

Your guide to the electrical rewire scheme





The electrical rewire scheme

This booklet contains important information on our electrical rewire scheme, what it involves, and how it could affect you. When we rewire your home we fit a new consumer unit (fuse-board) to meet the latest safety requirements. We also install smoke alarms and outside lights for extra safety and security and put in more sockets to cope with modern needs.

When will the work be done?

Each year Homes for Northumberland carries out a programme of electrical rewires to a number of the County Council's properties. These properties have been identified as having old wiring, sockets, switches and light fittings that are due for replacement.

If your home is in our programme, we will let you know in plenty of time when we expect the work to start. Then, at least one week beforehand, one of our surveyors will visit you and confirm the exact date we will start work on your home.

How long will the work take?

The work will normally take 2 to 3 days to complete. The workforce and one of our project officers will need access to your home for up to 3 days afterwards to complete any additional work and make a final inspection.



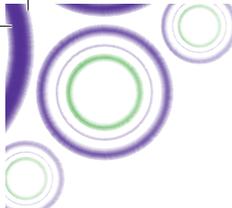
What should I do before the work starts?

When our surveyor visits you about a week before the work is due to start he/she will explain what you will need to do.

The following preparations are normally needed:

- » The new consumer unit will probably be fitted in the same place as your existing fuse-board. If this is in a cupboard, you should empty it to allow easy access for the workforce.
- » Please store safely any ornaments and electrical items, such as television or audio equipment. This will prevent accidental damage during the work.
- » You will need to loosen floor coverings near your existing sockets and move any furniture as directed to allow easy access.
- » In upstairs rooms we may need to lift the floorboards in the centre of the room to gain access to the light below. Again, this will mean you will have to lift the carpet and move furniture.
- » As the main cables are often within the landing floor, you may also need to lift your landing carpet.
- » We may also need to get into your loft. If your loft has been boarded, we may need to lift some boards. Please move things you store there to allow us access to the lights below.
- » If you have any pets, they may be disturbed by the work. You should restrict pets to a room away from the work if possible.

You can help us get the work done quickly by keeping any appointments we make with you, supervising children and pets while the work is underway, following any advice or warning notices and allowing the workforce to get on with the work with minimum interruption.



What work is involved?

We will remove the existing sockets, switches and fuse board. We will make new positions for sockets and switches. Where possible we will put new cables in the roof space, under the first floor and inside partition walls. But if walls are solid, we will cut the wall plaster in each place to fit new cables.

If you are due to have a new kitchen in the near future, we will do this part of the electrical work at the same time as fitting the kitchen. If we have already fitted a new kitchen recently, we probably put in a new ring main at the same time. If so, we may not need to do any more work in this area.

The new consumer unit will have switchable fuses and a very sensitive fault-detection switch.

The number of sockets we normally provide is as follows:

Living Room 5 double sockets

Dining Room 3 double sockets

For a combined living-dining room, 6 double sockets in total are provided

Bedrooms 3 double sockets

Hallway/Stairs 1 double socket downstairs and 1 upstairs where possible

Kitchen 3 double, 2 single sockets and cooker point

If you have installed any electrical circuits with our permission, we will test them, rewire them if necessary and reconnect them to the new wiring circuit. This includes such things as electric showers, security lights, doorbells, alarms and wall lights.

We will also fit smoke alarms and outside lights for extra safety and security.

General information on your new electrical installation

We will leave you details of how to operate your new consumer unit and electrical installation.

The new fuse-board includes a device for automatically switching off the power supply if there is a fault on the electricity circuit or on any appliance connected to it. This system is very sensitive and gives you better protection against an electric shock or fire.

If the new system switches itself off, unplug all the electrical appliances connected to the circuit before resetting the system. Then by plugging in each appliance one at a time, you will be able to identify the faulty appliance. You must unplug the faulty appliance and repair or replace it before you use it. You are responsible for doing this.

If you would like more information or advice on the installation, please contact us.

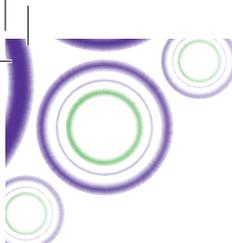
What disruption will there be?

At times the work may be noisy and dusty. The contractor will provide dustsheets. You may not be able to use some of your rooms during the work, but there will always be somewhere for you and your family to stay in comfort.

You will only be without electrical power for a short time. As most heating systems rely on electrical controls, there will also be minor interruption to your heating and hot water supply.

The workforce has to follow safe working practices at all times and will take away your old materials and dispose of them properly.





How will I know the work has been done properly?

Our project officer will make sure the work is completed properly and meets the standards required. He/she will make regular inspections during the work and will call again once it is finished.

Will I receive an allowance toward re-decoration costs

Following the work to your home you will receive an information folder containing a voucher redeemable through Crown Decorating Centres for a 'Home Decorating Pack'. This pack comprises a quantity of both silk/matt vinyl and gloss paints (in a large choice of colours) as well as sundry decorating tools such as paint brushes and rollers. Should you prefer wallpaper, this can be substituted for the same value of paint. The quantity of materials provided will depend on the size of your home.

Ordering the pack is by telephone or email (full instructions on how to do this are provided in the information folder) whilst delivery of the pack is made directly to your door at a time convenient to you. If you prefer to visit the Crown Decorating Centre in person, full details of your nearest centre are given in the information folder.

Please note: It is your responsibility to arrange for any re-decoration to your home. Homes for Northumberland only provide materials as outlined above.

Security

You should always check the identity of any callers before letting them into your home. Our officers and workforce carry identity cards. If you are in any doubt about anyone visiting your home, don't let them in.

Because the workforce may need to bring materials into your house, the front and back door may be open for some of the time. The workforce is responsible for keeping your property secure during the work.



**For more information, call 01670 542424, email info@hfn.uk.com
or visit www.hfn.uk.com**





Please contact our Customer Services Centre if you would like to receive this information in another language or format, for example Braille or audio.

URDU	اگر آپ یہ معلومات کسی دوسری زبان یا فارمیٹ، مثال کے طور پر بریل یا آڈیو، میں چاہتے ہیں تو برائے مہربانی ہمارے کسٹمر سروسز سینٹر سے رابطہ کریں۔
BENGALI	আপনি যদি এই তথ্যাবলী অন্য ভাষাতে বা অন্য রূপে যেমন ব্রেইলে বা অডিওতে পেতে চান, অনুগ্রহ করে, আমাদের কাস্টোমার সার্ভিসেস সেন্টারে যোগাযোগ করুন।
CANTONESE	如果您想要本資訊的另一種語言版本或其他格式（如：盲文或音訊），請與我們的客戶服務中心聯絡。
MANDARIN	如果您需要本信息的其它語言版本或其它格式（例如：盲文或音頻文件），請联系我們的客服中心。
POLISH	Prosimy o kontakt z naszym Centrum Obsługi Klienta (Customer Services Centre), jeśli chcieliby Państwo otrzymać niniejszy dokument w innej wersji językowej lub w innym formacie, na przykład w alfabecie Braille'a lub w formie nagrania dźwiękowego.
PUNJABI	ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਬ੍ਰੇਲ ਜਾਂ ਆਡੀਓ ਦੇ ਰੂਪ ਵਿਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਗਾਹਕ ਸੇਵਾ ਕੇਂਦਰ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।



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