

YOUR GUIDE TO

Electrical Safety

To help keep your home safe, we carry out regular checks on your home's electrical supply and wiring. This guide explains what our checks involve and the ways we work with you to keep your home safe.

What you can expect from us

We will make sure that:

- The electrical supply and wiring in your home are safe when the tenancy begins
- We arrange for a qualified electrician to carry out an 'Electrical Installation Condition Report' (EICR) in your home at least every five years
- During this electrical check, any defects identified where there is an immediate danger to you, your family or visitors at your home are made safe immediately
- If any further work is identified during the EICR, we will, wherever possible, complete the required work immediately or this work will be rescheduled and must be completed within 28 days
- We provide you with a copy of the EICR for your home within 28 days of completing it.

Safety check appointments

It is important that you let us into your home to carry out these essential safety checks. This is a requirement of your tenancy agreement.

The electrical checks can take between one hour and three hours to complete. To complete the inspection, we will need access to:

- Your consumer unit (fuse box), located inside your electric meter cupboard
- All electrical circuits within the installation
- Around 20% of your electrical accessories in your property (sockets, switches and light fittings)
- Any appliances we have supplied

We will write to you at least two weeks before your appointment to confirm a date and time.

If the appointment is not convenient, you can call us on **0800 953 0213 (option 1)**, or email repairs@communitygateway.co.uk to arrange a different date and time.

If you repeatedly avoid letting us in or refuse access to your home, we may take legal action and you could be charged with the costs.

Safety in your home

Over 40% of accidental household fires are caused by electrical appliances and supply. Here are some top tips to help keep you safe in your home:

- Report any damage to your home's electrical installation such as cracked plug sockets to us as soon as possible – do not attempt to make repairs yourself.
- Ensure all electrical equipment such as kettles, toasters and televisions have the 'CE' quality mark.
- Do not overload extension leads or adaptors – appliances that use a lot of electricity such as kettles and heaters should be plugged directly into the wall.
- Turn off as many electrical appliances as possible whilst you sleep or are out of the house.
- Avoid using appliances such as washing machines or charging battery-powered items whilst you sleep.
- Do not take mains powered electrical items into the bathroom.
- Regularly check your electrical equipment for any safety issues and do not use defective equipment.



Danger signs to look for include:

- Damaged or frayed cables
- Damaged or cracked plugs and equipment casings
- Burn marks on plugs or leads
- Electric tripping or fuses blowing when equipment is plugged in
- The brown and blue inner cables being visible

You can find out more top tips on staying safe in your home on the Electrical Safety First website at www.electricalsafetyfirst.org.uk.

What to do if you smell burning in your home

If you smell burning, switch off all electrical appliances immediately and telephone our **24-hour emergency line** on **0800 953 0213**. Alternatively, call Electricity Northwest on **105** or **0800 195 4141**.

DIY and electrical work

You must ask our permission before making changes to any existing circuit or installing new circuits to the electrical installation in your home. This includes installing new sockets, lighting circuits, spotlights, electric car chargers etc.

How to request a repair

To request routine repairs, or to ask about electrical checks, please contact us using any of the following methods:

- Phone: **0800 953 0213 (option 1)**
- Email: repairs@communitygateway.co.uk
- Online: complete the form at www.communitygateway.co.uk/book-repairs-appointment
- Visit us: **Harbour House, Port Way, Preston, PR2 2DW (Monday - Friday 10am - 4pm)**

To report an emergency repair, call us on **0800 953 0213 (option 1)**.

Give us your feedback

We welcome your compliments, complaints and comments to help us improve our services. We will make sure that your feedback is addressed fairly, effectively and promptly. Submit your feedback via any of the methods below:

- Online: complete the form www.communitygateway.co.uk/complaints-and-compliments
- Email: complaints@communitygateway.co.uk
- Phone: **0800 953 0213 (option 6)**
- Visit us: **Harbour House, Port Way, Preston, PR2 2DW**
- Write to us at: **FREEPOST RTSY-EKRT-ASKR - Service Improvement Team, Community Gateway Association, Harbour House, Port Way, Preston, PR2 2DW**



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Request this guide in a different format

If you require this guide in a different format, such as larger print or in a different language, please contact us on **0800 953 0213 (option 6)** and ask for the **Engagement and Communications Team**.



www.communitygateway.co.uk