

# Electrical rewiring

– what you need to know

**We'll soon be coming to your home to do electrical rewiring work. We are required to carry this out because your home has failed an electrical safety test. While this is nothing to worry about, it does mean that your wiring is now ready to be replaced.**

We will make every effort to make sure the whole process runs as smooth as possible and that you're left totally satisfied with the work that is done and the end result!

This fact sheet provides you with all the information you will need regarding the work – what we require from you and what we will do to try and make the whole process a stress free experience.

## Your Customer Liaison Officer

Having an electrical rewire is a big job. And although we hope you find the final result worth it, we know that having somebody to support you through this can be worth its weight in gold! You will have already had contact with your Customer Liaison Officer. They will guide you through the whole process and help with any special requirements you might have.

## Haven't got their contact details?

Call the Secure Warm Modern Team on **0300 333 8100**.

## During the works

A full rewire means that all of the electrical wiring in every room of your home, including the hallway, needs replacing. This is necessary to make sure your home meets current health and safety standards.

Our workers will need access to every socket and light switch in your home. If you live in a house they will need to lift floorboards upstairs on the landing and in bedrooms. They will also require access to your loft space.

## How long will it take?

From start to finish the rewire should take between three to five working days.



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## Preparation

**When we arrive to start work, we will need for you to have done the following, so we can get on with the work straight away:**

- Make sure you're up and ready for when the workers arrive
- You will need to pack away your belongings safely and securely. This includes wall hangings, pictures and mirrors into boxes and move the majority of your furniture into the middle of the room

If you need any help with packing your belongings speak to your Tenant Liaison Officer.

## Carpets and floor coverings

Carpets will need to be lifted in all upstairs rooms, which usually includes your landing. If you have laminate or wood flooring upstairs this will also need to be removed.

Before we start our workers will lay protective sheeting in the areas where they will be working and also cover your belongings because this work will be very dusty.

## Need a Helping Hand?

The Helping Hands scheme is our promise to give extra support to vulnerable, elderly and disabled tenants while we work in your home. We will work with you to pull together a work plan. If you have specific needs, we will make sure the work plan takes these into account.

## During the work

There may be a number of electricians in your home during the works so sometimes it may feel a little crowded.

All walls will be chopped into so that the old wiring can be removed and the new wires fitted. This is the messiest part of the works so expect a lot of noise, dust and disruption.

Once the new wires have been installed the channels that have been chopped out will be plastered over. This is also a messy process. Your new wiring is then ready to be tested.



Please note you are going to be without power for a number of hours during this work, but you will not be left without power overnight. If you have an electric cooker it will be disconnected and if it cannot be reconnected at the end of the working day you will be provided with alternative temporary cooking facilities.

It is important you tell us if you think that any of this work will cause you a problem. Please speak to your Customer Liaison Officer – they are there to help and make the process as smooth as possible for you.

### **When the work is complete**

Your new electrical wiring will be far more modern than the old wiring. You may experience your electrics ‘tripping’ if a light bulb blows or if you switch on a household appliance.

This is quite normal and means your new system is keeping you safe. Just replace the old bulb or unplug the appliance and flick the trip switch back on and power will be restored.

**Please Note:** If your electric trips regularly when you use a particular household appliance you should, for your own safety, have it checked.

### **Need to know more?**

Call your Customer Liaison Officer on the number you will have been given, or call a member of the Secure Warm Modern Team on **0300 333 8100** or email [swm@nottinghamcityhomes.org.uk](mailto:swm@nottinghamcityhomes.org.uk)

