

Electricity



When you move in we will make sure you know where the consumer unit (or fuse box) and mains electrical switch is in your home. You should unplug electrical equipment when you are not using it, particularly when you are going to bed. You should also make sure you use good-quality plugs which are properly wired and fitted with the correct fuse.

Do not:

- Use an appliance with a damaged lead
- Use plugs or sockets that are chipped or cracked
- Run an appliance from a light fitting
- Overload sockets with adaptors
- Hang clothes over a storage heater

Electric shock

An electric shock can happen on contact with any source of voltage high enough to cause enough current to flow through your muscles or nerves. The current may cause tissue damage (i.e. burns) or heart fibrillation if it is sufficiently high.

First aid

The recommended action for someone who has had a severe electrical shock is:

- Call for help
- Cut off power supply
- Make sure the victim is no longer in contact with the electrical current source.
Break their connection if necessary with an item such as a wooden broom as wood does not conduct electricity.

Home alterations

You can make improvements to your home, providing you get our written permission first. All alterations must be done safely. You must use the correct materials and comply with relevant building controls, planning and health and safety regulations. A suitably qualified person must carry out all work involving electrical installations and fittings e.g. wiring work, moving or adding sockets and switches or swapping socket fronts and light fittings. You must obtain a safety certificate from the person carrying out the work and let your local housing office have a copy of it.

Repairs

The Repairs Handbook details the electrical repairs NCH will carry out and those you are responsible for. Where it states it is your responsibility to carry out certain repairs, they must be done by someone who is suitably qualified. The work must be certificated and you should let your local housing office have a copy of the certificate.



Power cuts

It is a good idea to keep a torch handy in case of a power cut. Keep it somewhere you can easily locate in the dark. If the power goes off in the whole house, check outside in the street to see if the power cut has affected the whole area.

If there is a general power failure, switch off as many appliances as possible to help avoid them being damaged when the power comes back on. You should, however, leave at least one light switched on so you know when the power is back on.

If the power failure only affects your home, then do a full set of checks on your circuits and appliances. You may have to reset some trip switches. If your main fuse has blown you should contact the Repairs Contact Centre on **0115 915 2222**.

Let the Repairs Contact Centre know if you have any special needs in the event of a power cut. Make sure you keep them up to date with information about your needs.

