

## Important information about your heating supply

Dear Resident,

The heating supply in your new home is currently set on default time and temperature settings which may not suit your own personal requirements or which may mean the heating system is set to come on when you are not at home.

The cost of your heating bill may be affected by these default settings so East Village and your energy supplier East London Energy **recommend that all residents check the default settings** and adjust these to suit your personal requirements.

The heating control panel (see image below) is usually located within the living room area of your home and your Residents Manual includes full details about how the heating system works. However, some **quick start instructions** to change the default settings of your system are also copied further below for your convenience.

We hope that the details below and the full information in your Residents Manual are of use. If you do have any further questions though, please contact either **Get Living London on 020 3701 7900** or **Triathlon Homes on 020 8522 2012**.

## Changing the default settings on your heating supply

**Firstly, ensure the control panel is set to the correct day and time:**

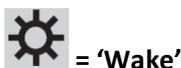
1. Using a pen or pencil, press the small pinhole with the clock symbol
2. Use the up & down buttons to adjust the hours and press the 'tick' ✓ button
3. Use the up & down buttons to adjust the minutes and press ✓
4. Use the up & down buttons to adjust the day number (1 = Monday, 2 = Tuesday etc) and press ✓



**Setting times and temperatures:**

On Monday to Friday (days 1 – 5), the controller operates a four event programme ('wake', 'leave', 'return', 'sleep') – this is based on the assumption that the property is less-occupied during the daytime on weekdays. On Saturday and Sunday (days 6 - 7) a two event programme operates ('wake' and 'sleep') based on the assumption that residents will spend more time at home on weekends.

Since these default settings may not suit your personal circumstances, you are able to set a different temperature and time for each of the four events – the events are shown on the control panel display with the following symbols:



= 'Wake'



= 'Leave'



= 'Return'



= 'Sleep'

**To adjust the current settings:**

1. Press the ✓ button for 5 seconds
2. The display shows the 'Wake' time for Monday to Friday
3. To adjust the hours press the up and down buttons and then press ✓
4. To adjust the minutes press the up and down buttons and then press ✓
5. You will then need to adjust the desired 'Wake' temperature. Again use the up and down arrows and press ✓
6. Repeat steps 2 to 5 for the 'Leave' time and temperature, 'Return' time and temperature and the 'Sleep' time and temperature
7. Repeat steps 2 to 5 for Saturday and Sunday 'Wake' and 'Sleep' times and temperatures

## Your heating and hot water supplier



**Understanding your bill:**

Your heating and hot water supplier, East London Energy, has some useful information for residents on their website at <http://www.eastlondonenergy.co.uk/understanding-your-first-bill/> which will explain how your heating bill is calculated.

**Getting in contact:**

To discuss your heating bill or heating supply further, please contact **East London Energy on 0800 520 2002 / enquiries@eastlondonenergy.co.uk**