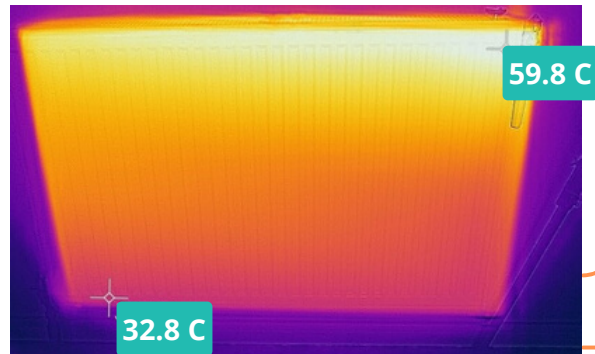




## Why do my radiators feel hot at the top and cold at the bottom?

Your home has been built to the latest Building Regulations. These regulations ensure properties are highly insulated and air-tight to help reduce your heating bills and the impact on the environment.

As part of these regulations, the radiators installed in your home operate more efficiently and are supplied with hot water at a lower temperature than you may have experienced in your previous home. It will therefore not feel hot to the touch across the whole surface of the radiator.



## Why isn't my water hot enough?

New Building Regulations require the contractor that built your home to include thermostatic controls on your bath, shower, and bathroom basin that restricts the hot water to not exceed around 40 degrees C. This is designed to prevent scalding. However, the kitchen tap does not normally have this thermostatic control fitted. In order to determine if you are experiencing a heating problem, we recommend following these steps:

### Step 1 Bathroom temperature check

Turn on one of the taps in your bathroom (sink or bath/shower) and cautiously check the hot water temperature



### Step 2 Kitchen temperature check

Turn on your kitchen tap and cautiously check the hot water temperature



### Step 3 Compare temperatures

Compare the hot water temperatures of your kitchen taps with your bathrooms taps. If you are experiencing luke warm or cold water throughout your home, please give us a call. If these temperatures differ, this most likely indicates that thermostatic controls are affecting your water temperature and is therefore your landlords responsibility.