

A guide for customers during electrical works



Translations

“ If you would like this document in another language or format, or you require the services of an interpreter, please contact us on:

0800 988 2044 ”

SOMALI

Haddii aad u baahantahaay in lagaa caawiyo fahanka warbixinta lagu siiyay ama aad jeclaan lahayd inad u codsato qaab ka duwan, ama haddii aad qabtid wax su'aalo ah, fadlan nala soo xidhiidh.

0800 988 2044

BENGALI

প্রদত্ত তথ্য বুঝতে যদি আপনার সাহায্য লাগে বা অন্য কোনো কারণে আপনি আমাদের অন্য ভাষায় বা অন্য ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

0800 988 2044

Bengali	যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।
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English	If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.
French	Si vous souhaitez obtenir ce document dans une autre langue ou sous un autre format ou si vous avez besoin des services d'un interprète, veuillez nous contacter.
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Greek	Εάν θέλετε αυτό το έγγραφο σε άλλη γλώσσα ή σε άλλη μορφή, ή εάν χρειάζεστε διερμηνέα, επικοινωνήστε μαζί μας.
Gujarati	જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઇ-ટરમિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારી સંપર્ક સાથે.
Italian	Siete pregati di contattarci se desiderate ricevere questo documento in un'altra lingua o se richiedete i servizi di un interprete.
Japanese	この文書を別の言語や形式でお受け取りになりたい場合、あるいは通訳が必要な場合は、どうぞご連絡ください。
Korean	너가 다른 언어 체제안에 이 문서를 좋아하나, 너가 해석자의 서비스를 요구하면, 우리들을 연락하십시오.
Kurdish	ئەگەر دەتەوێ ئەم بەلگەیت بە زمانیکی که یا بە فۆرمیکی که هەبێ، یا پێویستت بە مۆتەرجم هەبێ، تکایە پێوەندیمان پێوه بکە.
Mandarin	本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。
Portuguese	Se gostaria de ter este documento noutro idioma ou formato, ou se necessita de um intérprete, contacte-nos.
Punjabi	ਜੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੀਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਤੁਸੀਂ ਸਾਨੂੰ ਦੱਸੋ।
Somali	Haddii aad ku rabtid dokumentigaan luqado kale ama daabacaad kale, ama haddii aad u baahan tahay turjibaan, fadlan nala soo xiriir.
Spanish	Póngase en contacto con nosotros si desea obtener este documento en otro idioma o formato, o si necesita los servicios de un intérprete.
Turkish	Bu belgenin Türkçe'sini edinmek ya da Türkçe bilen birisinin size yardımcı olmasını istiyorsanız, bize başvurabilirsiniz.
Urdu	یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو براۓ مہربانی ہم سے رابطہ کیجئے۔
Vietnamese	Nếu quý vị muốn có tài liệu này ấn hành bằng ngôn ngữ hoặc khuôn khổ khác, hoặc nếu quý vị cần một thông dịch viên giúp đỡ, xin liên lạc với chúng tôi.
Braille	Braille Translations are available in the following languages: Afrikaans, Bulgarian, Cymraeg (Welsh), Danish, Dutch, English, Finnish, French, German, Irish, Gaelic, Italian, Kiswahili, Latvian, Malay, Ndebele, Nguni, Norwegian, Polish, Portuguese, Romanian, Sotho, Spanish, Swedish.

Electrical works

Periodic inspection reports (PIR)

A periodic inspection report is a safety check that will be carried out in each property. If the results of this report show you have any electrical faults, these will be rectified. This will be carried out at the same time as any other works you are due to have.

Why is the work being done?

If electrical work has been identified in your home it will be compulsory for health and safety reasons.

An electrical upgrade could consist of some or all of the following:

- A modern consumer unit or residual current device (RCD)
- Heat/smoke alarms
- Extractor fan
- Minor electrical repairs
- Full rewire.

Your Resident Liaison Officer will let you know the extent of electrical works identified for your home.

Getting ready for electrical work...

Move furniture and possessions to give clear access to all electrical points, sockets and switches around the room. We may also need access to the ceiling light on the floor above.

It may be necessary to run electric cables beneath floors and it is your responsibility to remove and refit any laminate flooring. Carpets will be lifted and refitted by United Living. We cannot be held responsible for the condition of foam back carpets.

If full rewiring is identified for your home, lofts may need to be cleared to enable rewiring of ceiling lights below.

If your loft is boarded some of the boards may have to be lifted. Stored items may be moved to gain access to lights in the rooms below.

Appliances

- We cannot re-connect any faulty appliances
- We recommend appliances are moved as few times as possible to reduce the risk of damage
- **Please ensure your fridge/freezer is plugged in again if moved**
- **It is your responsibility to avoid the contents defrosting.**

Please note...

New wiring will be pulled through existing conduit wherever we can, if this is not possible, white mini trunking will be used, which will be surface mounted and kept to a minimum.

Unfortunately, if any of your own light fittings do not comply with current regulations they cannot be refitted as this would be against the law. The electrician will let you know.

During re-wiring, you may have cables left uncovered overnight. These will be safely secured and should not be tampered with. Don't worry – they will not be live! No redecoration works will be carried out but holes will be filled.

If we are installing extractor fans these will usually be fitted through the wall. Smoke alarms may be fitted in the hallway and/or landing. Mini trunking may be required but we will try to keep it to a minimum.

What is the difference between an electrical upgrade and an electrical rewire?

Before works start we will carry out an electrical test in your home. This will ascertain the extent of the works required.

An upgrade is when we carry out some minor electrical works, such as installing a new fuse board or replacing electrical switches or sockets. These items would have been identified during the electrical test.

A rewire is when we completely renew the existing electric cabling within your home. This includes new sockets, switches, light fittings and fuse board. This will obviously be more disruptive as our operatives will need access in every room.

How long will the work take?

This depends on the size of your property and the extent of works. Your Resident Liaison Officer will discuss this with you before work starts, however we would envisage that works will take no longer than 3 days for a full rewire.



RCDs explained

An RCD, or residual current device, is a life-saving device which is designed to prevent you from getting a fatal electric shock if you touch something live, such as a bare wire. It can also provide some protection against electrical fires. RCDs offer a level of personal protection that ordinary fuses and circuit-breakers cannot provide.

How does it work?

An RCD constantly monitors the electric current flowing through one or more circuits it is used to protect. If it detects electricity flowing down an unintended path, such as through a person who has touched a live part, the RCD will switch the circuit off very quickly, significantly reducing the risk of death or serious injury.

Why is RCD protection important?

RCD protection can save lives by protecting you and your family from fatal electric shock, and can provide some protection against fire.

Every year in the UK around 70 people die and 350,000 are injured as a result of electrical accidents at home. A Government report also indicated that, each year, about 4,000 fires caused by electricity in homes might have been prevented if RCD protection had been fitted in the consumer unit. Despite this, more than half of UK homes – that's 13 million - don't yet have any, or an adequate level of, such additional protection.





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