

When you have reported to us that your radiator or electric heater is cold, or is not working,

We will:

- 1) Check the heater or radiator for any obvious issues and if possible carry out a repair
- 2) If there are no obvious problems then a temperature data logger will be left in place(*do not remove from original location*)
- 3) Within a few days the data logger will be retrieved and the temperature data analysed
- 4) If the temperature has dropped below 19°C for a sustained period between 8AM and 6PM we will check for obvious adjustments that can be made to the Building Management System, e.g. heating times & thermostats
- 5) If no obvious adjustments can be made then we will provide a temporary heater until the problem is resolved

Please advise us if you no longer require the heater