

HOUSING SERVICES

Improvements
to your home;

Electrical
Re-Wiring



www.blaby.gov.uk/housing

This information can be made available on request, in other languages and formats (large print, Braille or on audio tape) by contacting:-

Housing Division
Blaby District Council
Council Offices
Desford Road
Narborough
Leicester
LE19 2EP

Tel: 0116 272 7788
Fax: 0116 272 7601
Minicom: 0116 284 9786

Council offices
Desford Road
Narborough
Leicester
LE19 2EP

Phone: 0116 275 0555

Fax: 0116 275 0368

E-mail: enquiries@blaby.gov.uk

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਪਤਿਕਾ, ਸਿਸਟਾ ਨਾਂ 'ਐਪਰਵਾਇਟਸ ਟੂ ਯੂਅਰ ਹੋਮ (ਤੁਹਾਡੇ ਘਰ ਵਿਚ ਸੁਧਾਰ) - ਇਲੈਕਟ੍ਰੀਕਲ ਰਿ-ਵਾਇਰਿੰਗ' ਹੈ, ਦੀ ਨਕਲ/ਕਾਪੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ:

Gujarati

ਗਾਉਮੀਰਾ ਸਰਵੀਸਜ਼ (Housing Services)

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ਈਮੇਲ: Housing@blaby.gov.uk

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Punjabi
ਪੰਜਾਬੀ

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Blaby District Council owns around 2,200 properties of all kinds, and is committed to making sure they are looked after properly and are comfortable and safe homes.

With that in mind, Blaby District Council has developed a programme to re-wire the electrics in your home.

How will I know what is going to happen and when?

The Council's appointed Contractors will visit your home to decide upon the work that is required. They will also advise you of the following;

The Contractors name and contact details

Confirm the type of heating

The choice in each room of whether you would prefer the new electrical wires to be encased in surface mounted trunking or 'chased' into the wall.

The likely start date of the works

You will be given at least 48 hours notice prior to the work starting in your home.

Can I get help with any re-decoration?

Yes – if you choose to have the electric cables chased in, you will be entitled to a contribution towards the redecoration of £10 per affected room.

What is the difference between surface mounted trunking and chased into the walls?

Surface mounted trunking is white plastic channelling fixed to the wall. It would be fixed in the corners of rooms, along skirting and architrave so that it is as unobtrusive as possible. It will not disturb any existing decoration, but will be clearly visible on the wall.

Chased out means that a channel is cut into the wall, the cables are laid, covered with a metal protective strip and the wall is re plastered. Existing decoration will be disturbed, including wall tiles where relevant.

The contractor will ask you which type of fixing you prefer per room and ask you sign confirming your choice.

What can I expect when whilst the work is carried out?

The Council's Contractor will only work Monday to Friday between the hours of **8.00 am to 6.00 pm.**

All Council employees and Contractors will wear visible identification badges.

Council & Contractors employees will not smoke in your home

The re-wiring should take no longer than 4 days

The use of your toilet facilities is not generally permitted

The Contractor will provide all necessary protection to your furniture and carpets

What if there is a delay?

If there is a delay, the Council or the contractor will tell you as soon as possible, and agree a new date with you.

If you have any queries, you can contact a member of the repairs team on :

0116 2727788

or Email :

housing.repairs@blaby.gov.uk

Customer Feedback

To help us improve our service, you will be asked to complete a Satisfaction Survey, when the work is finished. You may also be visited by a member of Blaby District Tenants Federation (BDTF), who carry out quality checks to ensure that you are satisfied with the work carried out, and also feedback any concerns you raise.

If you are not happy with our service and wish to make a formal complaint, you can obtain a copy of the Council's formal complaints procedure from the main reception at the Council's offices or telephone 0116 272 0555, or Email enquiries@blaby.gov.uk