*.

Do the same again for the 4 weekend settings: 1, 2 & 3 the same temperature and 4, your night-time temperature

How can I clear all the existing settings and start with an empty programme?

To clear all the existing settings press the 'reset' button. As shown on the diagram previously

You may need a pen or something small to do this.

You can then set 8 separate times and temperatures in **AUTOMATIC** Mode to suit your lifestyle.

Please Note: The unit must be programmed in sequence. This means that if you just want to change the second setting on Saturday, for instance, you will need to go through all the previous event times to reach it. Just keep pressing the PROG button until you reach the setting you want to change.

*** TEMPERATURES**

Your heating system is designed to provide 21°C. [70°F.] in the sitting room and bathroom and 18°C. [64°F.] in other rooms when it is just below freezing outside.

Most of the year you will be able to have it even warmer but it will, of course, cost you more money!

The Programmable Room Thermostat is in the kitchen. This room should be around 18°C so we suggest that you try this temperature to begin with. For night-time 10° - 15° should be adequate.

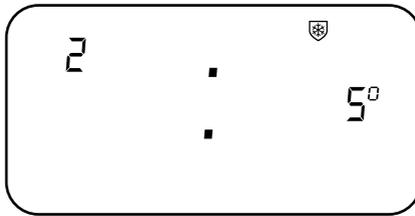
You can then see what is comfortable for you and adjust the programming to suit. The lower the temperature that you are comfortable with, the less it will cost you.

How do I just turn off the heating for the summer and back again when its colder?



PLEASE NOTE even if you turn the heating off, you will be accruing the 15p standing charge to the meter and any debt relating to this will need to be cleared before the heating and hot water can be used.

1. Press the  and  buttons together to get to **MANUAL** Mode
The display will show the 'frost protection' symbol and no time will be shown.



2. Press the  once more and the word OFF will appear. The heating is now off and the programming disabled.
3. To turn the heating back ON increase the temperature using the  button, and you will remain in **MANUAL** Mode or press the  and  buttons together. This will restore the device to **AUTOMATIC** Mode and the pre-set temperature programmes.

Can I adjust the temperature without re-programming?

Yes, even in **AUTOMATIC** Mode you can override the set temperature at any time by using the  button to increase the temperature or the  button to decrease the temperature.

The temperature will remain at this level until the time reaches the next timed setting. Then the temperature will return to the programmed temperature.

Radiators

The second way to control temperatures is at the radiators in each room.

These are useful to reduce the temperature in individual rooms if they are warmer than necessary: for instance, if you have an unused bedroom or if you have guests and the sitting room is getting too warm, you can lower the temperature in that room without affecting the other rooms.

To reduce the temperature, rotate the knob clockwise. If you turn it all the way it will shut the radiator off. If you just want to reduce the temperature a little do it a quarter turn at a time and let it settle for about 20 minutes. Then re-adjust as necessary, letting it settle a while each time.

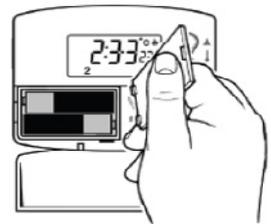


Battery Replacement

Your 'Programmable Room Thermostat' runs on a battery. It should last for many months but a low battery symbol with flash in the display when it is running low.

You have 15 days to replace them before it switches off.

Remove the old battery and insert a new one, then press and release the 'reset' button [next to the ' - ' button] to re-start the unit.



All programmed settings will be retained.

Please note: When replacing the battery, please ensure that only high quality alkaline batteries are used.

4. What to do if your heating stops working

If you have no heating, check the following:

Is your hot water working? Open a hot tap and try now.

YES

Check that the Programmable Room Thermostat is showing the required temperature – turn it up a little by pressing the ▲ button and see if it makes a difference. If there is no display, you will need to replace the batteries - see page 15.

If this device is reading 18 deg. or above and you **have** hot water but the flat is cold, **call the Contact Centre on 0161 217 6016.**

NO

Is your electricity working?

Your heating will not work if you have no electricity

Check that the power switched on to your heat meter

Check that there is credit on your **heat meter**

If the main credit has run out you can use the Emergency Credit [See section 2]

If your Emergency Credit has run out you will need to pay for more credit

If credit is shown on your meter and the power is on to your system but you have no heating or hot water

Call the Contact Centre on 0161 217 6016

Other heating problems

Radiator cold at the top but warm at the bottom:

This is probably caused by air and can happen if someone has removed and replaced a radiator. **You will need to call the Contact Centre on 0161 217 6016 and report this problem.**

System noisy:

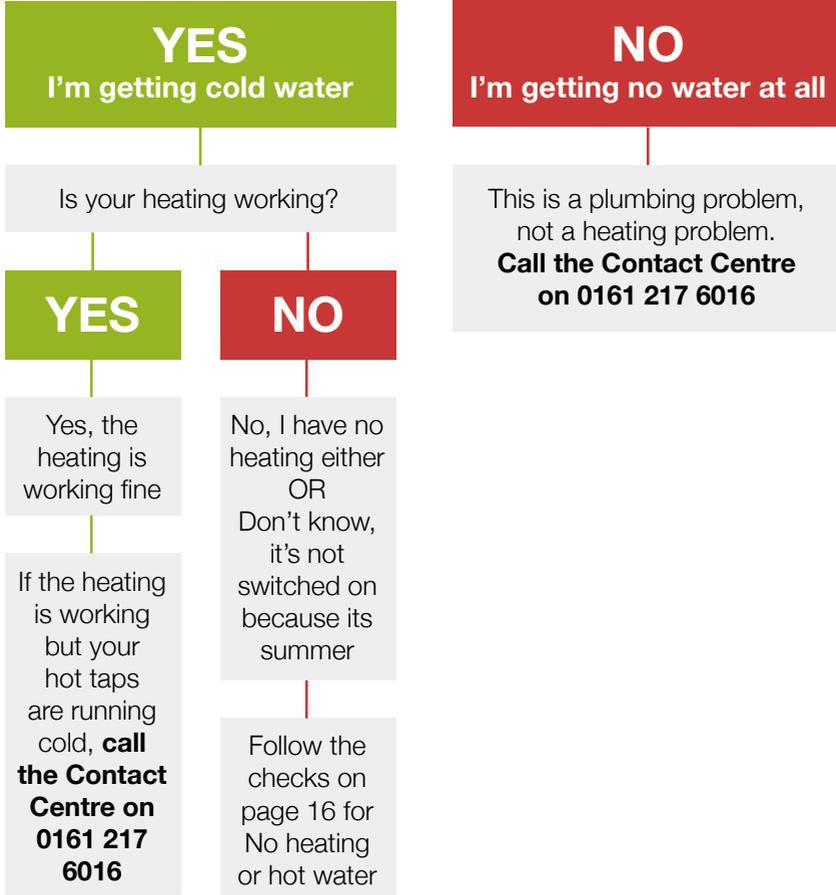
This can be either the same problem as above or due to faulty equipment. **You will need to call the Contact Centre on 0161 217 6016 and report this problem.**

If you are unable to resolve the problem call Stockport Homes One Number on 0161 217 6016

5. What to do if you have no hot water

If you have no hot water, check the following:

Are your hot taps running cold, even after waiting a couple of minutes?



6. What to do if you have problems with your Credit Meter

Problem	Action
The screen is blank	Check that there is power to the system.
The screen shows “Fault” or “Error”	Call the Contact Centre 0161 217 6016
You have put credit on the Pre-Pay Meter but it has not registered	It can take up to 2 hours for your credit to register. If you have no heating because you have let your credit run out, you can enter the PIN code given to you when you bought the credit. See page 21

If you are unable to resolve the problem call the Stockport Homes One Number on 0161 217 6016

7. Where can I get help?

You are responsible for budgeting your income and expenditure so that you can manage to pay for your heating.

You can reduce your costs by reducing the heat and hot water you use. Here are some tips:

- Turn your thermostat down – Reducing your room temperature by 1°C could cut your heating bill by 10%. Set your heating to come on only when needed rather than all the time.
- Know the ideal room temperatures. The recommended room temperature for the living room is 21°C for the bedroom it is 18°C. Switch off or turn down radiators in the rooms you are not using and keep internal doors shut so heat will not disperse

- Close your curtains at dusk and make sure they are tucked behind the radiators to stop heat escaping through the windows. Open your curtains during the day to allow sunlight in to heat your home
- Dry your clothes outside. Sunlight and wind is a free way to dry cloths. If the weather is bad use a clothes horse, drying clothes on radiators blocks heat from warming the room .
- Don't leave hot taps running. Use plugs to fill the sink or hand basin rather than using a running tap.

If you need help or advice with your electricity or heating costs please contact our Home Energy Advice Service on 0161 474 4062

If you're struggling to pay and want some free, independent and confidential advice around helping you manage your finances, you can contact any of the following:

Stockport Homes Money Advice Team on

0161 217 6016 or email moneyadvice@stockporthomes.org

StepChange Debt Charity on free phone

0800 138 1111 or visit www.stepchange.org

National Debtline on free phone

0808 808 4000 or visit www.nationaldebtline.org

Citizens Advice Stockport on

0300 330 9073

8. Quick Guide

1. Before you can get heating and hot water you must put credit on your heating Credit Meter



You can do this via a PayPoint outlet using your energy billing plastic top up card. The credit will be added to your meter automatically.

2. **To turn your heating up**
Just press the ▲ button on your thermostat.
3. **To get hot water**
Just open the hot tap and wait for a few seconds.



IMPORTANT Stockport Homes can take no responsibility for any loss or injury resulting from misuse of this system. Resident operation of the system should be limited to the controls explained within this booklet.

Contact Details

If you have a problem with your heating or hot water check the guidance on pages 16 – 18.

If you are unable to resolve the problem yourself, call Stockport Homes One Number on [0161 217 6016]

For lost or stolen payment cards call: **0161 474 4062**

The nearest PayPoint outlets are:

ASDA Supermarket

23 Hamilton Square, Heaton Norris, Stockport. SK4 1JQ

Open: Mon-Sat 8am – 11pm Sun: 10am – 4pm

Lifestyle Express

3 Berwick Parade

Open: Mon-Sat 8am – 8pm Sun: 8am – 8pm

ASDA Superstore

Warren Street

Open: Mon-Sat 7am-10pm Sun: 10:30am – 16:30pm

Biomass Heating

The wood biomass boiler that provides most of your heating and hot water is highly efficient, fully automatic, clean burning and modern heating device. It uses wood chips, which are delivered periodically to provide sufficient heat. Gas boilers are also fitted for when the biomass boiler is being maintained and when the weather is exceptionally cold.

The wood chips come from sustainable sources in the UK. The main reason for using biomass is because when burned, it releases only the amount of carbon dioxide into the atmosphere that was absorbed when the tree was growing, this is better for the environment than burning fossil fuels.

You can get free copies of newsletters and other documents from Stockport Homes on audio tape, CD or in large print.

For more information please contact the Social Inclusion Team on **0161 474 2860** or email **inclusion@stockporthomes.org**