

Rewiring - What to expect



Please call 01698 268855 or e-mail cvha@cvha.org.uk if you would like to receive any of our information by e-mail or in another format such as a different language, large print, Braille or audio.

About our electrical rewiring services

Introduction

This leaflet gives you important information about the electrical rewiring work. It explains how the work will be carried out.



Why do we need to do this work?

We need to do this work to:

- make sure that the electrics in your home meet relevant safety regulations; and
- keep you safe; and
- make sure your home is maintained to a high standard.

What are the benefits?

You will have:

- enough sockets for your appliances;
- a modern consumer unit (fuse box);
- mains-powered smoke alarms for increased safety;
- extractor fans in your bathroom and kitchen (where possible);
- new light pendants; and
- external lights, with sensors, at the front and back doors (where possible).

What will the work involve?

Our contractor will:

- remove the existing wiring, sockets, light switches, light fittings and other electrical items;
- install new wiring and fittings, wherever you prefer and can reach (if possible);
- give you a choice of fixtures and fittings, (if possible);

- install new cables in your loft space and under your floorboards; and
- install sockets or switches on solid walls, unless this can be avoided. If our contractor does have to fix lights and fixtures on solid walls, they will have to cut channels into the plaster.

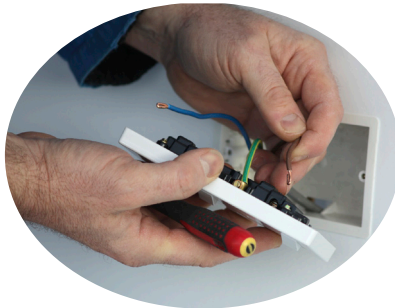
Where possible we will provide the following.

Room	Lights	Light switches	Sockets	Smoke alarms	Carbon-dioxide alarms
Hall	Up to three	Up to three	One twin socket	One	–
Walk-in	One	One outside cupboard	–	–	–
Living room	Up to two	Up to two	Up to four twin sockets	One	–
Dining room	One	One	Up to two twin sockets	–	–
Kitchen	One	Up to two	Up to four twin sockets and three unswitched single sockets for appliances	One	One
Bedrooms	One	One	Up to three twin sockets	–	–
Bathroom	One	One	–	–	–
Battery-powered doorbell					
Outside lights, with sensors, next to the front door and back door					
Mechanical extractor fans in the bathroom and kitchen					

Note: If you are deaf or hard of hearing we will install appropriate smoke and carbon-dioxide alarms, which alert you visually, to make sure you are safe.

What happens first?

- We will publicise our plans for the work on our website.
- We will write to you three months before the work, eight weeks before the work, and then seven days before we start the work.
- Our contractor will write to you to let you know when they will carry out a survey in your home (known as a 'march in') to identify the work needed. This will also include them telling you what you need to do to prepare for the work starting.
- Following the march-in, our contractor will write to you with the date the work will start.
This will be no later than seven days before the work starts.
- If the start date doesn't suit you, contact the contractor as soon as possible.



If you do not let the contractor in to do the work as agreed, this will give rise to extra costs. If this happens more than once, you will have to pay these costs.

How long will the work take?

It will take about three to five working days to carry out the work.

- On the first day, a carpet fitter will lift your carpets.

- On the second day, the electrical contractor will start the rewiring work.
- When the rewiring is finished, the contractor will repair any plaster damaged by the work.
- After the repairs to the plaster, the carpet fitter will refit the carpets.
- Any final follow-up work, such as tiling, will be carried out.

Can I stay in my home while the work is going on? _____

You should arrange to have somewhere else to go during the day while the work is carried out as:

- you will have no heating or hot water during the day; and
- your floorboards will be lifted and it will not be safe.

During the work our contractor will:

- need access to your home between 8am and 5pm;
- tell you how many days they will need access to your home for;
- make sure that your electricity is working at the end of each day; and
- make sure that your home is left in a clean, safe condition.

If you have nowhere to go during the day while the work is carried out, let us know as soon as possible so we can discuss your circumstances and needs.

What will I need to do before the work starts?

Before the work starts you will need to do the following.

- Remove any valuables and store them safely.
- Take down any lampshades you want to keep. We will refit any light fittings you have, as long as they meet current safety standards.
- Move furniture away from the areas our contractor specified at the march-in.
- Lift laminate flooring where told.
- Remove items in your loft if they block access.
- Empty any cupboard your fuse box is in and any fixed units which may need to be removed for the work.
- Tell us about any special needs.

If you cannot do anything you have been asked to do to prepare for the work (for example, because of your age, disability, health condition or pregnancy), please tell us or the contractor as soon as possible.

Redecorating after the work

We provide a 'decoration payment' to help you with the cost of redecorating after the rewiring work. The amount we pay is based on values set within our Customer Allowances Policy. The amount depends on the amount of damage caused and the repairs the contractor has carried out.

The decoration payment will be in the form of a voucher for either B&Q or Homebase. We do not pay cash.

Existing fixtures and fittings

If you have installed extra items such as showers, wall lights or alarms, we will check, test and rewire these as necessary.

If any of these items do not meet safety standards the contractor will not connect them to the new electrical system.

Safety

Please make sure that you:

- keep people and pets away from work areas, tools and materials;
- take care when moving around your home and beware of any dangers; and
- follow any instructions the contractor gives you.

Using your new electrical system

The contractor will tell you how your new electrical system works and answer any of your questions.

The main change to your system will be the new consumer unit (fuse box). This contains circuit breakers rather than fuses. The circuit breakers are **very sensitive**. This means that the electricity in your home will 'trip' (cut out) if there is a fault on the system or any electrical appliances connected to it (for example, a blown light bulb or faulty cooker).



You may think that the new system seems to switch off for no apparent reason. However, it does mean you and your home get greater protection from electrical shocks and fires. If your electrics do go off, switch off and unplug all your appliances and then go to the consumer unit and reset the switch that has 'tripped', as the contractor will show you. Then plug in and switch on each appliance one at a time. The faulty appliance will cause the system to cut out again. Simply unplug this appliance and reset the trip switch.

You will need to replace or repair the faulty appliance.

Contact us if you need more information and advice.

[How will I know the work has been done properly?](#)

Our Technical Inspector and the contractor will inspect the work while it is being carried out and when it has finished. This will make sure that the work has been carried out properly.

We aim to make sure that all of the work meets the necessary standard first time. However, if the inspector identifies any faults, the contractor will be instructed to do the necessary work as soon as possible.

You will need to give the contractor access to carry out this work.

Our standards for contractors and staff

We expect all of our contractors and staff to:

- provide an excellent service;
- introduce themselves and show you a name badge with a photo of them on it;
- explain the work they will be doing;
- be polite and behave professionally;
- treat you and your home with respect;
- not smoke, work under the influence of alcohol, play music, use offensive language or use your facilities;
- keep any disturbance to a minimum;
- use dust sheets and clean up at the end of the day;
- finish the work to the standards we set, using the high-quality materials we specify;
- work safely to avoid putting you or your family at risk;
- reconnect and test your electricity at the end of each day;
and
- explain how the new electrical system works.

If you are not sure whether or not the contractor calling at your home is genuine, phone us on 01698 268855.

What do I need to do if I have any problems with my new wiring?

If you have any problems, phone 0800 073 0703.



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Opening Times
Monday - Thursday 9.00 am to 5.00 pm
Friday 9.00 am to 4.30 pm

