

Electrical safety testing process

You said,
we did



This scrutiny review made recommendations:

You said:

There is no standard scrip that is used when booking appointments

We did:

Developed a standard script which is now used by all colleagues booking electrical tests.

We included a section in the script to check if tenants have any special requirements we need to consider.



You said:

Appointments for follow up work after the electrical safety check are not made whilst the engineer is at the tenants property.

We did:

All operatives have received guidance to ensure appointments for follow up works are made during the electrical test visit.

Where the follow up work is needed by an external contractor, this will unfortunately not be possible.



You said:

There is no leaflet or video for tenants explaining what to expect from an electrical test and what they need to do to prepare for the check.

We did:

We developed an information page on our website telling tenants about the electrical safety checks, why they are important and what to expect from the visit.

You can find this information here www.progressgroup.org.uk/your-tenancy/safe-homes/electrical-safety-in-your-home/



Tenants' Voice group

If you would like to find out more about how to get involved with the Tenants' Voice group or suggest an area to be reviewed, please contact the Progress Involvement Team on 03333 204555 or email community@progressgroup.org.uk