



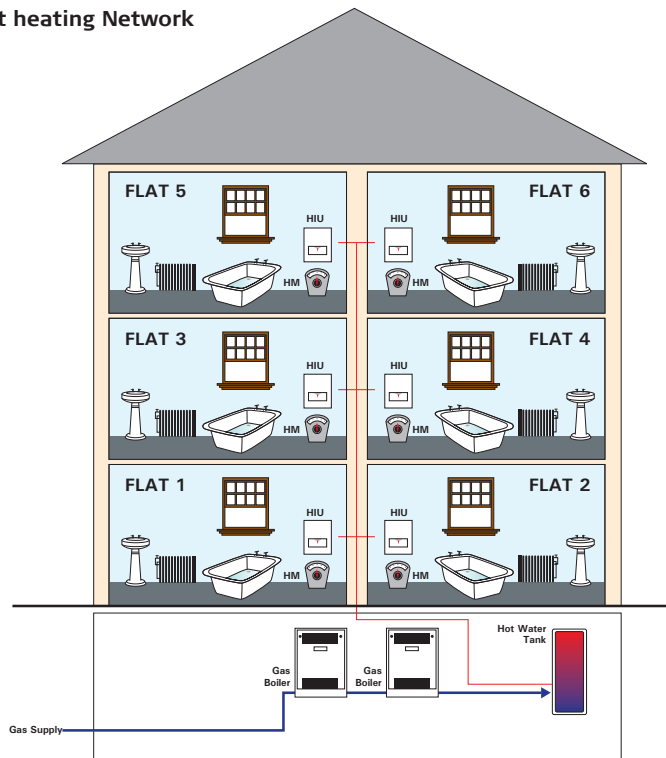
Priory Court

Heating & hot water services
All you need to know

Introduction

Welcome to Priory Court. Your new home is served by a communal heating system. Your heating system is robust, reliable and controllable. Just as if you had a gas boiler, you can control the amount of heating through the thermostat, heating controls and radiators. Your hot water is provided by the communal heating system and stored within a hot water tank.

Direct heating Network



Insite Energy have been appointed by Hexagon Housing to manage your pay-as-you-go heating.

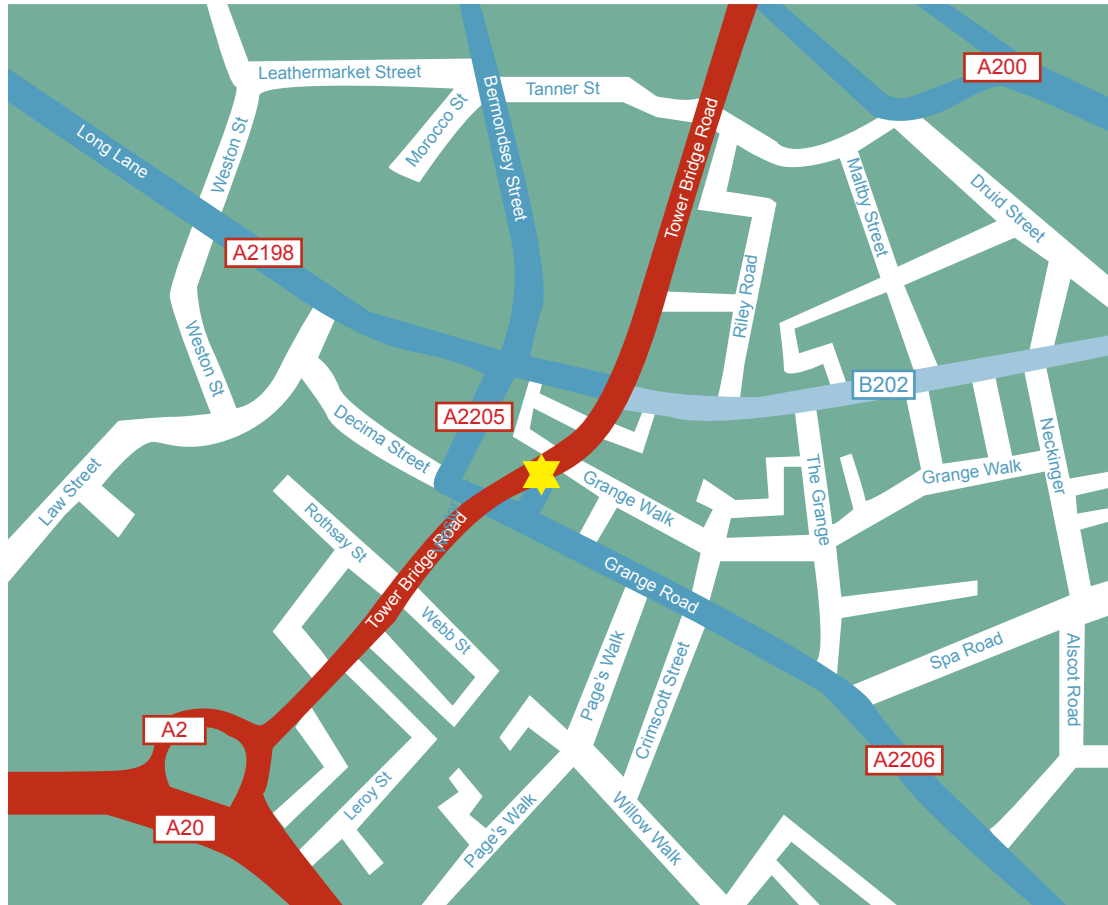
Your heating is "pay-as-you-go" which means you only pay for what you use and when you use it. You can find out more about how to use your pay-as-you-go heating in our pay-as-you-go users guide.

Heat tariffs reflect the cost of producing heat. You can find out more about how the heat tariffs are calculated and when they are updated in our "Understanding your heat tariffs" guide.

If you have a problem with the supply of heating and hot water or if you have a query regarding your pay-as-you-go system, are moving into or out of the property or any other issue related to paying for your heat, you can call us on the helpline at 01322 623 012. Emergency calls will be dealt with immediately. Enquiry calls outside office hours will be logged and a staff member will call you back during office hours.

Where you can top-up your pay-as-you go heat card

Price Cut Food Store, 116 Tower Bridge Road, London, SE1 3NG



You can find out more information on how to top up your pay-as-you go heat card from the brochure "pay-as-you-go a users guide". If you did not receive a copy of this guide please call our helpline on 01322 623 012 who will be able to help you over the phone and also be able to send you a guide.

What to do if you have a fault with your heating

Insite Energy maintains the heating system to your flat, up to and including the pay-as-you-go system within your property. If there is a problem with any aspect of your heating system, call our helpline on 01322 623 012.

The radiators and taps inside your flat are Hexagon Housing's responsibility, if you have any issues with these please call Hexagon Housing on 020 8778 6699.

If your heating is not working please check the following items:

1. Check your heating controls are set properly so that your controls are allowing heat into the apartment; your thermostat is turned up and your radiator thermostats are set to a suitable level;
2. Check that the prepayment unit is working – do you have sufficient credit or is the stop valve symbol lit? If yes, you will need to top-up your card at the nearest agent location.
3. If your radiators are only warm at the bottom, you may need to bleed your radiators to remove excess air;
4. If your heating is still not working, call our helpline on 01322 623 012 to report the fault. We can be contacted 24 hours a day.

If we need to visit your property:

- We offer and guarantee either morning or afternoon appointments for maintenance visits, whichever suits you best.
- We offer you the option of choosing a password for any appointments we make. This password will be used to identify the person visiting so that you know the person who arrives at your home is one of our employees.
- We can send you a mobile phone text to remind you of appointments.
- We prioritise response times for heating failures for customers who are vulnerable to a loss of heat and/or hot water.

What you can do to help us help you

There are a few things you can do to help avoid any problems:

- Please allow staff access to read the meter or to service the communal heating unit if maintenance is required. Our customer service team will arrange this for a time that suits you.
- Please keep appointments made to maintain the heating system, where access is required to your property, remember we can send you a reminder text message.
- Contact us as soon as possible if you think your meter or the heating unit is faulty.
- Let us know if you are moving house or letting your property.
- Let us know if you require an interpreter or assistance in your communications with us.
- Do not wilfully damage any part of the heating system within your property or outside your property.
- Pay for the heat you consume and any associated standing charges.

Customers with additional needs

At Insite Energy we understand that some customers have special needs. This includes anyone in your household who:

- Has a disability
- Has a chronic illness
- Is of pensionable age
- Is blind or partially sighted
- Is deaf or hard of hearing
- Is below the age of 5
- Has another type of special need

If you or anyone in your household has special needs we can help by offering extra support to those who need it. In order to do that, we maintain a priority customer register. This is known as our "We Care" scheme.

- We make sure all our customers know about the "We Care" Scheme.
- If you think you may meet the criteria, you can ask to be listed in the "We Care" Scheme.
- If you are a social housing tenant, your housing provider may nominate you to join the "We Care" Scheme.
- We provide free information and advice to customers on the services available under the "We Care" Scheme. We provide a variety of contact options to make sure customers who have special communication needs are able to contact us.
- If you are registered with "We Care", you can also nominate a third party to contact us on your behalf

More About "We Care"s

"We Care" has a number of special services for our customers with extra needs, these include a password service, priority response service for repairs, and a responsible party nomination service. These are all provided free.

Password Service

Sometimes we may need to visit your home to carry out routine maintenance on your heating unit and meter. We want you to be sure of the identity of the person visiting your home therefore for your peace of mind we can quote a password whenever we visit. You can choose your own password and change it whenever you like. Our staff also have photo identification, which they wear at all times.

Priority response for repairs to your heating and hot water

If you are a member of "We Care" and there is an interruption to your heating and hot water, we will respond to you as a priority. We have enhanced response times for "We Care" customers which means we will aim to be at your property within 4 hours of reporting a total loss of heating. If we are not able to repair your heating at that visit, we will supply temporary heating until a repair is made.

Responsible party

As a member of "We care", you can nominate another person, such as a friend or relative to contact us on your behalf.

Quality of Service and Complaint Handling

At Insite Energy, customer service is really important to us. We want to ensure that we handle any customer queries or complaints quickly and effectively. We keep a record of telephone calls, waiting times and maintenance incidents so we can constantly check and improve on our performance.

We also provide a variety of options to communicate with customers. For example, if English is not your first language we can put you through to one of our multi language customer team members or we can contact you by email or letter. If you would rather someone else speak for you we can allow an authorised third party to manage your account.

Along with our high level of customer service, Insite Energy also provides a clear complaint handling policy to all our customers. We aim to resolve most complaints at first point of contact and deal with all complaints within 28 days.

Contacting us

Here at Insite Energy there are three easy ways to contact us:

You can email our friendly and professional customer service team at customerservices@insite-energy.co.uk

You can call our customer telephone service on 01322 623 012 which is available Monday to Friday 9am to 5pm. If you need to raise a maintenance issue, this number operates 24 hours. If you have a complaint and call the number out of normal business hours, the complaint will be logged and you will be contacted during normal business days to resolve your complaint.

You can also send us a letter to:
Customer Services Insite Energy Ltd
10 Stoney Street,
London SE1 9AD

When contacting us, please provide your name and address to help us deal with your query more efficiently.

In most cases queries and complaints should be resolved by our customer services team, whether you contact them by telephone, email, web query or letter. All our staff are based in the UK and are trained to a high standard to resolve your call.

We promise to:

- Acknowledge your query or complaint within three working days and, if it's a simple query provide a clear response within the same time.
- Immediately initiate a detailed internal enquiry about your query or complaint if this is more complex.
- Send you a full written reply within ten working days of receiving your query or complaint.
- If we are not able to resolve your query within this time, we will provide you with a plan which sets out the steps and time we expect it to take.

Sometimes we get it wrong or our service does not meet your expectations. If you are not happy with the way your query has been dealt with, you may take your query or complaint to the Customer Service Director.

You should do this by completing our customer complaints form, available from our customer service team, and sending it to:

Insite Energy Ltd
Customer Service Director
10 Stoney Street,
London SE1 9AD

The Customer Service Director (or alternate Director if he/she is not immediately available) will respond to your query and complaint within ten working days clearly setting out the company's final response



Contact and information

To learn more about how we can help you call
01322 623001
or email **info@insite-energy.co.uk**

Insite Energy Ltd
10 Stoney Street
London SE1 9AD

www.insite-energy.co.uk

For more information about Fontenergy visit
www.fontenergy.com
For more information about Rydon visit
www.rydon.co.uk