

We are committed to providing warm, safe and secure homes. This service standard sets out our approach to delivering Electrical Installation Condition Reports (EICR), to determine that the electrical system in customers' homes are safe for continued service. Inspections are completed to industry standards to keep customers' homes safe, healthy, and free from things that could cause harm, enabling our customers to thrive. In doing this we will meet our legal obligations.

We will

- complete an Electrical Installation Condition Report (EICR) of your home's electrics at least every 5 years (sometimes sooner)
- usually carry out work in your home between Monday and Friday 8am to 5pm.
- contact you 12-15 weeks prior to the due date of the inspection.
- make an appointment with you either via letter, email, phone call or text message.
- send you a letter to confirm your appointment.
- complete the inspection in line with all industry standards.
- complete any identified remedial works during the inspection, on the same visit where parts are available.
- deliver a compliant service meeting all legal responsibilities and regulatory standards, such as health and safety and building safety compliance.
- If we are unable to contact you, we will make an appointment for you and send you a letter advising you of the appointment date and time.

We need you to:

- ensure that access is available to your home and consumer unit (fuse box) for the inspection to be completed when requested.
- if your consumer unit is located in a cupboard, please ensure it is cleared to allow the engineer to access it easily.
- provide access all rooms on the day of the safety check.
- ensure we have access to as many sockets and switches as possible.
- allow us to switch the power off so we can carry out the necessary checks and tests safely.
- inform the engineer us of any issues with your electrics that you are aware of.
- working with electrics can be dangerous if the engineer is distracted, please keep dogs and small children safely away from the engineer when they are working.



We will:

- need to switch off the power to everything for a period between 45 minutes to 2 hours while we carry out the safety checks.
- Need to see any certification regarding electrical works that have been carried out by non-Bromford electricians
- ensure that your electrics are safe for continued use.
- check your smoke alarms are in date and functioning correctly.
- complete any urgent repairs while in your home. If we are unable to affect a repair due to parts required, we will make the issue safe and book a new appointment with you to return and rectify the issue.

We do not permit:

- electrical works to be carried out by unqualified persons. Approval from Bromford must be sought prior to works taking place.
- where approved all electrical work must be carried out by a qualified electrician and a certificate for works must be provided to us prove the work has been carried out in accordance with current wiring regulations.

What to do in a Power Cut?

- Where you are experiencing a total loss of power, contact the National Grid on **105** or **0800 6783 105**

How will we keep a check on our standards

We will:

- have external audits performed to ensure we are following industry standards. You may be contacted by one of our auditors to conduct a post inspection audit at your home.
- use feedback from surveys, compliments, complaints and general comments to improve our service.
- regularly report on how we are doing to our Customer and Communities Network who are customers and help us to scrutinize our services

We will review this standard

When we:

- update our policies or review our services.
- notice that your valued feedback is telling us we need to look at things again.