

LANDLORD ELECTRICS and RE-WIRING

Frequently Asked Questions (FAQs)

Landlord electrical works means work we will do to make sure the supply between our distribution and the electricity meter in your home meets the current safety standard.

1. Why are you spending money replacing or upgrading the electricity supply if the current installation works and meets legal requirements?

Existing electricity installations often date from when your homes were built and are now coming to the end of their useful life. We have to maintain these installations using parts that are very expensive to buy (because they are no longer made in large quantities) or we have to remove parts from other (older) systems. Re-using parts means there is an increased risk of them failing at a later date.

We need to make sure all electricity installations meet the current Institution of Engineering and Technology *BS 7671* - Requirements for Electrical Installations.

2. Even if they don't meet current legal standards can't you delay the replacement until it's needed? Isn't it frivolous to spend the money now if you don't have to?

We are responsible for making sure the communal electrical installation meets all current legal requirements. We also are responsible for residents' safety and if equipment is reaching the end of its useful life or is costing a lot to maintain it makes sense to replace it now.

3. What does it mean if you say an electrical installation is inaccessible or at the end of its economic life?

If we say a supply is inaccessible it means equipment, wiring or containment is positioned in such a way that it would be difficult for us to reach to carry out maintenance work.

When we talk about equipment being obsolete it means manufacturing of this equipment is no longer carried out.

The economic life means how long we can expect a piece of equipment or material to last and takes into account how often it has to be repaired, how much this costs and how much it costs us to obtain parts to keep equipment working effectively. Because manufacturing processes and techniques improve it is often very difficult and costly to get parts for older equipment.

Although equipment may work now, there is a greater chance it will fail at a later date. It makes more sense to spend the money and replace it now rather than wait until a catastrophic failure happens.

4. How does the electrical work that you are doing "join up" with other works such as brickworks and external decorations?

Our teams work closely together to make sure we will carry out works in a co-ordinated way. This means our teams will sit down and look at all the work planned for an estate and make sure we have a "Programme of Work" for the whole project. The programme will be

available for residents to see after full consultations have been completed and when the contract(s) are issued.

5. Why are you carrying out an Asbestos Survey?

It is important for both your safety and the safety of our contractors that we know whether homes contain asbestos. We can then make sure that you won't be affected by the asbestos and that our contractors work safely. If necessary, we will arrange for the asbestos to be removed.

If we have information on asbestos in your block or estate we will use this and we will not have to carry out a survey. However there are a number of homes and estates where we have no information about asbestos. In such cases we are required by law (Health and Safety Executive) to carry out a survey. We will keep the results of the surveys on our property database to make sure future works are also carried out safely.

6. When will the work start and how long will it last?

Work will start on site between April 2017 and March 2018. We will provide a more comprehensive programme nearer this time, and residents will be regularly updated. We will keep you informed by delivering letters and newsletters and, where possible, displaying notices around the estate and/or blocks. Details of the Capital Programme are also placed on the Lambeth website.

7. Will there be much disruption?

We will work with our contractors to minimise any disruption. We may have to interrupt your electricity supply for short periods of time during the work but we will always let you know in advance by hand delivering letters to your homes and displaying notices around the estate and blocks.

We may have to interrupt your supply near the end of the electrical installation when we have to change-over the supply to your meter. However, the contractor's Resident Liaison Officer will work with you to try and minimise any inconvenience to you. We can usually complete this work in either a morning or afternoon.

8. What does the Resident Liaison Officer do?

The Resident Liaison Officer or RLO is a critical part of the contractor's team. Their job is to keep residents informed about works to their estates and homes.

The RLO is the first point of contact if you have a problem with any works. They will produce newsletters and letters about the works happening on your estate and will put up posters and deliver leaflets to let you know about any disruption or interruption to your electricity supply.

9. Why do we need to have site storage and welfare facilities?

We will always try to keep costs down. We have to have storage for equipment and material needed by our contractors. Legally we also have to provide welfare facilities and toilets on each site. When we are undertaking a co-ordinated programme of works we will save money by avoiding any duplication of these facilities.

10. Can I see information about how much the engineer from the electricity supplier is costing? Can I see a breakdown setting out how much the average cost will be per home and exactly what the engineer will be doing on site?

Unfortunately we can't provide this information in advance. We can only make appointments with the electricity company engineer after we have appointed a contractor to carry out the works to your estate or block. So there are no costs at this stage. Estimated costs can be provided after the tendering process in the next stage notice.

11. Why do we have to have framed distribution schematic diagrams under glass? Why does it cost so much to provide Record Documentation?

We need to have clear and concise charts about the circuits and schematic drawings in each of the intake rooms. This is a legal requirement with the current Institution of Engineering and Technology (BS7671). Again, we have a legal requirement to provide records in a format set out under BS7671.

12. Have you conducted any independent surveys?

Independent surveys have been conducted by external consultants who have provided feasibility studies for the proposed works. .

13. Why hasn't this work been tendered and why can't I appoint my own contractor?

Works will be awarded through the Long Term Qualifying Agreement Contract Lambeth awarded in 2011 and process will be referenced against the recent external procurement exercise undertaken in 2015.

15. Why do tenders include payments to the contractor for overheads and profit?

Overheads and profit will be included in any tender the contractor completes. Contractors tender against a schedule of rates, which is composed of costs plus an agreed overhead and profit.

16. Why do tenders include payments for professional fees?

Professional fees are payments to specialist Technical Consultants who carry out the design and contract administration of the work. They also act as CDM-C (Construction, Design and Management Co-ordinator) which is a health and safety function we are legally required to provide by the Health and Safety Executive (HSE).

17. Why do I have to pay against an estimated figure?

We are legally required to send invoices based on an estimated cost. Residents can pay against this estimate which will be reconciled at the 'Final Account'. Final Account is the actual cost provided after the 12 month defects liability period (DLP) ends.

18. What do I do if I can't afford the work?

Home Ownership Services (HOS) offer various payment options to suit the individual needs of our customers. For further details please contact HOS via our call centre number 0207 926 6000 or email the team S20majorworks@lambethliving.org.uk