

Council Housing Management Service

What happens when...

My home needs an electrical rewire...

Introduction

Each year we plan and deliver a capital investment programme to ensure Council homes are maintained and comply with the Decent Homes Standard. This is a technical standard set by the government to measure the quality of social housing.

What happens next?

If your home is to be included on the electrical rewire programme, staff will send you a letter to confirm this and introduce you to the contractor appointed to undertake the work.

In preparation for the work, we may need to undertake removal of asbestos containing materials within your home. If this work is required, we will contact you directly to discuss this and agree an appointment for a specialist removal contractor to undertake this work.

Who will undertake the work?

We will select a contractor based on ability, experience, and value for money. We will tell you who the contractor is and give you a date when the contract will begin. This does not mean we will begin work at your home on this date. We will give you at least seven working days' notice before any work starts at your home.

The appointed contractor will be in touch with you to arrange a pre-entry survey.

This will be an opportunity for them to introduce themselves, talk to you about the work, any access arrangements needed to complete the work and to answer any questions you may have.

All work on site will be supervised by the contractor and staff. All operatives on site will wear ID badges and safety signs will be visible.

How long will it take?

The work to your home will take approximately two days from start to finish, which includes the follow-on work of plastering etc. At times delays do occur; the site supervisor will keep you informed of any delays to the work.

Typically working hours will be between 8.30am-5.30pm, Monday to Friday with an allowance for personal breaks and removal of waste/materials by operators.

A programme of work will be developed, and you will be provided with an agreed appointment to carry out the work as well as an opportunity to inform you about any individual requirements that require consideration.

The contractor will try and work around your availability and be as flexible as possible with appointments.



What does the work involve?

There is a choice of two options on how the work can be carried out.

Option 1 – The new wiring is mounted on the wall and encased in mini plastic trunking. This option minimises damage to your decorations.

Option 2 - The new wiring is embedded in the wall. The electricians will try wherever possible to fit the new wiring through the existing channel where the old wiring is removed, however this is not always possible and damage to existing decoration will occur.

Work will include the removal of the existing wiring, plug sockets, light switches and fuse box. These will be replaced by new wiring, double sockets (where possible), light switches and a consumer unit.

The consumer unit will replace the old fuse box. There are switches on the consumer unit that turn off the electrical supply to a circuit should a fault develop on one of your appliances. Once the fault is corrected the system can easily be reset by the flick of a switch. This replaces the traditional method of protection using fuse wire. The new installation will comply with current electrical regulations and safety standards.

For additional safety, smoke alarms are also installed. These will be wired directly into the mains. In case of power failure, the alarm is fitted with rechargeable battery backup.

Residents who reside in ground floor flats should be aware that they would have a piece of trunking (at ceiling height) along one side of the lounge and into the inner hall. This does cause some damage, which will be made good. The existing ceilings are concrete, and the mains supply comes into the property by the front door. Wiring therefore must run across one side of the lounge to provide a supply for the other rooms in the property. Work will include replacement wall and floor unit door finishes and handles; worktops; wall tiling and floor covering.

During your pre-entry survey appointment, the contractor will discuss the work and provide you with an opportunity to make your kitchen units, wall tiles and floor covering choices.

Please be aware that the power will be turned off to undertake electrical work and you will be informed about the length of time.

Will there be much inconvenience?

There will be some inconvenience during the work such as:

- **Noise during working hours**
- **Skips located on front driveways/footpaths/gardens/yards**
- **Relocation of your belongings and property both externally and internally to ensure they are not adversely damaged**
- **Turn off gas, electric and water supply to your home during the working day**
- **Dust from the removal of old wiring and the installation of the new.**

Will there be much damage?

This will be dependent on the option that you choose and will be explained to you during the pre-entry survey. Option 2 will require plaster to be channelled out for new wiring, and this will inevitably cause disruption to decorations. All holes or channelling are re-plastered as part of the works.

What do I need to do before and during the work being carried out?

To enable all the work to be completed in a timely and safe manner, we would ask that you remove any obstructions both inside and outside your home, giving the contractor access to the area of work.

The contractor will advise during the pre-entry survey what you will need to move, to allow the electrical engineers to get on with their work. This will probably be the repositioning/removal of furniture and carpets.

If you are unable to carry out any of this work, please inform the contractor when they meet with you to undertake the pre-entry survey.

We ask you to always supervise pets and/or children as well as take due care to ensure your own personal safety whilst around the work areas.

Warning signs advising of potential hazards where work is being carried out will be placed at various locations. We ask you do not ignore them as they are there for your safety and welfare.

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What happens after the work is finished?

Staff will supervise all work to ensure the contractors comply with all Health and Safety standards and will inspect all completed works to ensure they have met the required standards.

If you have any problems with your electrics, please report as a normal repair. For your safety, we ask you to test smoke detectors weekly and remove any dust.

Who can I contact if I have any further questions about the work?

If you would like to ask further questions about this work, please get in touch with a member of our staff.

Contact us on tel: **0300 123 7724**

Accessing Cheshire West and Chester Council information and services

Council information is also available in audio, Braille, large print or other formats. If you would like information in another format or language, including British Sign Language, please email us at: equalities@cheshirewestandchester.gov.uk

You can also telephone: **0300 123 8 123**
or textphone: **18001 0300 123 8 123**
website: www.cheshirewestandchester.gov.uk

