Tenants’ Choice: the process explained
What is Tenants’ Choice and how will it affect tenants?

Tenants’ Choice is City of York Council’s rolling programme of work which aims to keep your council home updated.

The council regularly invests in and maintains the homes it rents out so that they are kept updated on a regular basis.

The main works are usually to update the kitchen, bathroom, heating system and electrical wiring.

The final decision on what works exactly will be done at your home will be made during an initial survey. Depending on what work is agreed to be done, it is likely to involve a significant amount of disturbance. You will be supported throughout this by our staff as well as our appointed contractors.

Do not worry that your rent will be increased as a result of this work – the cost of the work is met through your weekly rent.

How can tenants find out more about the Tenants’ Choice works?

If you are due to benefit from Tenants Choice in the coming 12 months programme, you will be invited to attend City of York Council’s next Tenants’ Choice Exhibition.

Residents of sheltered accommodation schemes will also be invited to a separate mini exhibition which is usually held in the communal lounge at their scheme.

The main exhibition is attended by staff from:
• City of York Council
• The contractors appointed to do the works at your home
• Product suppliers.

At the exhibition, you will be able to speak to a variety of staff involved in running this project and raise any concerns you may have about the work. There, you will be able to view a range of products, such as kitchen units and worktops, bathroom fittings, taps and electric fire suites. This will help give you a feel of the type of products you may want to choose to have fitted in your property.

If you can’t attend the exhibition, don’t panic! Your final decision on the products to be used will be made nearer the time of the work happening. If this booklet doesn’t answer your questions and you want to know more about the project, then you can contact:

Capital Projects Team
City of York Council, Eco Depot, Hazel Court, James Street YORK YO10 3DS

Email: capitalprojectsteam@york.gov.uk
Or call us on: 01904 553094 or 01904 553711
What you can find in this booklet

In this booklet is a range of useful information about:

What is City of York Council’s Tenants’ Choice programme? ................................................................. 4

The Tenants’ Choice process explained ......................................... 4

What do I need to do ahead of work starting? ... 6

How will I be affected during the work? ....................... 6

What happens if I have a problem after the work is finished? ................................................................. 7

What financial and other assistance do I get from City of York Council? .............................................. 8

Roles, responsibilities and Code of Customer Care ........................................................... 8

Health, safety and security .......................................................... 9

Gas heating details .......................................................................................... 11

Kitchen details .............................................................................................. 12

Bathroom details ............................................................................................ 14

Electrical Rewiring details .............................................................................. 15

Notes .............................................................................................................................................. 18

A Tenants’ Choice bathroom before and after work.
What is City of York Council’s Tenants’ Choice programme?

Tenants’ Choice is the name for City of York Council’s internal modernisation programme for council-owned homes.

The work aims to bring the main internal fixtures and installations up to modern standards and includes the kitchen, bathroom, heating system and electrical wiring.

These updates also avoid the need for continual, minor repairs, and help improve the safety, energy-efficiency and appearance of homes. This will, we hope, improve tenants’ satisfaction with their home.

The programme is called Tenants’ Choice because tenants can choose a number of elements of the work. These include a choice of:

• design and range of kitchen units and worktops
• colour of floor coverings
• wall tiles
• location of electrical sockets (subject to your home’s size and layout)
• when the work will be done by mutual agreement with the contractor appointed to undertake the work
• colours as part of the paint packs we supply
• having adaptations carried out, subject to a formal assessment by a member of City of York Council’s Occupational Therapist team.

Using tenant feedback from an event held in October 2015, we have developed a range of choices for the key products and these can all be seen at the annual Tenants’ Choice Exhibition.

The Tenants’ Choice process explained

Set out below is the sequence of events which the Tenants’ Choice process follows.

City of York Council will arrange for any necessary asbestos surveys to be carried out and for electrical mains isolator switches to be installed ahead of the Tenants’ Choice works starting.

For each property, the process starts with an initial site visit which determines the scope of the work which will be confirmed in writing to tenants immediately after the visit.

Previous heating programmes carried out by the council mean that many homes do not need their heating upgrading. However, where heating has not been upgraded and is required, this will be carried out separately by our gas heating contractor ahead of the main Tenants’ Choice works.

At this stage, tenants will also be given an indication of the likely start dates so that they can make any necessary arrangements.

Other matters that should be discussed with the tenant at this time should include:

a) An explanation of the work, the impact it will have on the tenant and the ability of the tenant to cope with the works

b) Where a household member has a disability, any adaptations needed for bathing, for example, will be arranged following a referral by the council’s Occupational Therapists (OT). The OT will formally assess any particular needs and will make written recommendations, which will then form part of the works.

Note: The request for an OT assessment has to be made by the tenant

c) The need for help to move furniture and packing personal possessions etc
d) To confirm that the tenant’s gas and electric supplies will be available during the works

e) The actual choice of products to be fitted in the home

f) The contractor’s information pack should advise tenants about the process, outline the work and give names of key staff with contact numbers. Tenants will also be provided with a daily diary for entering comments during the works

g) Any other queries or concerns that tenants might have.

A few weeks after this initial visit, a representative from the kitchen supplier will undertake a site visit and will agree the layout of the kitchen units with tenants. The tenant will be given up to three days to request changes to the layout with the main contractor, after which the design will be agreed and adopted.

Around this time, the heating contractor will notify the tenant of the proposed date for their work. Subject to suitable arrangements being made, a few days later the work will be carried out.

A confirmed start date will then be agreed for the main Tenants’ Choice work such as a new kitchen, bathroom, rewiring. This should start within a few weeks of the heating being completed.

During the first few days of this phase of work the existing kitchen and bathroom fixtures will need to be removed and plasterwork chased out for the new wiring. Inevitably there will be lots of dust and noise, tradesmen coming and going and the property will at times resemble a building site.

Over the next few days, the new fittings will start to be installed and during the second part of the second week, plasterwork, tiling and laying new flooring takes place.

After about 10 working days, the work should, in the main, be complete and tenants can start to get back to some kind of normality.

We then we have what is called a ‘defects period’ of five days. This is when the contractors make good all those minor pieces of work that may have been missed or left over from the initial phase. After the ‘defects period’, all the work should have been completed, meaning tenants can get back to normal living and start to enjoy the benefits of the modernisation.

Each tenant can record their experience of the process. City of York Council will give each a Customer Satisfaction Survey which, when completed and handed in, will be used to improve the overall Tenants’ Choice process as well as highlight any outstanding issues.

And at that point, we would consider the Tenants’ Choice works to be complete and hope that tenants are delighted with their newly-modernised home.
**What do I need to do ahead of work starting?**

In order for things to go smoothly, there are a number of things needed to be done ahead of work starting:

**Packing**
Tenants will need to pack away the entire contents of the kitchen, and personal items from areas where the work will be carried out. You could ask relatives or neighbours to help if you will struggle to do this yourself. Anyone who thinks they will have difficulty packing should let the contractor’s Tenant Liaison Officer know and they will be pleased to offer further advice.

**Floor coverings**
Tenants with laminate flooring will need to arrange for it to be removed and relaid after the works. Fitted carpets should also be rolled back. This is to allow pipes or wires to be run under them and to protect them from damage. Failure to do either of these tasks may result in delays to the work.

**Adaptations**
Any tenant or a member of their household who needs an adaptation to help them manage a disability, can take the opportunity of having it done as part of the bathroom or kitchen upgrade. To do this, please contact the council’s Customer Access and Assessment Team on 01904 555111. They will assess the need and make recommendations for appropriate works to be carried out. Please let the contractor’s Tenant Liaison Officer know what works are recommended so that they can be planned into the works.

**How will I be affected during the work?**

**Communication**
Tenants will be provided with a daily diary to record issues which arise as the work progresses. The diaries also allow the contractor to respond to these issues in a formal way.

The contractor can also leave notes for the tenant in the diary: it’s a way of keeping in touch if the tenant is not at home during the working day. The contractor’s Tenant Liaison Officer is expected to be on site daily, which should also give residents the opportunity to raise issues face-to-face or via the daily diary.

For more urgent issues, tenants can contact any member of the contractor’s team using the contact numbers which will have been provided before work starts.

**Access**
Where tenants are working or need to be out of their home during normal working hours, our contractors can hold a set of keys for gaining access. These keys will be receipted and kept secure when not in use. Keys will be labelled using a code known only to the contractor.

**Temporary loss of facilities**
There will be short periods where tenants will not have a fully working kitchen or bathroom. We expect the contractor to ensure that at the end of each day you have basic facilities to at least be able to boil water and to wash.

Tenants will never be left without room heating. However, on occasions, this might mean that our contractor will provide temporary heating until the new appliances are installed.

Electrical goods such as fridges and freezers will be left connected during the works.
Damage to your possessions
If any of your possessions are damaged, please keep them. Do not throw them away.

Please contact the Tenant Liaison Officer at your earliest opportunity to report them. They will discuss your concern and then involve the council if necessary.

It is important that you enter the details into the daily diary at the time the damage is first noticed. As part of their pre-start survey, contractors may well make a record of the condition of items such as white goods and flooring which makes settling any damage claims much more straightforward. We may occasionally need to lift carpets to run new pipes and cables. If we do, we will do our best to take care not to damage them, and to refit them as before. For any floor coverings not needed to be lifted, we will always cover the with purpose-made, protective sheeting.

Completion of the works
The council’s surveyor will inspect homes where the contractor has reported the works are complete. Only if and when the surveyor is satisfied that all work has been completed to an acceptable standard will it actually be signed off. That should signal the end of work.

Soon after handover back to you, you will be sent a Customer Satisfaction questionnaire in which you can express your views about how the council and the contractor performed.

We will use this information to gauge performance against our targets, to address shortcomings, or to pass on praise where comments are positive.

What happens if I have a problem after the work is finished?

All the works carried out in your home are covered by a 12-month warranty period. If any defects arise, you can report them as follows.

For emergencies requiring immediate attention:
You contact the Tenants’ Choice contractor’s 24/7 helpline – the number will have been provided before the works started.

If for any reason they can’t help, please contact the council’s repairs desk on 01904 551550 who will respond and help where they can.

For non-urgent defects:
There are a number of ways you can report these depending on the nature of the problem and how it’s affecting you:

1) You can call in at the Tenants’ Choice contractor’s site office
2) You can call the site manager or the Tenant Liaison Officer using the contact details given to you at the time of the works
3) You can contact the council’s surveyor who supervised the work, again using the contact numbers given to you at the time of the works.
4) You can contact the council’s repairs team by calling 01904 553094 or 01904 553711 or you can email: capitalprojectsteam@york.gov.uk

However you make contact, in all cases please state at the outset that you believe the fault has arisen following the Tenants’ Choice work at your property.

For some non-urgent defects, a site inspection may be necessary to establish the nature of the fault and where responsibility for it lies. Once this has been established, you will be advised of the next steps to remedy the fault.
What financial and other assistance do I get from City of York Council?

Making good decorations
It is each tenant’s responsibility to redecorate areas affected by the Tenants’ Choice work. The only exceptions to this are:

a) At sheltered accommodation schemes, the council will decorate kitchens and bathrooms where requested
b) Tenants with significant health conditions and who have been temporarily moved by the council while the work is going on.

In all other circumstances, we will offer tenants a paint pack. This consists of materials and decorating tools to help residents redecorate areas of their home affected by our work.

Residents can choose the colours of emulsion paint they require from an extensive range of colours provided by our supplier. The process is fairly simple and the council’s surveyor will explain how to order your paint pack at the time of the work.

Disturbance allowances
In recognition of the disturbance that the Tenants’ Choice work makes, the council will arrange you to be paid a maximum two week’s rent, usually via a bank transfer.

Please continue to pay your rent as normal.

Note: any tenants in arrears at the time of the Tenants’ Choice work taking place, will have the value of the Disturbance Allowance put against any rent debt.

Roles, responsibilities and Code of Customer Care

City of York Council is ultimately responsible for all aspects of the project.

Following our detailed tendering process, our contractors are chosen for their ability to carry out the work competently, reliably and safely. Any sub-contractors they employ should operate similarly.

We will monitor the contract and will act to remove any individual or company which does not adhere to these principles.

 Contractors are expected to have at least one Tenant Liaison Officer working with tenants on the project. Their role includes visiting homes daily to ensure your welfare and that any issues are addressed.

The council’s own surveyors are also appointed to oversee works. They can answer queries at any stage of the works and will ensure that the finished work meets our requirements and standards.

Code of Customer Care
Staff and contractors are expected to abide by City of York Council’s Code of Customer Care. It includes the following:

• being friendly, polite and treating you with courtesy and respect
• listening to what you tell us
• providing information that is clear, accurate and appropriate
• treating you fairly
• respecting your confidentiality
• dealing positively with complaints and listening to your views about how we can improve our services
• apologising when we do get things wrong, and correcting such mistakes as quickly as possible
• not smoking in your home or in any communal areas. This includes e-cigarettes
• not using foul or abusive language.

In return, we ask tenants to:
• not smoke immediately before we come to work in your home, nor while we or our contractors are working in it
• show respect at all times to staff doing the work
• co-operate with us to get the work done quickly and efficiently
• ensure all access arrangements are kept, including leaving keys as arranged.

Our approach to communication:
• We will explain things in a simple, jargon-free way.
• We will aim to keep you fully informed on the progress of the work being carried out in your house – this will mainly be done by the Tenant Liaison Officer
• We see the daily diary as a key tool for communication between you, ourselves and the contractor, particularly for tenants who may be out during normal working hours. Please use it to record any issues you want to raise.

Your neighbourhood:
Consideration will always be given not only to you and your home, but also to the surrounding area and other people who might be affected by the works.

Health, safety and security

The information and advice provided in this leaflet is for your benefit as well as ours.

By working together, we can make sure that the works being carried out are done safely and with minimum inconvenience to you.

You need to be aware of the following:

Restricted access
During the work, we may need to erect temporary barriers to restrict access to some areas. If you need to access these areas for any reason, please get permission from the contractor beforehand.

Dust and noise
We will strive to keep disturbance to a minimum, but dust and noise cannot be avoided. Protective floor coverings will be used and we will clean up during the work and at the end of the day. Upon completion of the works, the contractor will carry out a ‘builders’ clean, and tenants will probably still have to undertake further cleaning in the days after the works are finished.
**Trips and falls**
There will be building materials and tools in your home, ready to be used by staff. Please take particular care when moving around to avoid tripping over them and falling.

**Tools and equipment**
Please do not touch any of the contractor’s or our tools or equipment. They could be dangerous and cause injuries.

**Children**
Please supervise any children at all times, explain the dangers associated with the work and keep them away from work as much as possible. We know this can be difficult but safety is uppermost in our minds at all times. Please make sure it’s in yours too.

**Pets**
The disturbance may distress pets. Please try and keep them away from the work, or have them looked after elsewhere if at all possible. Some pets can pose a threat to the staff doing the work, please keep any animals under control to reduce the likelihood of any incidents.

**Services**
We may need to work on your gas, electricity or water supply and, for short periods, they may have to be disconnected. We will never leave you without these essentials overnight. Any temporary loss of electricity should not affect food in fridges and freezers.

If you have pre-payment meters, you must make sure they are topped up so that gas and electric tests can be carried out.

**Accidents**
If you have or witness an accident which may have been caused by the work, please seek medical advice as soon as possible.

Once the emergency is over, please contact our surveyor who will discuss the matter with the contractor: how and why the incident happened and what, if anything, needs to be done to avoid similar incidents occurring.

If it is a serious incident, the contractor must report it to the Health and Safety Executive which, in extreme cases, may investigate the matter.

**Fire**
*We ask that you:*
- Always listen and follow safety advice given by staff working in your home
- Make sure you have an escape plan for the whole household should a fire break out
- Don’t cover or tamper with smoke alarms
- If a fire should break out, don’t try and fight it yourself. Get outside immediately, stand clear of the property and ring 999, asking for the Fire Service. Wait till they give you the all-clear before returning to your home
- When it’s safe to do so, contact our surveyor who will arrange any necessary repairs caused by the fire, and who will arrange for the Tenants’ Choice work to resume when it’s safe to do so.
Gas heating details

This section is for tenants whose homes are having the gas central heating renewed or fitted for the first time.

If your home is heated by a communal boiler, or if it has oil or electric heating, we'll let you know separately about arrangements for updating these systems.

A survey will be carried out to establish what work your heating system needs.

The council’s specification for a domestic gas heating upgrade is to provide:

- Installing a highly-efficient, condensing combination gas boiler (a boiler that heats water almost instantly by running a tap)
- Highly-efficient radiators with thermostatic radiator valves that let you control the temperature of individual rooms.
- A digital programmer that sets the heating to come on at the time and temperature you want together with a manual override
- Where gas fires or back boilers are removed, we will fit an electric fire suite, which you will be able to choose from a range of styles.

What happens before the works?

We will:

- Explain the extent of the works and what this means for each room in your house
- Agree the location of the radiators and the programmer
- Make sure that any concerns you have regarding the temporary loss of heating and hot water are addressed
- Protect all floors leading to and where work will be carried out.

We ask that you:

- Make sure that gas and electricity supplies are available when we will carry out the heating installation. If for any reason these supplies are not available, we will not be able to carry out the work. Gas/electricity supplies are your responsibility. If they are cut off, please call your supplier to arrange for re-connection so that we can carry out this work
- Make sure the area all around the existing boiler and radiators are clear
- Move all furniture into the middle of the room, and take down pictures, mirrors close to where the work is going to happen
- Remove any floor coverings that belong to you, particularly wood laminate flooring
- Discuss with the contractor’s Tenant Liaison Officer any concerns you may have concerning your health and the impact any temporary loss of heating and hot water may have on it. You may choose to stay with family or friends on those days when no heating is available, or our contractor may be able to supply some temporary heaters.

A new gas combination boiler being fitted.
What happens during the works?
Replacing your heating can create a lot of dust and debris in your home, especially if floorboards need to be lifted.

**We will:**
- Try and minimise the time you are left without heating, hot water and electricity
- Usually work in more than one room at a time to reduce the down-time for your heating
- Offer help if needed to move appliances and furniture
- Try to minimise damage to paintwork or wallcoverings.

**We ask that you:**
- make sure your pre-payment meter has credit on it to provide power
- Consider making arrangements with friends, relatives or neighbours if being without heating for a few days is going to cause you problems.

What happens after the works are complete?

**We will:**
- Arrange for our surveyor to inspect the works and check that you are fully satisfied
- Make sure you understand how the boiler, programmer, thermostatic radiator valves and the electric fire suite – if you have had one fitted – work.

**We ask that you:**
- Read the safety operating instructions for your new boiler and fire
- Keep radiators clean, free of dust and don’t use them to dry clothes on
- Occasionally clean the front of your fire with a dry cloth – not abrasive cleaners as they will discolour and remove the finish.

Kitchen details

Choosing a kitchen that is right for you
A kitchen can be the focal point of a home and you can choose one that is right for you from the Tenants’ Choice range.

The council’s specification for kitchen refurbishment is to provide:
- A mix of wall- and floor-mounted units
- Laminated, moulded-edge worktops (known as post-formed)
- Stainless steel inset sink
- Lever taps
- Wall tiling
- Easy to use water stop tap
- Vinyl flooring
- Humidity-controlled extractor fan
- See electrical rewire section for details of power sockets that will be provided.
Before work starts

We will:
• Consult with you on the colour/style of the products to be fitted
• Engage professional kitchen designers to work with you to agree a kitchen layout that suits your needs, including suitable locations for appliances and electric power sockets
• Discuss with you about moving any old pantry walls and adding this space to your new kitchen
• Explain to you the impact the works may have on your life and lifestyle
• Offer you help to move your kitchen appliances.

We ask that you:
• Remove all personal items from your kitchen
• Move white goods and other appliances into the middle of the kitchen – or another room
• Remove window blinds / curtains, shelves etc that you may have fitted
• Take up any floor coverings you may want to put back after the works are completed, in particular wood laminate flooring.

What happens during the works?
Refurbishing your kitchen involves a number of trades including plumbing, electrics, joinery, plastering, tiling and flooring. While we will try and keep disruption to a minimum, it will be extremely dusty and noisy for the duration of the works.

We will:
• Put protective sheeting on all flooring leading to your kitchen
• Try to minimise the time you do not have a working sink or cooking facilities
• Try to minimise the damage to paintwork or wall coverings
• Make sure you have all facilities working at the end of the day, albeit some may be temporary.

We ask that you:
• Consider setting up temporary arrangements in another room, for those short periods where you may not have a fully working kitchen – even if it’s just for a kettle or making sandwiches. You could also try and make arrangements with friends or neighbours to use their kitchen while the work’s underway. If this is not possible, ask the Tenant Liaison Officer to help you make other suitable arrangements.

What happens after the works?

We will:
• Arrange for the council’s surveyor to inspect the works and check that you are fully satisfied
• Make sure you understand how the extractor fan works.

We ask that you:
• Use chopping boards to protect work surfaces
• Clean your kitchen units and worktops with warm soapy water or other suitable cleaning products, to remove any dust. You may need to do this a few times until all the dust has settled and can be wiped away
• Avoid boiling kettles directly under wall units, as this can damage or warp them
• Avoid placing hot pans directly onto worktops as this may damage or discolour them
• Tighten up any screws to door hinges or drawers that happen to come loose over time
• Take care not to damage the vinyl flooring when removing kitchen appliances, and to keep the flooring clean using suitable cleaning products
• Clean tiles and grout regularly to avoid them becoming discoloured.
Bathroom details

The council’s specification for bathroom refurbishment is to provide:
• All bathroom suites are white
• Baths will be plastic with grab handles
• An over-bath electric shower with a shower curtain
• Humidity-controlled extractor fan
• Toilets will be low-level, dual flush
• Lever taps to the bath and hand basin
• Wall tiling
• Vinyl sheet flooring.

Before work starts:
We will talk to you about what is involved in refurbishing your bathroom and the effect this will have on you for the duration of the works.

Before works starts, we ask that you:
• Remove any personal items
• Take down any mirrors or other wall fittings you may have fitted eg: toilet roll holders, bathroom cabinets etc
• Remove bathmats and/or your own floor coverings.

What happens during the works?
Refurbishing your bathroom involves a number of trades including plumbing, electrics, joinery, plasterwork, tiling and flooring. While we will try and keep disruption to a minimum, it will be dusty and noisy for a few days until fittings start going back in.

We will:
• Put protective sheeting on all flooring leading to your bathroom
• Try to minimise the time you do not have a working toilet or washing facilities
• Try to minimise the damage to paintwork or wall coverings
• Make sure you have all facilities working at the end of the day, albeit some may be temporary.

We ask that you:
• For those short periods where you may not have a working toilet or washing facilities, make arrangements with neighbours to use theirs. If this is not possible, contact the Tenant Liaison Officer to help make other suitable arrangements

What happens after the works?
We will:
• Arrange for the council surveyor to inspect the works and check that you are fully satisfied
• Make sure you understand how the shower and extractor fan works.

We ask that you:
• Clean all bathroom fittings with warm soapy water until all residual dust has settled
• Take care to select suitable cleaning products for your bathroom fittings
• Clean the tiles and grout regularly to avoid them becoming discoloured.

A Tenants’ Choice bathroom following its refurbishment.
Electrical Rewiring details

The council’s specification for an electrical rewire is:

**General:**
- Consumer unit with RCD protection to individual power and lighting circuits
- Sockets will be mounted at 450mm above floor level and 350mm in from corners, for ease of use (excludes kitchen)
- Light switches to be a maximum 1200mm from floor level
- Sockets and light switches will be white plastic fronted
- Bathroom switches will be pull cord type.

**Kitchen:**
- 3 x double power sockets above worktop
- 2 x single sockets under worktop for appliances
- 2 x double power sockets on walls
- Electric cooker point
- Heat detector
- Humidistat fan
- Low energy light fitting.

**Bathroom:**
- Shower circuit with isolating pull cord
- Humidity controlled extractor fan
- Low energy light fitting.

**Living Room:**
- 4 x double power sockets
- 1 x additional switched fused power socket if an electric fire suite is installed
- Pendant/bayonet light fitting.

**Dining Room:**
- 3 x double power sockets
- 1 x additional switched fused power socket if an electric fire suite is installed
- Pendant/bayonet light fitting.

**Living/Dining Room:**
- 6 x double power sockets
- 1 x additional switched fused power socket if an electric fire suite is installed
- Pendant/bayonet light fitting.

**Hall, stairs, landing:**
- 1 x double power socket to both landing and hall
- Smoke alarm on all hall and landing ceilings
- Pendant/bayonet light fitting.

**Bedrooms:**
- 3 x double power sockets
- Pendant/bayonet light fitting.

**Externally:**
- 1 x low energy light adjacent to front and rear doors.

A Tenants’ Choice kitchen refurbishment with the cabling being installed.
Before work starts
We will talk to you about what is involved in rewiring your property and the effect this will have on you for the duration of the works.

For the safety of the electricians as well as tenants, there will be short periods when parts or the whole of your electricity system has to be turned off.

Rewiring your property will mean disturbing plasterwork and, while we will try and keep disruption to a minimum, this work will undoubtedly create dust.

We will:
• Agree with you the location of new sockets and switches in each room
• Protect floor coverings in rooms where we are working
• Try to minimise the damage to paintwork or wall coverings
• Make sure you have power and lighting at the end of each working day.

We ask that you:
• If you have one, ensure your loft is reasonably clear as some wiring will be run in the loft space
• In all rooms to be worked in, remove curtains, blinds, mirrors and other items fixed to the walls
• If your fuse box is in a cupboard, you may need to clear it out while the work is carried out
• Discuss with us any medical or other essential equipment that may require electrical power so we are fully aware before any work actually starts.

What happens during the works?
We will:
• Try to minimise the time you are left without electricity
• Keep disruption to a minimum although it’s likely we’ll be working in more than one room at any time
• Help you to move appliances and furniture if you are unable to so
• Try to minimise the damage to paintwork or wall coverings
• With your permission, we will remove your light fittings but refitting them after the rewire will depend on the fittings meeting required safety standards. You can choose to have your fittings removed by your own electrician and so you can get an independent view on whether they comply with safety standards
• Ensure all circuits in the newly installed consumer unit are labelled.

We ask that you:
• make sure you have credit on your key card if you have a pre-payment meter
• Consider making arrangements with friends, relatives or neighbours if being without heating for a few days is going to cause you problems.
What happens after the works?

**We will:**
- Arrange for the council’s surveyor to inspect the works and check that you are fully satisfied with the work
- Deal with any outstanding issues you might have with the completed works
- Ensure you are familiar with how the new electrical installation works, particularly the new consumer unit and how this detects the slightest defect on any circuit or appliance attached to the circuit.

**We ask that you:**
- Before reporting defects with the re-wire, check that the fault is not with your appliance. Following the work, the electrical system will be more sensitive to electrical faults and it could be that your appliance has a fault that would not have been detected before the re-wire. Where possible, plug your appliance into a different circuit, ideally on a different floor level and, if it trips the power, then the fault is likely to be with your appliance which you will need to repair or replace.
If you would like this information in an accessible format (for example in large print, in Braille, on CD or by email) please call (01904) 551550

This information can be provided in your own language.

Polish
Informacje te mogą być przekazywane w języku ojczystym.

Turkish
Bu bilgi kendi dilinizde almanız mümkündür.

Chinese (Simplified)
此信息可以在您自己的语言。

Chinese (Traditional)
此資訊可以提供您自己的語言。