

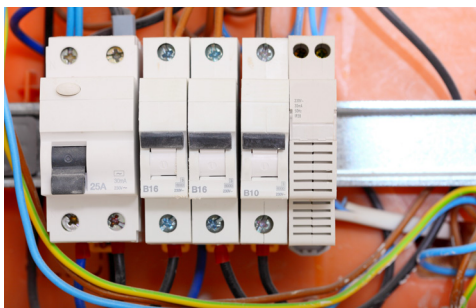
UNDERGOING ELECTRICAL UPGRADE WORKS TO YOUR HOME

We are sending you this leaflet as your home is due for electrical upgrade works. Please consider the information inside carefully in preparation for the works.



ELECTRICAL TEST & UPGRADE

Under the terms of your tenancy the Council is required to provide an adequate and serviceable electrical system and to periodically complete safety tests. If you are being involved in this programme it is because your present system has been highlighted for upgrade and / or testing.



THE SCOPE OF WORKS

Your home will be subjected to a full electrical test which requires gaining access to all rooms. Carpets may need to be lifted and it is your responsibility to arrange for the lifting and replacement of carpets as necessary. The contractor may be willing to do this for you, but will not be held responsible for any damage. During the test any faults found with the installations will be rectified. The consumer unit (fuse board) may also need to be replaced to bring the electrical installation up to current standards. The new consumer unit will be much more sensitive and will pick up the slightest existing fault on appliances that may previously have gone undetected. If this happens your appliance will need to be tested and repaired or replaced as necessary. The Council accepts no liability for covering the cost of testing, repairing or replacing appliances.

Any DIY electrical installations or cupboards / enclosures built around consumer units will be removed in order to complete the electrical upgrade works. The Council accepts no liability for reinstating these items.

If you have any questions or concerns about the scope of the proposed works, please contact us to discuss further or to arrange a visit by one of our officers.

UNDERGOING ELECTRICAL UPGRADE WORKS

THE TENANT

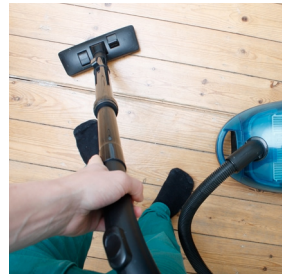
We expect that you, our tenant, will uphold any arrangements that have been made with the contractor. These will include: reasonably unhampered working conditions, access at any time during the working day (8.30am – 5.00pm) by arrangement and your general co-operation to ensure smooth running of the work.

We will expect you to treat the contractor's workforce with mutual consideration. Any abusive or aggressive language or behaviour will result in the contractor being withdrawn from site with immediate effect. Please refer to clauses 22 & 23 of your tenancy conditions.

The workforce will take all reasonable precautions including laying dust sheets etc where they are working. It would be wise for you to take steps to protect the rest of your home. The contractor will not be expected to clean the whole house.

You will need to clear and store your belongings away from the working area. Take all necessary precautions to protect your own possessions. If you do not have household insurance, we strongly recommend that this is something you should consider.

We anticipate being able to contact you throughout the process, therefore if your contact details change it is vital that you tell us. If your household circumstances change or if you book any holidays please let us know immediately.



THE CONTRACTOR

Code of Conduct

We expect the contractor's workforce to act with courtesy and consideration while they are working on your home. We ask them to take precautions to protect your belongings, fixtures and fittings in the vicinity that they are working. While they are not responsible for moving larger items, they may do so on request but they will not take responsibility for any damage that may occur. Contractors will not be prepared to move or protect smaller / fragile / more valuable items.

We ask them to attend promptly and honour any access arrangements you have made with them. All tools and equipment should be cleared and stored safely overnight and rubbish must be removed daily.

The contractor may, before work commences and for your mutual benefit, take a full set of photographs of any areas and possessions in your home that may be affected. You will need to clear and store your belongings away from the working area. Take all necessary precautions to protect your own possessions. If you do not have household insurance, we strongly recommend that this is something you should consider.

We anticipate being able to contact you throughout the process, therefore if your contact details change it is vital that you tell us. If your household circumstances change or if you book any holidays please let us know immediately.

CONTACT US

For more information please contact:

Phone:

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Web:

winchester.gov.uk

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Colebrook Street, Winchester, SO23 9LJ

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If you have any particular needs which affect how you are able to use or be involved in our services or how you would like to receive information for example translation, interpreters, Braille, audio tape, large print, sign language - please contact the Customer Service Centre either by:

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01962 848 335

Email

customerservice@winchester.gov.uk