



A Guide for Residents

DURING ELECTRICAL WORKS



Introduction

We are committed to improving the condition of our housing stock and to achieve our ambition we are investing around £30m a year for the next four years to make sure that we offer high quality homes to our residents.

Part of that unprecedented amount of money is being used to carry out electrical upgrades in many of our properties. You'll be pleased to know that your property will benefit from this programme to upgrade our properties and you will be visited shortly by our



team who will talk with you about the upgrade.

you will need to do to help our team to complete their work.

This introductory guide gives you useful and practical information about how and when the work will be carried out as well as advice on the things that

Contents

your property
will benefit from
this programme
to upgrade our
properties

4

Section 1: Why is the work being done?	6	Section 4: How long will the works take?	10
Section 2: Getting ready for electrical work	7	Section 5: Who do I contact if I have a problem?	11
Section 3: Appliances	8	Section 6: Our promise	12



Section 1

Why are works being done?

A re-wire is when we completely renew the existing electric cabling within your home. This includes new sockets, switches, light fittings and a new fuse box board. It is compulsory for health and safety reasons that the works identified in your home are carried out.



Section 2

Getting ready for the electrical works...

Before we start work in your home you will need to move furniture and possessions to give clear access to all electrical points, sockets and switches around the room.

It may be necessary to run electric cables beneath floors and it is your responsibility to remove and refit any laminate flooring. Carpets will be lifted and refitted however we cannot be held responsible for the condition of foam back carpets after being lifted.

As part of the full re-wire we may need access to your loft. If your loft is boarded some of the boards may need to be lifted. Stored items in the loft may need to be moved to gain access from above to the lights in the room below.

If you are elderly or disabled and would like assistance moving furniture and possessions please contact your Tenants Participation Officer who will be able to assist.

Section 3

Appliances

We will not re-connect faulty appliances.
We recommend that appliances are moved as few times as possible to reduce risk of damage.

Please make sure that your fridge/freezer is plugged in again if it is moved. It is your responsibility to avoid contents defrosting.

Please note...

New wiring will be pulled through existing conduit wherever possible. We will try to have electrical wiring “chased” in to the wall wherever possible. The process of chasing in walls will cause dust in the rooms where work is being carried out. However, in properties where bricks are hollow we will use white mini trunking, which will be surfaced mounted and kept to a minimum.

Unfortunately, if any of your own light fittings do not comply with current regulations they cannot be refitted as this would be against the law. Our electrician will let you know.

During re-wiring, you may have cables left uncovered overnight. These will be safely secured and should not be tampered with. Don't worry – they will not be live! No redecoration work will be carried out however, holes will be filled.

If we are installing an extractor fan these will usually be fitted through the wall. Smoke alarms may be fitted in the hallway and/or landing. Mini trunking may be required but we will keep this to a minimum.



Please make sure that your fridge/freezer is plugged in again if it is moved. It is your responsibility to avoid contents defrosting.

Section 4

How long will the works take?

This will depend on the size of your property and the extent of the works. Your Tenants Participation Officer will discuss this with you before the work starts, however we would envisage that works will not take longer than three days for a full re-wire.



Section 5

Who do I contact if I have a problem?

Your Tenants Participation will be there to support you while improvement works are being carried out in your home.

They will provide you with contact details.





Section 6

Our promise



- **We will:** Make sure our staff carry an identification badge. Please ask to see this before allowing anyone in to your home. If they are unable to produce this then do not let them in.
- Make sure work areas will be left safe at the end of each day
- Respect you and your home
- Keep you informed of progress and any delays.