



A guide to Electrical Refurbishment

What you need to know...



Ashford Borough Council currently spends around £500,000 each year undertaking electrical refurbishment works to approximately 400 properties a year.

What is electrical refurbishment?

The work is necessary to make sure the electrics in your council home are safe and:

- Fully comply with the latest Electrical Wiring Regulations (currently the 17th Edition BS7671:2008)
- Meet your requirements
- Are of good standard with no defects

What's included in an electrical refurbishment?

- We will ensure that your council home is electrically safe and fit a modern RCD (Residual Current Device) fuseboard into the home to protect you and your electrical equipment
- We will ensure that you and your family are protected against fire by providing mains operated smoke detectors with battery back up
- We will replace all sub-standard electrical accessories for new ones on a like-for-like basis [eg, sockets, light switches etc]
- We will aim to provide the number of sockets in each room to meet modern day standards
- We will test the electrics once fitted to certify the installation is safe

What happens and when?

Before the works start:

- A start date will be agreed with you, usually giving at least seven day's notice

During the works:

- Our electrical services manager will deal with any queries you may have
- At that point we will carry out a final check
- We will leave you a satisfaction survey asking for your feedback. These surveys are very helpful to us as the results help us to improve the service

After the works have finished:

- If you do experience any problems, these should be reported as a normal repair to our repairs team





Frequently asked questions

Can I refuse to have the refurbishment works carried out?

You are not obliged to have the full refurbishment undertaken, however, we are legally required to periodically ensure that the electrics in your council home are safe. To make sure of this we do require access to carry out what is known as an 'Electrical Installation Condition Report' (an electrical test) and to undertake any essential repairs or maintenance.

Will my rent go up if have this work carried out?

No, there is no additional charge or change to your rent if you have this work carried out.

How long will the work take to complete?

Generally we ask you to allow one to two days for the works to be completed. It may take a bit longer if cables need to be rewired or if alterations and additions that have been made to the property are not compliant with current electrical regulations.

Will I be able to use my electric whilst the work is done?

- There will be times during the day when the electricity will be turned off. We will organise the work so that it limits the inconvenience caused
- If you have any concerns about the electricity being turned off temporarily then potential solutions can be discussed with our electrical services manager
- All electrical services will be restored at the end of each day

Can I have something different if I supply it?

We will allow you to supply your own light fittings so long as they are suitable for the location that they are to be installed. Any questions relating to this can be discussed with our electrical services manager.

However, we will not be responsible for the maintenance of your own fittings and if they need to be replaced then we will replace them with fittings that meet our specification.

Will they remove my own electrical fittings or alterations that I have made?

As long as they are compliant with the electrical wiring regulations we will give you the option to retain your fittings. If they are found not to be compliant then we will replace the fittings with ones that meet the council's specification and, again, hand the originals back to you.

Alterations or additions to the installation will only be adopted if they are compliant.

Can I have additional sockets?

We will aim to provide additional sockets in each room to meet your requirements. These would generally be installed using white trunking. We do not tend to 'chase in' as this can affect the decoration of the property and results in builder's dust. It also requires the replastering of the affected area. Any questions relating to this can be discussed with our electrical services manager.

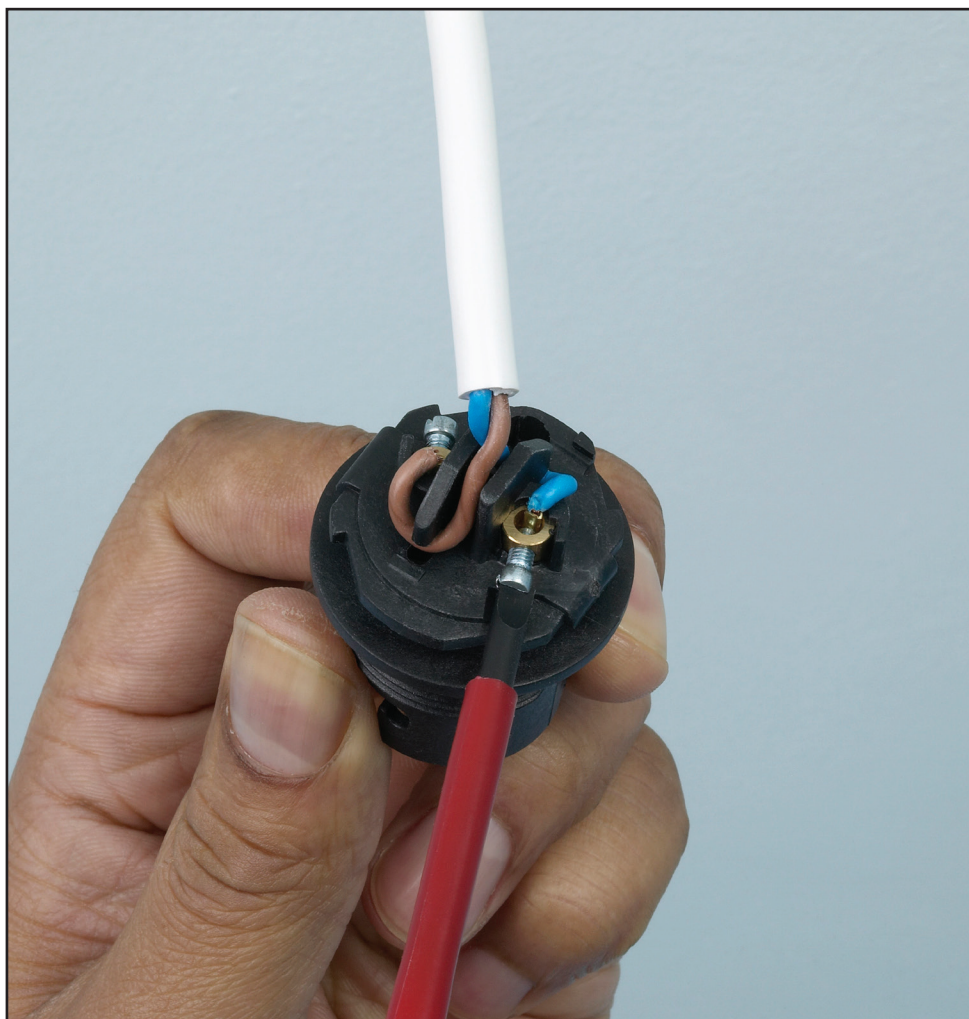
Can I have external lights installed?

We do not tend to install external lights. However, if there is a need for them our electrical services manager will consider installing them. An example of this would be disabled access.



Will I be shown how to use the new equipment?

We will provide you with the original documents relating to the use and maintenance of the consumer unit, kitchen/bathroom light fittings, kitchen/bathroom extractor fans and smoke detectors fitted, if required. We will also show you how to use these devices should you require.





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