



*Your home is soon to have an...*

# **ELECTRIC INSTALLATION UPGRADE**

[WWW.ACCENTGROUP.ORG/ELECTRICAL](http://WWW.ACCENTGROUP.ORG/ELECTRICAL)

This leaflet tells you about the work that is going to be done in your home, and how it will affect you. The leaflet is for guidance only and depending on the type of property you live in, there may be some slight differences in the way the work is carried out.

Our staff and contractors always carry identification (ID) cards. You should always ask for ID before letting anyone into your home.

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### **Why is the work being done?**

The electrical installation in your home is due to be replaced in line with our Planned Maintenance Programme. The work carried out will ensure that the electric installation conforms to new electrical regulations.

### **What work will be done?**

The work will include:

- Installing a modern consumer unit (fuse-board).
- Installing a mains operated heat detector in the kitchen and a smoke detector to each floor of your property (as applicable).
- Installing an extractor fan in the kitchen and bathroom (where feasible).
- Upgrading existing single sockets to double sockets.
- Replacing light fittings and switches.
- Providing additional sockets as needed to comply with current requirements.
- Fitting an external light to front and rear door (as applicable).

- Replacing the electric cooker point in the kitchen.
- Fitting sockets for under worktop electrical appliances.

Where possible, we will give you the choice of where you would like the additional sockets fitting.

The new consumer unit will have circuit breakers rather than fuses that you are familiar with. These are very sensitive fault detection switches.

If you are also due to have a new kitchen installed this electrical work will be done at the same time as the installation of the kitchen.

The existing electrical wiring will be tested and any wiring not to current standards will be replaced. We may also need to upgrade the earth wiring to you electrical installation. Any visible additional wiring that is required will be fitted in white plastic trunking so it is less visible.

On completion of the work the installation will be tested and certified.

### **When will the work be done?**

You will be contacted by the Contract Surveyor or RLO/contractor when the work is due to start.

### **How long will the work take?**

Your electric installation upgrade will normally be completed within two to three working days.

However, in some circumstances we may have to carry out more extensive works and this will be discussed with you prior to work commencing.

The contractor and contract surveyor will need access to your home to carry out a final inspection.

### **What do I need to do before the work starts?**

You will be contacted by the Contract Surveyor or RLO/contractor when the work is due to start.

Our contract surveyor or the contract supervisor will call at your home about two weeks before the work starts, to tell you what you need to do.

#### ***This may include:***

- Emptying the cupboard where your old fuse board is situated, as the new one will probably be fitted in the same place. This will allow the contractor easy access to this area.

- Safely storing any electrical items such as your television, ornaments and other valuables, so that they are not damaged whilst the work is being done.
- Taking down lampshades, or glass shades etc. If you have installed your own light fittings these will be tested and if safe will not be removed. If however they are found to be defective, we will replace them with standard fittings or you can purchase your own light fittings and we will install them.
- Removing any furniture near your existing sockets in order to allow easy access.
- Lifting carpets. Accents Contract Surveyor will give you advice on any carpets that need to be loosened or lifted and furniture that needs to be moved to enable access.
- In the upstairs rooms the contractor may need to lift a floorboard in the centre of the room to gain access to the light below. This will mean that you will have to lift any carpeting and move furnishing.
- As the main cables are often within the landing floor, you may have to lift your landing carpet.
- If you have laminated flooring the contractor will look at alternative cable routes to avoid the need to lift it. If this is not possible you will need to lift the flooring. This will be discussed prior to work starting.

- The contractor will also need to get into your loft or cellar (if present). If your loft has been boarded, some boards may need to be lifted. Any stored items may need to be moved to gain access to the light below.

If you have any special needs which make it difficult for you to lift or move large items, our contractor may agree to move furniture or flooring for you. They will not be able to accept any liability for damage to your belongings and may ask you to sign a form to say you agree to this.

How will the work affect me?

Unfortunately, when we are carrying out this type of work every room in the house is affected. We aim to ensure that the disturbance is kept to a minimum over as short a period as possible. You will only be without power for a few hours. As most heating systems rely on electrical controls, there will also be minor interruption to your heating and hot water supply.

The bulk of the operations that create dust take place on the first day. This may involve cutting channels into the wall plaster for the new and replacement sockets.

The contractor will treat your home with respect and will use dust sheets whilst the work is being done. At the end of each day the mess will be cleared up and tools and materials will be packed away.

The contractor will follow safe working practices, but there will be hazards in your home whilst the work is being done, such as building materials, equipment and raised floor boards. You should follow the safety advice given to you whilst the work is being done.

You will be able to stay in your property during the work. But the noise, dust and general upheaval may cause you some discomfort so you may decide to spend some of the time away from your home. If you wish to do this, please speak to Contract Surveyor/RLO.

### **Your new electrical installation**

You will be shown how to operate your new consumer unit and details of how your consumer unit and electrical installation operate will be left with you. If you would like any further information or advice on the installation, please contact the Contract Surveyor/RLO.

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

If your new system switches itself off (trips) for no apparent reason, you should unplug all the electrical appliances before re-setting the system. If the system does not reset and keeps tripping you will need to unplug every appliance and contact the Repairs Centre.

If the system resets you will need to plug in each appliance one at a time. If the system trips after you have plugged in a particular appliance this indicates a fault with that appliance. Unplug that appliance and reset the system.

The faulty appliance will need to be repaired or replaced. Such a replacement or repair is your responsibility.

Your Repairs Handbook explains how to reset your consumer unit in more detail.

## **GET IN TOUCH...**

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