

Key information sheet

Electrical safety



Electrics can be dangerous

The national health and safety governing body receive over 1,000 reports of accidents involving shock or burns each year. Even non-fatal shocks can cause permanent injury and ultimately faulty electrics can cause loss of life. The main hazards are:

- Contact with exposed live parts
- Faults which could cause fires
- Fire or explosion where electricity could be the source of ignition

Safety in your home is vitally important. We have staff that are trained and ready to help. If you have any problems or concerns over your electrics please contact us immediately.

What we will do

As part of our commitment to your safety we will:

- Invest, as a minimum, in a 10 yearly programme of testing and upgrading
- Ensure that all electrical installations are tested and certified before you move in to your home
- Our staff and contractors will be trained to meet national requirements

Who can carry out work to my home?

Our staff and contractors will be trained to the national requirement. There are currently four official groups who can carry out work:

- British Standards Institution
- EC Certification Ltd
- Napit Registration Ltd
- NICEIC Group Ltd

The engineer visiting you will show you their company identification. If you are unsure whether they are genuine please get in touch with us.

Can I carry out work to my home?

You can carry out some work to your home. The re-wiring of a plug is something that you may feel happy to do yourself. If you would like any advice or are uncertain please contact us.

In some cases you may want to make improvements to your home. You should seek advice by contacting us below. We will need to check the competence of the person(s) carrying out this work and type of work before it starts. In many cases we will require a valid certificate to show these works have been safely carried out

What am I responsible for?

Generally you are responsible for your own items which could include cookers, toasters and other items that you own. 95% of faults or damage can be found just by looking at the piece of equipment. The signs to look out for are:

- Damage – cuts and abrasions to cable covering
- Damage to the plug
- Tape to cable coverings
- Equipment being used in unsuitable locations where it is either wet or dusty.
- Loose parts
- Signs of overheating – burn marks or staining

If you are concerned about any piece of equipment, even if it is your own, please contact us and we will be happy to provide help and advice.

Tel: 0300 500 3000

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