

This information is about improvements to council homes in Newcastle. If you need this information in your language your 'Liaison Officer', at your local site office, can arrange for you to speak to an interpreter. Or you can phone **0191 278 8633** to ask for a written translation. Phone **0191 278 8633** for Braille, audio and large print versions.

هذه المعلومات تخص التحسينات على المنازل البلدية (كاونسل هومز) في نيوكاسل. إذا كنت ترغب في الحصول على هذه المعلومات بلغتك، سيعمل "موظف الربط" في مكتبك المحلي على ترتيب تحدثك إلى مترجم. أو بإمكانك الإتصال على الرقم 0191 2788633 لطلب ترجمة كتابية.

এসব তথ্যাদি হলো নিউকাসল কাউন্সিলের বাড়ীগুলোর উন্নয়নের ব্যাপারে। আপনি এসব তথ্য যদি আপনার নিজের ভাষায় পেতে চান, তবে আপনি যাতে একজন দোভাষীর সাথে কথা বলতে পারেন, আপনার স্থানীয় এলাকার অফিসের 'লিয়াইজিং অফিসার' তার আয়োজন করবেন। অথবা আপনি 0191 2788633 নাম্বারে টেলিফোন করে একটি লিখিত অনুরোধের জন্য অনুরোধ করতে পারেন।

本快讯介绍有关纽卡斯尔政府公房的各项改善工作。如果您需要以您熟悉的语言了解其内容，驻您当地办事处的“联络员”可为您安排口译服务。再者，您也可拨打电话0191 2788633索取本快讯的翻译版。

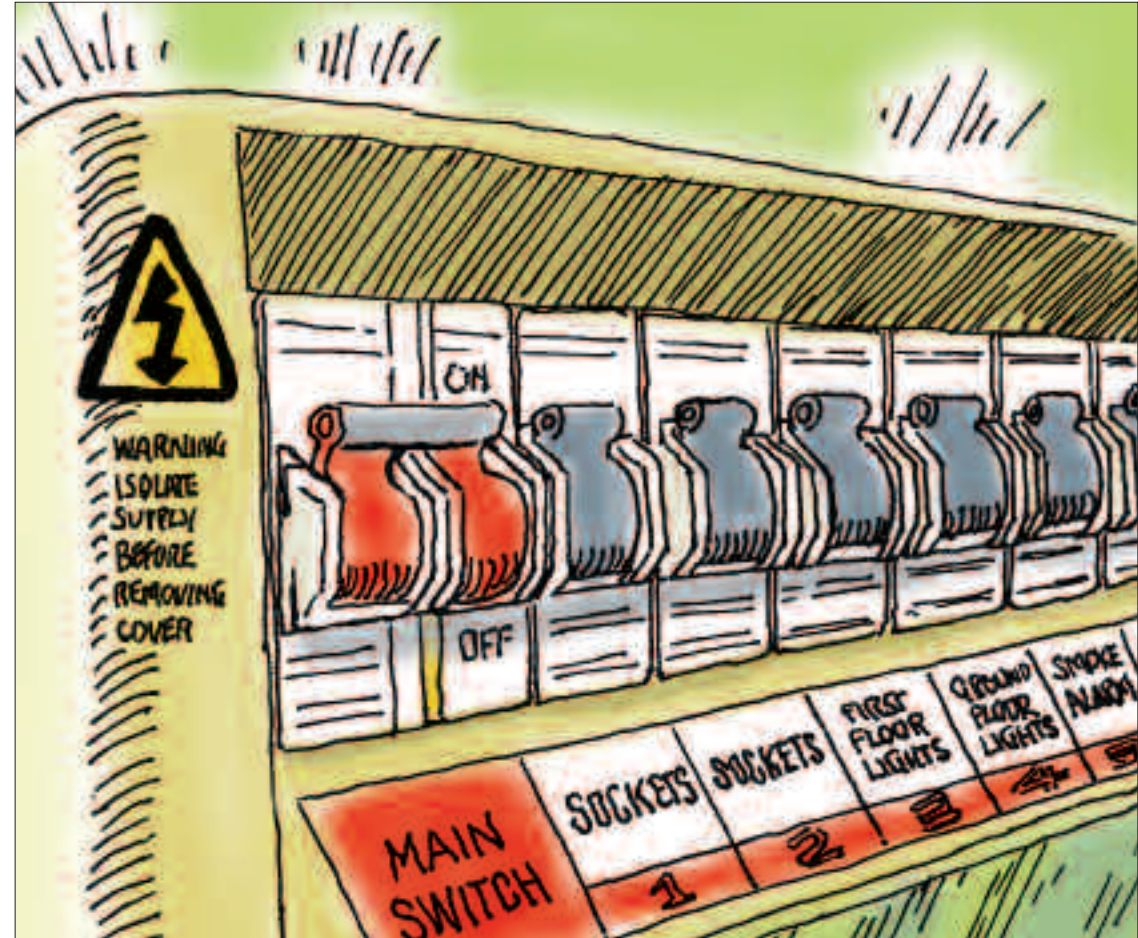
این معلومات برای بهبودی خانه های کنسل در نیوکسل میباشد. اگر این معلومات را به زبان خود میخواهید "مامور ارتباطی" نان در دفتر محلی برایتان مترجم را ترتیب نموده تا با وی صحبت کنید. یا اینکه به شماره 01912788633 زنگ بزنید و تقاضای یک ترجمه تحریری را کنید.

Ces informations concernent les projets de modernisation des logements sociaux de Newcastle. Si vous souhaitez les obtenir dans votre langue, l'agent de liaison de votre bureau local peut vous faire rencontrer un interprète. Sinon, vous pouvez également téléphoner au 0191 2788633 et demander une traduction écrite.

यह सूचना निउकासल में काउंसिल के मकानों में सुधारों के बारे में है। यदि आपको इस सूचना की आपकी अपनी भाषा में जरूरत है तो आपका "लीएजान ऑफिसर" आपके लोकल साइट दफ्तर में, एक दूभाषीय से आपकी बात करवाने का प्रबन्ध कर सकता है। या आप 0191 2788633 पर फोन करके लिखित अनुरोध के लिये पूछ सकते हैं।

ਇਹ ਜਾਣਕਾਰੀ ਨਿਊਕਾਸਲ ਵਿਖੇ ਕਾਊਂਸਲ ਦੇ ਮਕਾਨਾਂ ਵਿੱਚ ਸੁਧਾਰਾਂ ਬਾਰੇ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ ਤੁਹਾਡਾ "ਲੀਏਜ਼ਨ ਅਫ਼ਸਰ", ਤੁਹਾਡੇ ਲੋਕਲ ਸਾਇਟ ਦਫ਼ਤਰ ਵਿਖੇ, ਤੁਹਾਡੇ ਨਾਲ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਇਕ ਦੁਭਾਸ਼ੀਏ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦਾ ਹੈ। ਜਾਂ ਤੁਸੀ 0191 2788633 'ਤੇ ਫੋਨ ਕਰਕੇ ਲਿਖਤੀ ਅਨੁਵਾਦ ਲਈ ਪੁਛ ਸਕਦੇ ਹੋ।

یہ معلومات نیوکسل میں کاونسل کے گھروں میں بہتری سے متعلق ہیں۔ اگر آپ کو یہ معلومات اپنی زبان میں درکار ہوں تو آپ کے "لی ایجن آفیسر" آپ کے مقامی سائٹ آفس میں، آپ کے لیے ترجمان کا انتظام کر سکتے ہیں۔ یا آپ تحریری ترجمہ کے لیے فون نمبر 0191 2788633 پر رابطہ کر سکتے ہیں۔



Your home will soon be rewired

This leaflet gives important information about the work and how it could affect you. Please read the leaflet and discuss any of your concerns with the constructor's Liaison Officer during your home visit.

Your Homes Newcastle staff and the constructor's staff will all carry identity cards. You should check the identity of any individual before allowing them into your home.

The work may vary slightly from what is stated in the leaflet depending on the type of property you live in.

Why is this work being done?

The wiring in your home is old. You are likely to have fewer sockets than you need. This may not meet the most up-to-date safety requirements.

A rewire of your home will ensure that it is in a safe electrical condition and conforms to new electrical regulations.

When your home is rewired we will increase the number of sockets to cope with modern needs and will fit;

- A modern fuse-board
- A smoke alarm
- An extractor fan to kitchen & bathroom (where feasible)
- Low energy external lights (where feasible)

What work is involved?

The existing wiring, sockets, switches and fuse-board will be removed. New socket and switch positions will be made. The new sockets can be positioned at a higher or lower level to suit your requirements.

Where possible, we will give you the choice of where you would like the sockets to be fitted.

The number of sockets we will normally provide is;

Room	Sockets
Kitchen	3 double sockets and a combined cooker point with single socket. Single sockets will be located behind your fridge/freezer and washing machine. These will be controlled by a fused switch above the work top
Combined living/dining room	5 double sockets + point for electric fire
Living room	3 double sockets + point for electric fire
Bedrooms	2 double sockets
Hall or landing	1 single socket

If you are also due to have a new kitchen installed, this part of the electrical work will be done at the same time as the installation of the kitchen.

Where possible cables will be put in the roof space, under the first floor and inside partitions. But if walls are solid, the wall plaster will be cut in each location to fit the new cables.

A fused spur connection unit will be placed next to the new fuse board for future installation of burglar alarm by resident.

If you have installed any electrical circuits they will be tested, rewired if necessary and reconnected to the new wiring circuit. This includes such items as electric showers which meet current regulations, security lights, door bells, alarms and wall lights.

Your home will also be fitted with smoke detection and outside lights for extra safety and security.

When will the work be done?

You will be informed in writing of the start date for the work in your area. Seven working days beforehand, the constructor's Liaison Officer will tell you the actual date for starting in your home.

How long will the work take?

Your rewiring will be complete within two to three working days. The constructor and our Contract Surveyor will need access to your home

for up to a further three days to carry out a final inspection and complete any remedial work.

What should I do before the work starts?

The constructor's Liaison Officer will call approximately one week before the work is due to start and explain what you need to do. The following preparations are normally required:

- It is likely that the new fuse-board will be fitted in the same location as your existing fuse-board. If this is in a cupboard, please empty it to allow easy access for the workforce
- Please store safely any electrical items such as television or audio equipment as well as ornaments. This will stop them being damaged accidentally during the work
- Take down lampshades, or glass shades on chandeliers. Chandeliers will be refitted provided they are properly earthed
- The constructor's Liaison Officer will give you advice on any carpets that need to be loosened or lifted and furniture that needs to move to enable easy access
- In any upstairs rooms the constructor may need to lift a floorboard in the centre of the

room to gain access to the light below. This will mean that you will have to lift any carpet and move furnishings

- As the main cables are often within the landing floor, you may have to lift your landing carpet
- If you have laminated flooring the constructor will look at alternative cable routes to avoid the need to lift it. If this is not possible you will need to lift the flooring. This will be discussed with you prior to work starting
- The workforce will also need to get into your loft. If your loft has been boarded, some boards may need to be lifted. Any stored items may need to be moved to gain access to the light below
- If you can't move furniture or lift carpets yourself because of your age, disability or health, please contact us as soon as possible. Then we can arrange for the constructor to do this for you, just before the work is due to start

What disruption will there be?

Unfortunately when a property is being rewired every room in the house is affected, causing disturbance during the work. We aim to ensure that the disturbance is kept to a minimum over as short a period as possible. You will only be without power for a few hours. As most heating systems rely on electrical controls, there will also be a minor interruption to your heating and hot-water supply.

The constructor will treat you and your home with courtesy and respect. The workforce will use dust sheets, clean up any mess and pack away tools and materials at the end of every day.

The bulk of the 'dirty' operations take place on the first day. The work involves cutting channels into the wall plaster for the new and replacement sockets.

You will be able to stay in your property during the work. But the noise, dust and general upheaval may cause you some discomfort so you may decide to spend some of the time away from your home.

The constructor will follow safe working practices. If you remain in the house, you should follow any advice given when moving around. This is because there will be hazards in your home such as

building materials on the floor, lifted floor boards and the equipment used by the workforce.

You will have a fully working electrical system at the end of day one, but the constructor may need to complete the replacement of the old system on the second day.

When the wiring installation is complete, normally on the second working day, any minor work such as the replacement of skirting boards, plaster patching and tidying up will take place. The plasterer will refit any tiles removed in the kitchen.

If you have any questions about the work or how to operate your new electrical system, the constructor's foreman will answer them when he or she visits to check the work is completed.

Will I receive any help towards re-decoration costs?

YHN will give you an allowance towards your costs when the work has been completed.

The amount paid is based on a sum per room: -

Room	Allowance
Living room	£50
Dining room	£50
Kitchen	£25
Bathroom /wc	£20
Bedroom	£20 (for each bedroom)
Hall or landing	£30

Please note: If your kitchen or bathroom are replaced as part of the improvement work, no payment is made as they will be fully decorated.

How do I know the work has been done properly?

We employ independent Contract Surveyors who will make sure the work is completed properly and meets the standards required. The constructor's Surveyor will carry out inspections during the work and after it has been completed.

Security

Because materials need to be brought in during the work, the front door will be open for the majority of the time. But the constructor is responsible for the security of your house while the work is being carried out.

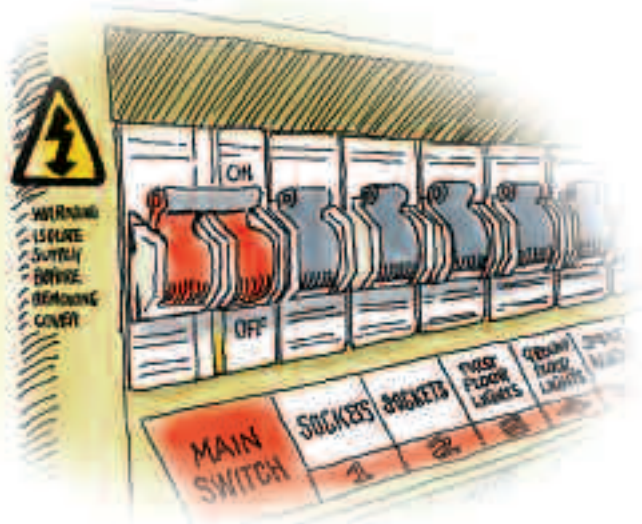
Complaints and queries

If you have any queries or complaints about the work, please contact us on the following freephone numbers.

0800 091 1255 (East area)

0800 091 1256 (Inner west)

0800 091 1257 (Outer west & north)



Your new electrical installation

Details of how your new fuse-board and electrical installation operate will be left with you. If you would like any further information or advice on the installation, please contact your constructor's Liaison Officer.

The new installation includes a device for automatically switching off the power supply if there is a fault on the wiring circuit or on any appliance connected to it. This system is very sensitive and gives you greater protection against an electric shock or fire.

So if your new system switches itself off for no apparent reason, you should unplug all the electrical appliances before re-setting the system. Then plug in each appliance one at a time. This will enable you to tell which appliance is faulty. The faulty appliance will need to be unplugged and repaired or replaced before you use it. Such a replacement or repair is your responsibility.

We want your views

After the work has been completed we will ask you for your views on the work and how it was done. We will use the feedback to help us find ways of improving the way we work in the future.