Electrical works

Electrical work in your home is due to start soon. 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?**

Work may include:
- some or all of the existing wiring and accessories being replaced
- installation of smoke alarms
- new consumer unit with circuit breakers and residual current protection for your safety
- installation or replacement of extractor fans.

**When will the work be done?**

We will agree a date with you prior to starting any work. Work will be carried out between 8am and 4pm, 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.

**How long will the work take?**

This depends on the scope of the work, but full rewires typically take:
- flat 2 days
- house 3-4 days.
What disruption will there be?

Decoration may be disturbed and 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 (i.e. carpet with gripper and underlay) free of charge.

During the installation the electrical power will need to be turned off which may affect timers, clocks, fridge and freezer.

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 any serviceable electric cooker is connected and you have access to water.

If you have any pets they may be disturbed by the work so it would be advisable to keep them out of the property or restricted to one room during this time. Please be aware of our dogs policy.

Health & Safety

The operatives must follow safe working practices at all times and tenants are requested not to visit the place of work. All materials 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.

Employee health

We ask you kindly not to smoke when a council employee or contractor is visiting your home. Similarly, all of our employees and contractors have been instructed not to smoke within your home to help protect your health.

The Ownership of Dogs Policy - No dogs by the front door!

Please secure your dog before you answer the door.

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 0300 555 8283.

Materials will need to be brought into the property and therefore doors may be left open from time to time.

For further information

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

Name ...........................................................................................................................................................
Contact number ..........................................................................................................................................
Works Order Number ..................................................................................................................................
Works required ..............................................................................................................................................