

# Heating Timings Survey

## Feedback

Earlier this year, we contacted tenants in your block to gather opinion on when the heating comes on and goes off in the block.

We wanted to know if the timings still work for people living in the block. We consult tenants on the heating timings every 5 years. The timings have been in place for over 15 years.

### Survey Results

**1145**

tenants were contacted about the survey

**255**

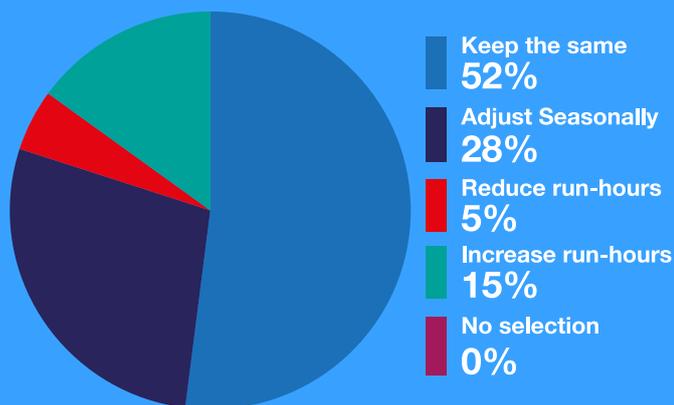
tenants responded

**55%**

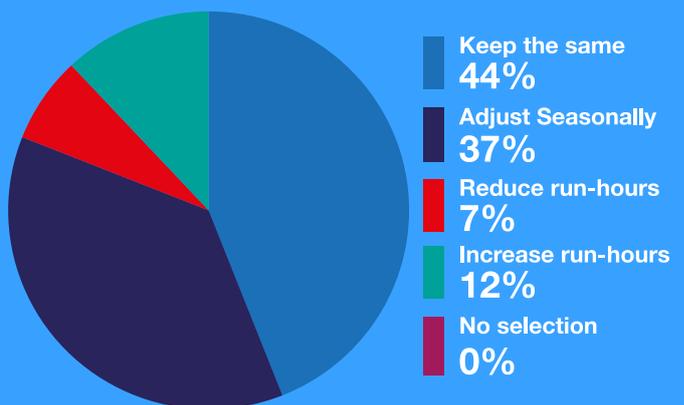
of tenants who responded said that they would prefer the heating to stay as it is

Here is a breakdown of the results for each block:

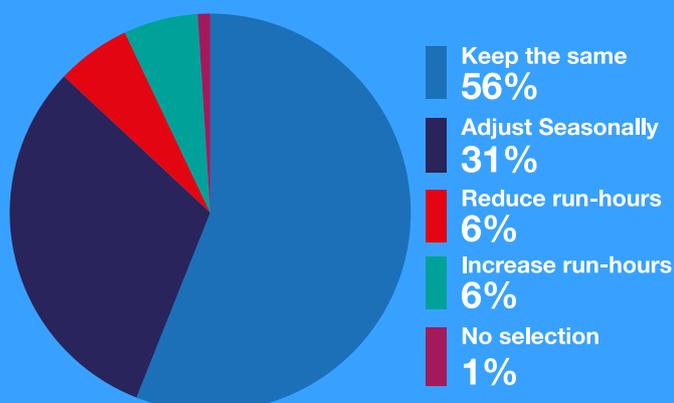
#### Lancashire Hill



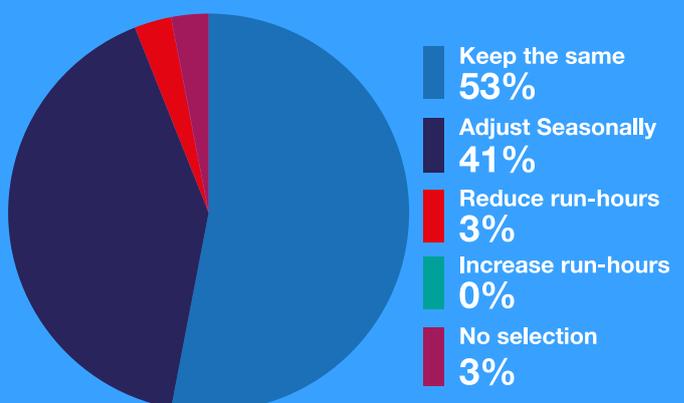
#### Mottram Street



#### York Street



#### Hollywood Towers



### Outcome



In line with the preference of the majority of respondents the heating timings will stay the same.



The heating will come on at 6am and go off at 11pm.



The system will maintain the temperature at 21°C .

# Heating **Frequently Asked Questions**

We have put together some information based on the comments and questions put forward by tenants who responded to the survey. **If you have any other questions or would like any further information, please contact the Energy Advice Team on 0161 474 4062 or email [energy.advice@stockporthomes.org](mailto:energy.advice@stockporthomes.org)**

## **How does my heating currently work?**

The heating at your property is on a biomass district heating system. Gas boilers are also fitted for when the biomass boiler is being maintained or when the weather is exceptionally cold. The hot water is piped around the building and your property to maintain a temperature of 21°C

## **When does the heating come on and go off?**

The heating is active from 6am until 11pm. Hot water for taps and baths should be available 24 hours a day.

## **If I am too hot or too cold, how can I alter the heating in my flat?**

You can alter the heating in each room of your property by using the thermostatic radiator valve (TRV) on each radiator. If you do not require heating in a room, you can close the valve to stop hot water reaching that radiator.

## **I find it too hot in the block, why can't you turn the temperature down?**

We can't change the temperature of the main heating system, as this is set to 21°C which follows the guidelines from the World Health Organisation.

## **What happens to my heating when the weather changes?**

You may notice that on warmer days, the radiators may be cooler to touch and on colder days the radiators feel warmer to touch. This is because the system will adjust to external temperatures to maintain a consistent temperature of 21°C

# Reporting a heating **fault or repair**

**If you think that you have a fault on your system, for example, a radiator or thermostatic valve that isn't working as it should, please report this as a repair.**

**You can report non-emergency repairs and book an appointment slot that is convenient for you on our self-service portal [myonline](#). You can report these 24/7 (even at the weekends) and on any device. If you haven't already signed-up to myonline, you can find how to do this on the [myonline](#) page of our website.**

**If you have emergency or health and safety essential repairs, please report these by calling 0161 217 6016.**