

Wires – Re-wiring Programme

Aim:

- Safer homes
- Safer systems installed to the current wiring Regs.
- More socket outlets
- Hard-wired mains smoke alarms
- External light to front entrance door

Rewiring

The council are installing new electrical wiring systems that include new consumer units, RCD/MCB protection, external light to front entrance and hard-wired smoke alarms.

How should occupiers look after the system?

Socket Outlets/Light Switches

Do not paint over sockets or switches nor replace them with metal fittings that could be dangerous. Do not overload sockets with plugs, this could cause overheating and possibly a fire.

The system

If the system or a circuit keeps tripping out, report this to the Customer Contact Centre (Telephone 01473 432100)

Smoke Alarms

Check that the smoke alarm is working by pushing the test button every 2 weeks.

Prior to the work

Following the Council's letter informing you of the proposed rewire the Electrical Contractors Surveyor will contact you to arrange to visit and discuss what the work will entail, agree with you on the location of socket outlets. The surveyor will also give you the option of a flush or service installation where practical and agree a start date.

Occupiers will need to:

- The surveyor may request that to allow access to walls or floor boards certain items are moved into a safe location, also items inside furniture that needs moving.
- Make sure the fitters can get in to the property to install the wiring systems: the work usually takes two to three days from start to finish (tenants are asked to let the contractor know if for any reason they are unable to keep to the appointment, the contractor will try and arrange another start date with you.
- Make sure their family and any visitors follow the safety guidelines below

The fitters will:

- Discuss with tenants the agreed location of the socket outlets .
- Discuss with tenants preference for new wiring to be either surface mounted in PVC trunking as practicable.
- Cover carpets and furniture with dust sheets and clean up afterwards
- Try not to damage any wallpaper or minimise damage if flush mounted (tenants are asked not to redecorate before their new systems are due to be fitted.)

- Make good any damage to plaster work caused by the installation.
- Show the occupier how to use the consumer unit and provide easily understood operating instructions

What if tenants are buying their home?

If tenants are planning to buy their council property under the Right to Buy Scheme, the council will not rewire the property. Tenants must tell the Housing Office if they decide to buy their home before the work starts, otherwise they will be charged for the new system and for the labour charges.

What Safety & Security Measures should Occupiers take?

- Keep children well away when the fitters are installing the new system
- Do not let children climb any ladders or play with any equipment
- Keep valuables out of sight and safe while the work is being done
- If tenants have anything that needs extra protection, they should move it out of the room or add their own extra dust sheet
- The work may result in some dust, so tenants are asked to make sure any pets are kept well away from the working area

What should occupiers do when work is complete?

We will give you a questionnaire to complete when work is finished. Please help us to improve the service by stating how satisfied you were with the work and returning the questionnaire.

New electrical systems are under guarantee from the contractor for the first year, so tenants are asked to report any problems or complaints promptly, so they can be put right within the time limit.

Problems or complaints

If tenants have any problems with their new electrical systems, they should let the Customer Contact Centre know.