

##NAME##
##ADDRESS
##POSTCODE##

##TELEPHONE##
##EMAIL##

##DATE##

Customer Services Manager
##HOUSING ASSOCIATION ADDRESS##

Dear Sir/Madam,

I am writing to complain about the heating system provided with our new property. We have patiently spent two months seeking a demonstration and/or advice on how to use our boiler effectively, with no success.

It is model NIBE Fighter 360p, and it is supposed to heat and provide hot water. However, in temperatures of freezing, and below, it's struggles without a backup immersion heater. Even, without the expensive immersion active, it uses too much electricity, and must be far from economical.

We've given the system time, respect and patience throughout the time we've lived here. It has never been turned off, never has the heating curve been lowered, or any other settings adjusted. The radiators are on full and the wall thermostat does not work.

We have been in close contact with #####, Senior Property Sales Advisor, who has tried to help us best he can. But, all ##### and colleagues have said is to keep the system set as they say. The replies haven't helped us more than what we've done already, and doesn't help our unsettling electricity usage.

The past few, freezing weeks have been stressful. With there being no hot water, less showers, and unnoticeable heating, it has taken over 19kW per day, PLUS around 7kW per hour we need to manually heat the water.

Our property manual also estimates our annual bills to be around the £400 mark, but we'll be using the same and more as the average household, following our meter readings. It also states we will save because we don't require gas. Yet, the property has a gas hob!

Being left no choice but to do our own research on this model, it is clear to see that it is a national concern, and that it is not just our own boiler that is defective - and we are aware L&H know this. Apparently, the boiler misrepresents it's CoP rating, has been pulled from the RHI

scheme and doesn't meet Code Level 3 for sustainable homes. There are reports of other housing associations replacing these systems and/or compensating tenant's electricity bills, and more.

We are also seeking advice and support elsewhere, and they will be involved if required.

Looking forward to your reply

##NAME##