

**Electrical safety**

**Why do you need to carry out an electrical test in my home?**

Poplar HARCA has a responsibility to make sure that electrical installations in your home are safe.

Electrical testing is also an important part of our efforts to reduce the risk of fire in our buildings.

**How often does it need to be tested?**

Before you move into your home and then every five years after that.

**Can I opt out?**

No, this is essential work. Poplar HARCA is legally responsible for keeping your home safe.

**Who will carry out the testing?**

We will tell you which of our approved contractors will do the work when we book your appointment. The operatives will carry identification.

If you have any concerns about whether or not an operative is genuine, call us on 0800 035 1991.

**How do I book an appointment?**

We will contact you before the visit is due to arrange a convenient appointment.

**How should I prepare for the visit?**

You will need to make sure that the operative can access all the areas they need to. This will mean that you need to move any belongings from near the fuse board, sockets and switches.

**Will somebody need to be at home?**

Yes. Somebody over the age of 18 will need to be at home while the work takes place.

**How long will the test take?**

The visit will usually take about two hours.

**What will the engineer do while they are in my home?**

They will test and inspect all wiring and items like plug sockets, switches and light fittings. They will also check smoke, heat and carbon monoxide detectors.

**Will the engineer test my own appliances?**

No. We do not test or repair tenant’s own installations or appliances.

**What will happen if a problem is found?**

Usually a repair will be carried out straight away. If this isn’t possible we will arrange a new appointment for the work to be completed.

**What will happen if I miss my appointment?**

The contractor will leave a card with details of how to book a new appointment. If we don’t hear from you or you miss another appointment we will follow our Access Procedure to make sure that we can carry out these essential safety checks.

**What about the shared areas of my building?**

The electrical installations in your building are also tested every five years. Extra checks are made by our contractors every year and by our staff on a weekly or monthly basis.

**What should I do to make sure the electrics in my home are safe?**

* Help us to complete testing by keeping your appointment
* Talk to us before making any electrical changes
* Don’t plug too many appliances in at once
* Avoid using extension cables
* Report repairs or concerns to us as quickly as possible especially if you notice exposed wires, sparks, scorch marks or a burning or fishy smell

**Can I install my own light fitting?**

This is usually possible as long as you talk to us before you make any changes. The fitting must be British Standard approved (kite marked) and must be installed by a competent, qualified person.