Electrical work in your home is due to commence shortly. This leaflet contains important information about the work to be carried out and how the work may affect you. You should read this leaflet and keep it in a safe place for future reference.

What work is involved?
- Some or all of the existing wiring and accessories are to be replaced.
- Installation of smoke alarms
- New Consumer unit with Circuit Breakers and Residual Current protection for your safety
- Provision of Shower circuit (wiring only)
- Installation or replacement of Extractor Fans.

What choices do I have?
- Position of socket outlets, where practicable
- Flush or surface installation (Flush will incur damage to existing décor)
  You may be entitled to a decoration allowance, please ask for details

When will the work be done?
We will give you a date prior to starting work. If this is not convenient a renegotiated date will be arranged. Work will be carried out between 8.00am and 4.00pm, Monday to Friday. If we need access outside of these hours we will tell you in advance. Please make sure that we can get in to do the job as delays will lengthen or may even mean cancelling the work.

What should I do before the work starts?
The following preparations are normally required
- Clearing rooms of obstructions (as previously agreed)

How long will the work take?
- Flat 2 days
- House 3-4 days

What disruption will there be?
Decoration may be disturbed (see “What choices do I have”) floorboards and carpets will be taken up where necessary. You are responsible for the fitting and re-laying of any foam back carpets, lino and laminate flooring. If this incurs difficulty for you we will arrange this but the Council does not take responsibility for any damage or re-fitting problems. The Council will arrange for the removal and re-fitting of any professionally fitted wall-to-wall carpets, eg carpet with gripper and underlay, free of charge.
During the installation the electrical power will need to be turned off which may affect any timer clocks/fridge/freezer. This will be kept to a minimum. We will treat you and your home with courtesy and respect. There will be a mess at times but we will use dustsheets. We will clean up at the end of each day, and ensure that a cooker is connected and you have access to water. If you have any pets they may be disturbed by the work, it would be advisable to keep them out of the property or restricted to one room during this time.

**Health & Safety**
The Operatives must follow safe working practices at all times and tenants are requested not to visit the place of work. Any old fittings, wiring, materials etc will be cleared away and removed from site or placed in a skip. All materials and waste associated with the job will be removed from the site upon completion of the work normally, within 24 hours. To help protect your health, our Code of Conduct ensures our employees and contractors do not smoke in your home, in return, we would appreciate you consider our team's good health and not smoke in the area they are working.

**Security**
You are advised to check the identity of any individual before allowing them in to your home. Dudley MBC employees and contractors working on our behalf carry Identity Cards. If in doubt refuse entry and call our Repairs Management Centre on 01384 818283. Materials need to be brought into the property: doors may be left open from time to time.

**After Care**
We are sure that you will be very happy with your electrical work please ensure that you look after it and treat it with respect.

**Queries**
If you have any queries about the work please contact the person below

Name……………………………   Works Order No………………….

Works Required……………………………………………………………………

Contact number………………