

Improving Your Home

Electrical Re-wiring



Electrical Improvements

This leaflet explains how we decide when to improve existing electrical wiring systems and then how we install new systems or upgrade existing ones.

Step 1 - Scoping survey

Before deciding whether to upgrade or rewire your electrical wiring system, our survey partner Savills will inspect your home to see what it needs.

They will take account of the age, condition and performance of your existing system.

The surveyors will consider whether your consumer unit (fuse box) needs replacing. If they think it will need replacing or upgrading within the next 5 years we will replace it within the current decent homes improvement programme.

They will also consider whether the electrical wiring needs updating or replacing. If they think this will be necessary within the next 5 years we will carry out a full rewire within the current decent homes improvement work.

They will also look at how many sockets you have for plugging in electrical appliances, and where they

are. If they think you will need more or newer sockets within the next 5 years, then we will replace, upgrade or add extra sockets within the current decent homes improvement work.

Step 2 - Re-wire design and customer choices

If we decide that we need to renew or upgrade your electrics, our home improvement partner will call to carry out a technical survey of your home and to design the improvement.



We aim to achieve the following standards:

- All homes must meet the requirements of the Electricity at Work Act 1989.
- We will make all earthing comply with the current wiring regulations. This is to make your home safer and reduce the risk of electrocution.

We will consider rewiring all homes where:

- a distribution board or consumer unit needs rewiring or is made of metal
 - plug sockets are not protected by a residual current device (RCD), which would automatically switch them off if there were a fault,
 - the electrics are over 15 years old.
- If we are improving kitchens and bathrooms in your home, we will conceal the electrical wiring within the wall and behind tiles in these rooms. However, in all other cases the wiring will be within plastic trunking surface-mounted on the wall.
 - Where we are rewiring, we will strip out and remove all existing wiring and associated components.
 - We will supply the following number of double socket outlets (with individual switches) as a minimum standard:



- | | |
|----------------------|--------------------|
| ▫ Living rooms | 2 plus a TV outlet |
| ▫ Kitchens | 4 |
| ▫ Hall | 1 |
| ▫ Stair landings | 1 |
| ▫ Main bedroom | 2 |
| ▫ All other bedrooms | 1 |
- All houses have separate electrical power circuits for upstairs, downstairs and the kitchen. This ensures that if one circuit has a fault, others in the house will continue to work.
 - All flats and maisonettes have separate electrical power circuits for the kitchen and for the rest of the property. This ensures that if one circuit has a fault others in the house will continue to work.

- All homes with 2 floors will have separate lighting circuits for the ground and first floors, with 2-way light switches.
- All fire and smoke detectors will be connected to the mains power supply and will include a battery back-up in case of power cuts.
- We will fit smoke detectors within 3.5m of every bedroom door and within 7m of every other room you use (e.g. living room). This generally means for homes on 2 floors that there will be one smoke detector downstairs and one upstairs.
- A heat detector is fitted in every kitchen.

All the electrical work we do in your home will aim to make the electrical systems safer and reduce the risk of fire or electrocution.

Step 3 - Preparing for the work

Our home improvement partner will write to you 21 days before starting work. Seven days before starting work they will write to you again to advise you on the preparations you need.

Several days before the work begins your Resident Liaison Officer (RLO) will call to see how things are going and to ensure you know what to expect and are ready for the work teams to arrive.

Essential - make sure you keep us up to date with your latest contact details.

This is so we can keep in touch with you before, during and after improvement work.

Essential - keep appointments and give us access to your home.

Not keeping appointments or giving us access can disrupt our work schedules and may make you very unpopular with other customers who are waiting for improvements.

Our partners' RLOs will be available during the works to ensure that everything goes as smoothly as possible.

If you have any particular requirements, please let us know. If necessary, our occupational therapist will assess your needs and make sure the design of your electrical system takes account of them.

Step 4 - Carrying out the work

If we are doing several jobs in your home we are likely to do them in the following order:

1. rewire
2. central heating
3. kitchen
4. bathroom.

We find that this method causes the least disruption.

- Before we start on electrical installation or improvement work we will check that we have the electrical parts and that they have not been damaged during transport.
- The leader of the improvement team will introduce themselves and their team to you and will lay protective coverings over carpets and furniture that cannot be moved out of the way. We will bring a waste bin or bag for the removal of any works rubbish.

- We then make safe and protect all your property that may be affected by the work, and we turn off the electricity.
- We remove any existing electrical systems that need replacing.
- We install the wiring, consumer unit (fuse box), switches, plug sockets and any other items where required.
- Finally we will thoroughly clean all the working areas and remove all protective coverings. We inspect the works to ensure that they are complete and free from defects and that you are happy with the finished product and service.

We will leave a customer satisfaction form for you to complete and return to us at Gloucester City Homes. Every survey returned will go into a prize draw.

How to contact us

Contact us by phone, text, email, online, or in writing:

Customer Services Team
Gloucester City Homes
Railway House
Bruton Way
Gloucester
GL1 1DG

You can also contact us using our online reporting forms. Our website is speech enabled and you can adjust the size of the text and translate it to other languages.

Customer Services Line: 0800 408 2000 or 01452 424344

Fax: 01452 833101

Text: 1778 148 2656

Minicom: 01452 396161

Email: customer.services@gloscityhomes.co.uk

www.gloscityhomes.co.uk

GCHTV on the Looking Local service on digital TV

If you would like any part of this document explained, translated, or provided in any other format such as large print, audio or Braille, please contact our Customer Services Team.

আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等其他版本，敬請聯繫我們。

Chinese

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા તરીકે, મોટા અક્ષરોમાં, ઓડીયો પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા સાથે સંપર્ક કરો.

Gujarati

Proszę zgłosić się do nas po uzyskanie wyjaśnień, przetłumaczenia względnie uzyskania niniejszego dokumentu w większym druku, w postaci dźwiękowej lub języku dla niewidomych.

Polish

اگر آپ اس دستاویز کے کسی حصے کی وضاحت، ترجمہ یا کسی اور شکل میں جیسے کہ بڑے حروف، آڈیو یا ابھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

Urdu