

Customer Service Standards Central Heating Installations & Boiler Installations



- We will arrange for a Gas Survey to be completed by Our Dedicated Team prior to any works.
- We will confirm all Gas Heating Installations and boiler replacements via telephone appointments.
- We will give 5 working days' notice in advance prior to the works been undertaken.
- All staff will wear a uniform and carry identification cards.
- Full Central Heating replacements will normally be completed in 1 day
- Boiler only replacements will normally be completed in ½ day

Our customer service standards are a set of commitments we make to residents about the services we provide and expected levels of performance. These standards were developed in partnership with our customers. Our Employees will request customers to complete a satisfaction form on their PDA device after the works are completed. Please complete this to enable us to see if we are meeting our standards.