



Electrical Safety

Information for council tenants

We want all our tenants to live safely in their homes.

This leaflet tells you about what we do to keep your home as safe as possible and what you should do if there is a problem with your electrical supply.

This leaflet tells you about:

- Our commitment to ensure the electric in your home is safe
- Who should carry out electrical work on your home
- Possible electrical hazards
- How to avoid hazards in your home
- What to do if your power goes out

Our commitment to ensure the electric in your home is safe

Before you move into your council home, we test all the cables, switches and safety devices that form part of the electrical circuits. This electrical safety test is a legal requirement known as an 'Electrical Inspection Condition Report' and we can provide you with a copy of the report.

We must: repeat the electrical safety test at least every five years and let you know when the next test is due.

You must: permit entry to your home to allow the electrical safety test to be carried out. If you repeatedly fail to do this, we have the right to enter your home.

Who should carry out electrical work on your home?

If you are a council tenant then you should report any repairs to us. Our partners, Osborne, will carry out repairs to your sockets, lighting and fuse box. Call our repairs line on 0800 018 6050 (option 2) or visit our website www.dacorum.gov.uk/repairs for advice or to report a repair. You must never attempt any repairs to your electrical supply yourself.

Possible electrical hazards

Overloaded sockets and extension cords can create hazards in your home. Never ignore warning signs like burning smells, sounds of arcing (buzzing or crackling), fuses blowing or circuit-breakers tripping. If you notice any of these signs you should stop using the affected appliance immediately and unplug it from the mains. Electrical accidents are most likely to happen when appliances are damaged or misused, so check your plugs, sockets and cables before you use your appliances.

How to avoid hazards in your home

- Check your appliances regularly, any damage to plugs, wires or sockets could cause electrical fires or break your sockets.
- Be careful when you are using tools. DIY causes nearly half of all severe electric shocks in the home.
- Remember that water and electricity don't mix. The bathroom can be one of the most dangerous rooms in the home when it comes to electrical safety. Do not use mains appliances when you are in the bathroom.
- Don't use electrical gardening equipment unless it is dry outside.
- Don't overload plugs and extension cords.
- All new electrical appliances now come with a moulded plug. If you change a fuse in an old plug, make sure it is the correct rating.
- Always use the chargers provided with your phones, laptops and portable devices. Fake chargers can overheat and cause fires.

What to do if your power goes off

If it's dark, take a look out of the window to see if your neighbours' lights are on. If they're not then it's most likely that there's a power outage (power cut) in your area.

During the day, or if your neighbours' lights are still twinkling away then the issue might be with your consumer unit or fuse box, so check it to see if any trip switches have gone off. If not, then the problem might be more complicated and you should report it as a repair in the usual way.

Switch off appliances

Things like irons, ovens, electric fires and fryers need to be turned off straight away, because they could pose a hazard if the power comes back on and they're unattended while you're in bed or if you go out.

Fridges and freezers

Don't worry, fridges and freezers will keep food cool for several hours after the power goes off. Avoid opening and closing the fridge and freezer doors if possible to keep your food as cold as possible until the power supply is restored.

You can register for text message updates about power cuts in your area with UK Power Networks. You can do this online at www.ukpowernetworks.co.uk/power-cut/text-updates They will send you information if your area is affected by a large power cut.

If your home has a total loss of power that is due to a fault within the boundary of the property (not a local power cut) you can report it out of hours as an emergency. We will aim to correct the fault within one working day.

For more advice, or to report a repair to your electricity supply, please visit www.dacorum.gov.uk/repairs or call **0800 018 6060** and select option 2. All emergency repairs must be reported by phone.