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Electrical safety

What this guide is about

This leaflet explains how you can keep the electrics safe in your home.

Who is this guide for

For people who live in a Progress Housing Group home.

Bitesize summary

- The law states that we must make sure that the electrical installation and electrical equipment we own in your property are safe
- Regular checks are the best way to be sure that electrical installations are safe and to spot potential problems before it is too late
- We will arrange an inspection to be carried out at least every five years or when there's a change in who lives there.

We legally have to carry out electrical checks to make sure that the electrics in your home are safe. We check the electrics in our homes every five years or when there's a change in who lives there.

What to expect during an electrical inspection

If your home is due for an electrical check, we will contact you to arrange a convenient appointment for an inspection with a qualified electrician.

An inspection usually takes around three-four hours; it is important that you remain at home whilst the inspection takes place.

Where possible, we will need access to all electrical accessories in your home, such as sockets and switches. For part of the inspection, we will need to turn your electricity supply to your home off at the mains; we'll agree to this with you in advance so you can plan for it.

We will check for the following:

- Electrical installations which are overloaded
- Potential electric shock risks and fire hazards
- Defective electrical work
- Lack of earthing or bonding – these are two ways of preventing electrical shocks that are built into electrical installations
- Serious electrical hazards, including exposed wiring, overloaded sockets or poorly installed electrical systems.

We will also test your property's 'fixed' electrical parts, like the wiring, plug sockets, light fittings in every room, and the consumer unit (fuse box).

We do not test electrical appliances that can be moved around, such as TVs, white goods, kettles or toasters. If we spot something, though, such as an unsafe appliance or extension lead, we will let you know.

We will need access to every room in your property.

There should be no mess on the vast majority of electrical inspections. However, there may be occasions where some repair work may be necessary.

What we do if we find something is unsafe

We will try and put it right during our inspection. If this is not possible, we will arrange a suitable appointment with you.

We must make sure any electrical work complies with the Building Regulations. Some work (including new circuits, alterations to existing circuits in bathrooms, and replacement consumer units) is notifiable. This must be verified by issuing a Building Regulations compliance certificate.

Checking who we say we are

Progress Housing Group is registered with the NICEIC. This organisation assesses the competence of businesses undertaking electrical work in the UK. All our electricians hold a relevant qualification in electrical engineering. They all wear a Progress Housing Group uniform and carry Progress Housing Group identification. If you're concerned that an electrician isn't who they say they are, please call us on 0333 320 4555 or by live chat at www.progressgroup.org.uk

Electrical improvements

Do not carry out any electrical works within your home without permission. Once we grant permission, works must be carried out by a qualified electrician. You need to provide us with a completion certification for the works completed.

You can find a NICEIC registered electrician on the NICEIC website <https://niceic.com/find-a-tradesperson/>

Keeping safe

There are some steps you can take to keep the electrics safe in your home.

1. Regularly test your RCD (residual current device) by pressing the test button. Check that your fusebox is not damaged, cracked or has parts missing.
2. Avoid plugging too many devices into one socket and overusing extension leads, as it can lead to overheating and fires.
3. Make sure that plugs and sockets are not damaged.
4. Check that visible cables and leads are in good condition.
5. Check that your light fittings are not visibly damaged and that downlighters are in good working condition.
6. Test your smoke alarm by pressing the test button on the alarm at least once a month.
7. Check that you are not storing flammable materials around your fuse box, electricity meter or electrical intake.
8. Don't use the top of the microwave for extra storage.
9. Never trail cables under carpets or rugs.
10. Never take mains-powered electrical items into the bathroom.
11. Always switch off your electrical items when they are not in use.
12. Avoid cheaper, 'unofficial' electrical products such as phone chargers that may not meet safety regulations, increasing the risk of fire.
13. Sign up for product recall alerts at www.gov.uk/government/organisations/office-for-product-safety-and-standards

Other ways we can help

Please contact us if you have any concerns about electrical safety. We also have lots of useful information about home safety on our website.

If you're looking for more information and advice, visit the Electrical Safety First website – the UK's dedicated charity to reducing deaths and injuries caused by electrical accidents.

You may also be interested in

- Fire
- Legionnaires and water safety
- Gas safety
- Asbestos
- How we are performing – compliance and health and safety.

Get in touch

The quickest way to get in touch is online at www.progressgroup.org.uk by:

- Logging into your online tenant account
- Emailing us
- Live chat – available Monday to Friday, 8am to 5pm.

You can also:

- Call us on 0333 320 4555
- Visit or write to us - Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW.

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Report or track a repair or check your rent balance

You can pay your rent, check your rent balance and report or track a non-emergency repair online 24/7.

Log in or sign up for your online tenant account at www.progressgroup.org.uk

Complaints and compliments

Your feedback is very important to us and helps us to improve our services. If you want to tell us that we have been doing something well or are unhappy about something, please tell us using the contact details on the left.

Our Complaints Policy and process follow the standards set out in the Housing Ombudsmen's Complaint Handling Code. You can read more on our website or let us know if you would like a leaflet.

Information in another format or language

This leaflet is available in the following formats:

- EasyRead
- Audio
- Large print
- Braille
- Other languages.

More information is available at www.progressgroup.org.uk/access