

# Electrical rewiring programme



# Our electrical rewiring programme

We are working in partnership with Centigen to deliver our electrical rewiring programme.



Centigen is our main electrical rewiring contractor. Centigen will carry out and oversee the improvement work to your home.

Tenants were involved at every stage of the selection process to appoint our contractors. This included interviews, scoring contractors against expected standards and asking questions about quality and service delivery.

## During the work

The work will be carried out to a set timetable, dependent on what needs to be done in your home.

Centigen will discuss all aspects of the work with you before it is carried out.

The electrical rewire programme can include some, or all, of the elements listed on the back page. Please note, this will vary between properties, and is dependent on whether or not you are having a full or partial rewire.



**If you go to our website - [www.tworivershousing.org.uk](http://www.tworivershousing.org.uk) - and register for 'My account', you will find specific information relating to your home.**

**For more general information about our improvement programmes, please visit the 'Your home' section of our website.**

**You will also find a useful booklet called 'Investing in your home' in our website 'Library'.**

## Before the work starts

### Stage 1:

You will receive a 'notification of works' letter. This will introduce Centigen as the contractor, and confirm your home is due for improvement work.

### Stage 2:

Centigen will contact you to arrange a convenient appointment to carry out an electrical survey of your home.

We may not need to carry out a survey, as we may already have the information from the Electrical Installation Condition Report (EICR).

### Stage 3:

Two weeks before work starts, Centigen will contact you to book an appointment. We will also send you some information on how to prepare the room(s) for the forthcoming work.

Centigen will contact you by your preferred communication method, e.g letter, phone call or text message.

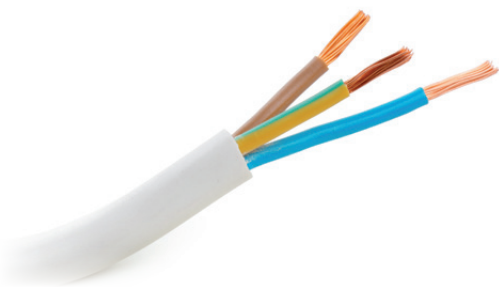
### Stage 4:

Centigen will call you at least two working days before the date they are due to start work.

If you are due to receive a full rewire, the upgrade will always start on a Monday to allow a full week to complete the work.

### Stage 5:

Centigen will arrive at your home to start work.



These are some examples of the work that could be carried out on your home:

- Replacement of all wiring in the property.
- Replacement of plug sockets.
- Replacement of light switches.
- Replacement/installation of extractor fans.
- Replacement/installation of outside lights.
- Power to outhouses.
- Replacement/service smoke detectors and carbon monoxide (CO) alarms.

### Things to consider

The electricians will use dust sheets and clean up after themselves. They will also repair any cracks or holes created during the work. but are not responsible for decoration or flooring. This includes any gaps in wall decoration, gaps in carpets or wooden flooring, caused by a change of socket position or trunking, which remain your responsibility.

All rewires will be surface mounted in a conduit.

If tenants have their own light fittings, we will rewire them for you to use. However, if we deem the fittings to be unsafe, we will not install them and will instead install our standard fittings. If your own light fittings are rewired, this will still remain as your responsibility.

Tenants are responsible for removing any laminate floor coverings prior to the electrical rewire being carried out.

## CONTACT US

**Telephone: 0800 316 0897**

If you would like this leaflet in large print or audio CD, please call us.

**Website:** [www.tworivershousing.org.uk](http://www.tworivershousing.org.uk)

**Email:** [customerservices@2rh.org.uk](mailto:customerservices@2rh.org.uk)

**facebook** /tworivershousing **twitter** @TRHousing

