

Have you checked your heating?

Checklist

1 Is your room thermostat on?

If you have one it should be set at around 22 degrees.



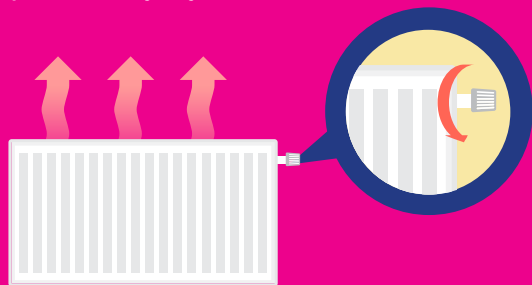
2 Do you have a timer?

If you have one it should be set to 'heating on'



3 Are your radiator valves open?

Open up your radiator valves to full on every radiator in your home by turning them anticlockwise. Thermostatic valves or older wheel-head valves can be turned quite easily by hand.



The temperature is dropping and the nights are drawing in. At this time of year, the housing repairs service receives a really high number of calls reporting faulty heating.

There could be many reasons for issues with your heating, but most problems don't need a repairs callout at all and are simple issues you can fix yourself.

If you have a problem with your heating, make sure you complete the checklist opposite before requesting a repair.

If you have heating but not to every room

If you've completed the checklist and you have heating but one or more of your radiators aren't working properly, report it online at camden.gov.uk/camdenaccount



If you have no heating

If you have no heating at all, between 1 October and 1 April, this is an emergency.



Call us on **020 7974 4444** option 3 then 1 from Monday to Friday, 9am to 5pm.



Call **020 7974 4444** outside of these hours.