

HEATBASE Ltd FACTSHEET 7

Homeowner, Tenant or Caretakers Responsibilities

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We are often called to breakdowns of boilers that have failed as a result of lack of routine inspection by the person in charge of the property. Failure to carry out these routine aspects can result in boiler breakdowns and costly bills.

There are certain duties that either the Homeowner, Tennant or Holiday Cottage Caretaker must routinely perform to ensure normal or trouble-free operation of their Oil-fired Appliance.

1. If the system is sealed or pressurised, the system pressure will need to be routinely checked in the correct manner (see Factsheet 26). To do this you will also need to know the location of the "Filling Loop" for the system.
2. Know where the boiler reset buttons are, this will include the Lockout Button, the Overheat or High Limit stat reset button and any other reset buttons specific to the appliance. Some attempt to reset the boiler should be made before calling for a visit.
3. Routinely check the fuel level in the oil tank as running out can cause damage to oil pumps and will also incur additional callout charges to bleed the boiler and retest the emissions.
4. Regularly check your plastic Oil tank for signs of discolouration or cracking or bulging (or rusting if using a steel oil tank). See factsheet 30 Oil tank Inspection for more information.
5. Know how to turn off the fuel supply in case of an oil leak.
6. Know where your stop cock is in case of a water leak.
7. Check and monitor the appliance after any visit to ensure that no smells or water leaks are still present or have developed and to report any problems or concerns immediately.
8. Ensure the boiler is working correctly in plenty of time before the arrival of Holiday Guests; as we do not operate an out of hours service.
9. We would advise that properties that are used as Holiday Cottages or weekend properties should turn off the main stopcock in the property if it is left unattended for any length of time.

A tenant is also responsible to ensure that Oil Storage Tanks are compliant and risk free. Although they do not own the property or the Oil Tank, the Oil stored within it belongs to them and they are responsible for its safe storage, you should raise any concerns with your Landlord.

The householder is responsible for providing adequate parking facilities and providing a clean and unobstructed access to all appliances, oil tanks, flues, fuel supply lines and their components to allow safe access for service, repair, inspection and replacement of any items and for safe operation of the appliance. Any storage cupboards that require emptying or items that require dismantling and re-assembly are the responsibility of the householder and all necessary access should be prepared before we attend. The householder is also responsible to ensure system pressure where applicable is checked routinely and in the correct manner.

It is the responsibility of the owner/householder to ensure their Installation is compliant and safe.