

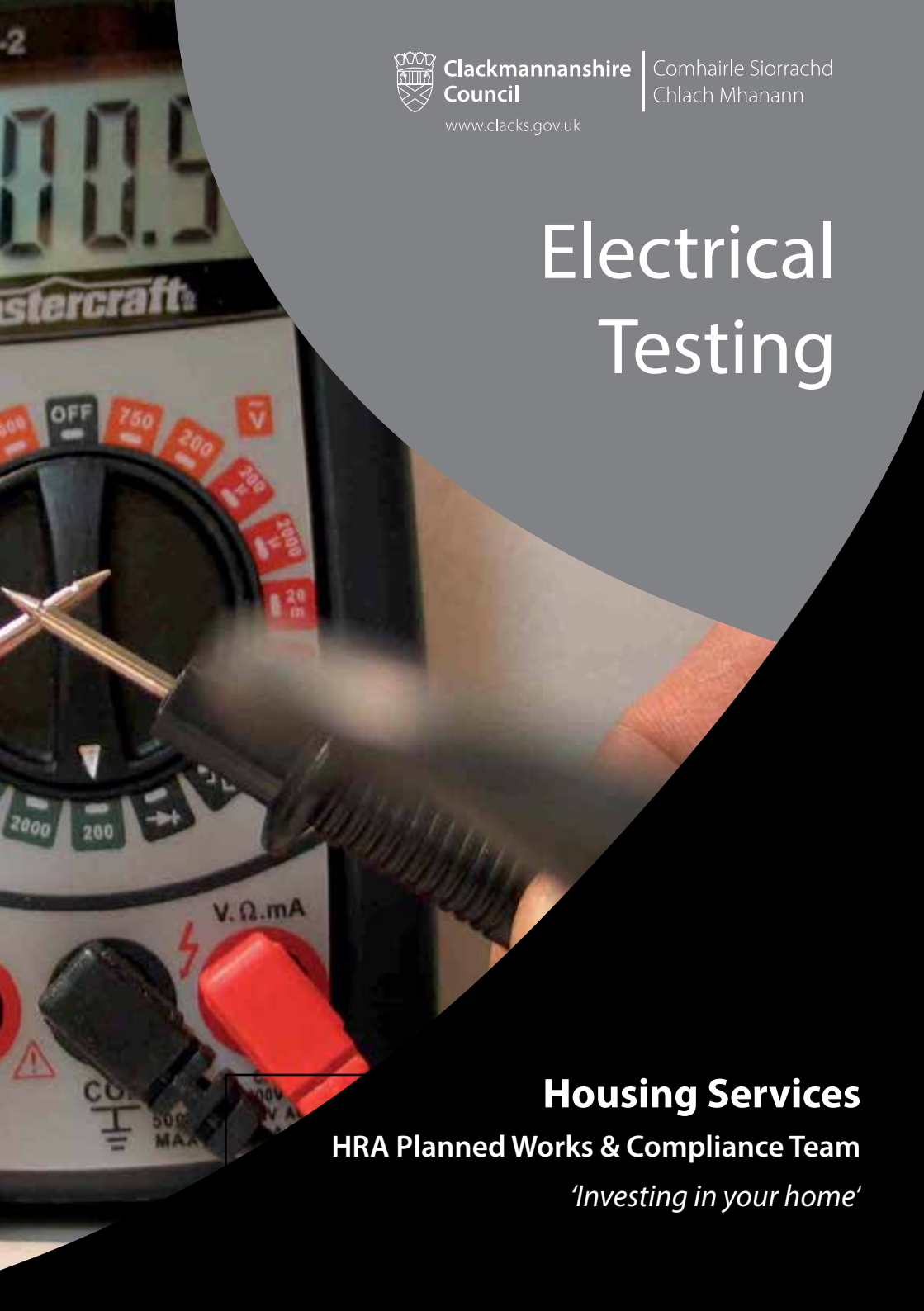


Clackmannanshire
Council

www.clacks.gov.uk

Comhairle Siorrachd
Chlach Mhanann

Electrical Testing



Housing Services

HRA Planned Works & Compliance Team

'Investing in your home'

This leaflet tells you about the improvement work in your home. Please read this leaflet and keep it in a safe place for future reference.

Why is this work being carried out?

It is recommended in BS:7671:2018 as amended that Clackmannanshire Council is required to carry out electrical testing on all of its properties every 5 years, to ensure all electrical installations are in safe working order and meet the most up-to-date safety requirements. This is non-invasive work, i.e. no redecoration will be required.

What work is involved?

The existing wiring, sockets, switches and consumer unit will be tested in accordance with the Periodic Inspection & Testing of IEE Wiring Regulations BS:7671 (Eighteenth Edition) Requirements for Electrical Installations.

If anything requires urgent attention, the contractor will rectify the problem and report the fault to the Council.

If the contractor finds anything that does not comply with current regulations, or that requires further investigation, the Council will be notified and arrangements will be made for the Housing Services main repairs contractor to visit your home to carry out any other work required.



When will the work start?

Following the appointment of a contractor your project support officer will write to tell you of the intended start date for work in your area. There may be a slight delay as the actual start date is approximate and will depend on our discussions with the contractor and any other phases. One week before we start work in your home, the contractor will tell you the actual date for beginning work. The Council's project support officer will handle any queries or complaints, they will be your main point of contact with the Council for this work in your home.



How long will the work take?

Generally the work should be carried out within one working day, usually taking approx 4 hours. The contractor will keep in close contact with you during this period and will tell you if there are any delays.

What should I do before the work starts?

The contractor will contact you approximately one week before the work is due to start and explain what you need to do.

The following preparations are normally required:

- * Empty the cupboard where the consumer unit is situated to allow easy access for the workmen
- * Any pets you have may be disturbed by the work. It is advisable to keep pets out of the house during the works, or restrict them to one room if this is not possible the contractor will let you know if you need to move any furniture. If you can't move furniture yourself because of your age, disability or health, please contact us as soon as possible.



If you or a member of your household is disabled, frail or elderly or has a M.E.C.S system in your home, please let the Planned Works & Compliance Team know as soon as possible on: 01259 450000.

Will there be any disruption?

There is very little disruption with this type of work.

If you or a member of your household use any health care equipment that requires an electrical supply please inform us as soon as possible to allow us to put appropriate arrangements in place prior to the work starting.

The contractors will treat you and your home with courtesy and respect.

How do you know the work is done properly?

The Council will make sure the work is completed properly and complies with a detailed specification.

If you have a new consumer unit fitted you may also be given a demonstration and details of how your new consumer unit and electrical installations operates. If you would like further information please contact your project support officer.



Security

You should check the identity of any individual before allowing them into your home. Council staff and contractors working on behalf on our behalf carry identity cards. If you are in any doubt about visitors at your door, don't let them in.

Complaints and queries

If you have any queries about this work or would like someone to visit you and explain it in more detail, please contact the Planned Works & Compliance Team on 01259 450000.

If you have any complaints about the work or conduct of the contractor please contact us immediately on the telephone number above or in writing to the address give at the end of this leaflet.

Warranty

If anything goes wrong please contact the Planned Works & Compliance Team on telephone number 01259 450000, and we will instruct the contractor to carry out the necessary repairs.

We want your views

After the work has been completed, we will ask you for your comments on the work and how it was carried out through a short questionnaire. We will use this feedback to help us find ways of improving the way we work in the future.

All our publications can be made available in large print, braille, audio tape and the following languages. This leaflet contains information about improvement work to your home. If you would like this information translated, please call 01259 450000 and ask to speak to the project support officer, who will arrange for translation. Or you can bring this booklet to Council offices at Kilncraigs and ask at reception.

I Tento leták obsahuje informácie o údržbových a zlepšovacích prácach na Vašom dome. Ak potrebujete, aby boli tieto informácie preložené, zavolajte prosím na telefónne číslo 01259 452 000 a požiadajte o úradníka zodpovedného za investičné programy (Investment Programmes Officer), ktorý zariadi preklad. Prípadne prineste tento leták na recepciu Mestského úradu na a požiadajte o vybavenie prekladu.

نحتوي ورقة الاعلان هذه على معلومات تخص عمل التحسينات في بيتك. اذا كنت بحاجة الى هذه المعلومات مترجمة الى لغة اخرى، نرجوا منك الاتصال على الرقم 01259452000 واطلب التكلم الى موظف برامج الاستثمار، والذي سيقوم بالترتيبات اللازمة. او بإمكانك جلب هذه الورقة الى مكتب البلدية في لايم تري هاويس واسأل موظفة الاستعلامات.

這章程內容是有關改善府上家居問題。如果你需要翻譯此章程，請電 01259452000與投資項目官員聯系，他們會為你安排翻譯服務。或者你可攜帶此章程到 議局辦事處向接待員查詢。

Ta ulotka zawiera informacje o pracach ulepszeniowych dotyczących twojego domu. Jeżeli potrzebujesz ta ulotkę przetłumaczoną, zadzwoń pod numer 01259 452 000 i popros o Investment Programmes Officer, który dostarczy Ci ją w twoim języku. Ulotkę można również dostarczyć do jednego z biur w i poprosić o tłumaczenie w recepcji.

ਇਸ ਲੀਫਲੈੱਟ ਵਿਚ ਤੁਹਾਡੇ ਘਰ ਦੀ ਇੰਪਰੂਵਮੈਂਟ (ਸੁਧਾਰ) ਵਾਲੇ ਕੰਮ ਬਾਰੇ ਜਾਣਕਾਰੀ ਦਿਤੀ ਹੋਈ ਹੈ। ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦਾ ਤਰਜੁਮਾ ਕਰਵਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 01259 452 000 ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਇਨਵੈਸਟਮੈਂਟ ਪ੍ਰੋਗਰਾਮਜ਼ ਅਫਸਰ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ ਕਹੋ, ਉਹ ਤੁਹਾਡੇ ਲਈ ਤਰਜੁਮੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰੇਗਾ। ਜਾਂ ਤੁਸੀਂ ਇਹ ਲੀਫਲੈੱਟ ਕੌਂਸਲ ਆਫਿਸਿਜ਼ ਵਿਚ ਲਾਈਮ ਟਰੀ ਹਾਊਸ ਵਿਚ ਲੈ ਜਾਓ ਅਤੇ ਰੀਸੈਪਸ਼ਨ ਤੇ ਇਸ ਬਾਰੇ ਪੁੱਛੋ।

اس لپلٹ میں آپ کے گھر کو بہتر بنانے والے کام کے بارے میں معلومات موجود ہیں۔ اگر آپ ان معلومات کا ترجمہ چاہتے ہیں تو ہمارے ممبرانی فون نمبر 01259 452 000 پر کال کریں اور انویسٹمنٹ پروگرام آفیسر سے بات کرنے کی درخواست کریں جو آپ کے لئے ٹرانسلیٹیشن کا بندوبست کرے گا۔ یا پھر آپ اس لپلٹ کو کونسل کے دفاتر بہ نظام انٹرنی ہاؤس پر لائے جاسکتے ہیں اور ریکارڈنگ پر پوچھیں۔
ہاؤس پر لائے جاسکتے ہیں اور ریکارڈنگ پر پوچھیں۔

HRA Planned Works & Compliance Team
Riverbank Industrial Estate
Kelliebank
Alloa FK10 1NT

Tel: 01259 450000

email: electrical@clacks.gov.uk



**Clackmannanshire
Council**

www.clacks.gov.uk

Comhairle Siorrachd
Chlach Mhanann

