



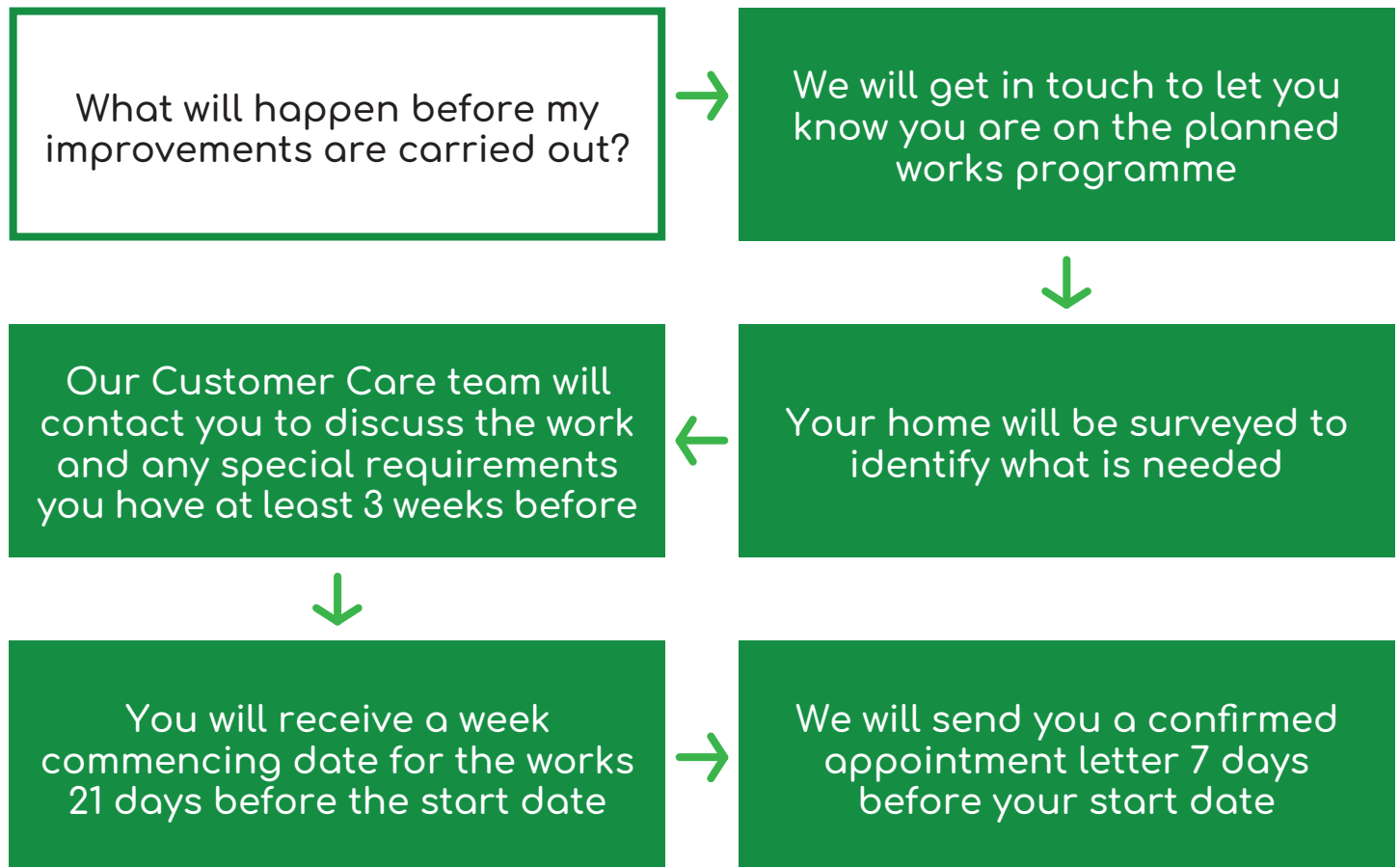
## Your Electrical Rewire Improvements



Your electrical rewire improvements may include works on the following:

- Light fittings
- Fuse box
- Sockets
- Smoke alarms
- Switches
- External lighting
- Light pendants
- Extractor

We want you to live in a safe and warm home, to make sure we can do this we will carry out our home improvement schemes throughout the year.



Shortly before work starts your customer care officer will call and give you guidance on how to prepare for work to start.

Depending on your home improvements, your customer care officer may ask you to:

- ✓ Move some furniture if we require access to a certain area
- ✓ Ensure that all ornaments, pictures and furniture are removed from the walls and also in adjoining rooms
- ✓ Clear the floor areas that we will be working in, you will need to roll back carpets and lift floor finishes such as laminate flooring and tiling
- ✓ Access may be required to your loft space. You will need to make sure that access is clear and items are packed away
- ✓ Light shades and own light fittings to be taken down and kept safely
- ✓ Make sure that any animals or pets are adequately restrained to avoid accidents or injuries

Your customer care officer will also give you a diary of works. This will show you day by day who will be working on your home and what work they will be doing. We will confirm if any areas will be restricted for safety reasons. This will help you to plan your time around them.

## What will happen during the works?

Your customer care officer will visit you regularly to make sure everything is going to plan.

## What will happen after the works have been completed?

Once work is complete, we will carry out a full safety check and provide you with a electrical safety certificate. The work then be inspected to make sure that it is completed to your satisfaction before it is signed off. We will email or text you with a customer satisfaction survey. with a electrical safety certificate. The work then be inspected to make sure that it is completed to your satisfaction before it is signed off. We will email or text you with a customer satisfaction survey.



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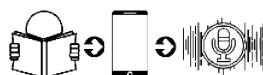


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