

## **All About It – Electrical Rewiring**

### **Why are we doing it?**

The provision of new wiring and electrical supplies is part of an ongoing programme of work to ensure that your home is electrically safe and efficient. This is part of the Government's Decent Homes Standard. Surveyors will inspect your home to decide if any parts fail this standard and we will write to you in order to carry out this important work.

### **What happens next?**

If your home needs this work, the contractor's representative will visit your home within about 3 weeks of our letter to talk to you about what will happen and to arrange a convenient date for the work to take place.

We may also need to inspect your home for any materials which may contain asbestos so we will send another company who will remove small samples and take them away for analysis.

### **When are we going to do it?**

We have a 5 year programme of works which identifies the properties that we wish to inspect over the next 5 years. Your copy of the 5 year plan will show when we intend to look at and carry out internal works in your street or estate. You may also be offered a new kitchen, bathroom or both which will need electrical work so if your home needs additional electrical work we will do this at the same time.

### **How long will it take?**

The time taken to complete the work varies with the size of the property and the amount of furniture etc. that you have in your home. As a rough guide, a one bedroom flat takes about a day to rewire and a 3 bedroom house or maisonette takes about 2 days.

### **Where will the new electrical points go?**

Living room	Light and 3 double sockets
Kitchen	Fluorescent light, 3 double sockets as well as sockets for a washing machine, fridge and cooker
Main Bedroom	Light and 3 double socket outlets
Other bedrooms	Light and 2 double socket outlets
Hall & landing	Light and single socket each
Hall & Landing	Smoke detectors
Hall	New fuse board

The contractor will discuss with you where the sockets are to be located. You can have a say where the points are located within your particular furniture arrangement, but it is necessary that they give reasonable coverage to the whole room.

### **What you need to do before the work starts**

- ◆ You should notify your contents insurance provider.
- ◆ You should pack up all ornaments, pictures and valuable items so that you can safeguard them during the works.
- ◆ You should pack clothing and laundry into bags so that it can be moved easily and kept clean.
- ◆ It is your responsibility to pack and move these items, but let us know if you are elderly or have a disability which might make this difficult for you.
- ◆ Keep pets under control and out of the working area if possible.
- ◆ Keep children away from the working area.
- ◆ Tell us if you or someone you care for in your home have special requirements

### **What will the contractor do? They will:**

- ◆ Arrive at about eight o'clock in the morning
- ◆ Introduce themselves and show identification
- ◆ Move most items of furniture but not large units such as large cabinets
- ◆ Cover floors and furniture with dust sheets
- ◆ Fit back in place your own light fittings and re-connect your own electric shower, only if they meet current safety requirements
- ◆ Re-connect dimmer switches, metal switches and sockets you have installed only if they meet all current safety requirements
- ◆ Re-connect electrical supplies you have installed outside your home for things like sheds only if they meet all the current requirements for safety
- ◆ Drill through walls, floors and ceilings which might cause some noise and dust
- ◆ Make good and decorate where wires and equipment is removed
- ◆ Re-lay floor boards carpets and flooring when work is complete
- ◆ Re-position furniture
- ◆ Clear up any mess
- ◆ Test the new system and explain how it works
- ◆ Give you instruction booklets.

### **Important points**

- ◆ We need to have access to all the rooms in your home, including the loft space if you have one and under the floor boards.
- ◆ We try to conceal the new wiring where possible however where this cannot be done, we do our best to hide as much of it as possible.

- ◆ We may have to install wiring in mini-trunking on walls and ceilings which will be visible. Look at the pictures in this booklet.
- ◆ The Contractor's representative will advise you how and where the wiring can be run when visiting your home.
- ◆ We cannot accept responsibility for lifting laminated flooring or foam backed carpets.

In the case of laminated flooring you have the choice of lifting it and relaying it yourself after the wiring is complete or having the wiring run on wall surfaces in mini-trunking.

Foam backed carpets deteriorate with age, either sticking to the floor or degrading into powder. It is not possible to lift these carpets and relay them properly in this case so you will be offered the choice of signing a disclaimer or having the new wiring installed on the surface.

We will send you a satisfaction survey form. Please take the time to fill this in so that we can deal with any issues and make sure that we can continue to improve our services.

Sometimes it may not be possible to redecorate disturbed areas to match all of the other walls and ceilings. However the contractor will discuss what we can do before we start work.

### **An important safety message**

In the case of electrical works we are unable to give you an option to refuse this work as we might do for a new kitchen, bathroom or heating. The tenancy agreement that you signed when you moved into your home gives us the right to enter your home to carry out work to maintain the property and more importantly to ensure that your home is safe. If you refuse access for electrical works which we deem necessary we may have to resort to taking further steps to gain access.

### **What happens if there is a problem?**

Please contact our Customer Care Team on **Freephone 0800 195 5552** or from your mobile on **020 8915 2000** (*call charges may vary depending on your network*) who will put you through to a member of our team.