

# Electrical Safety Policy



Our electrical safety policy provides peace of mind and ensures you are safe in your home. We take steps to make you feel safe before and after moving in.

## Before you move into your home

We will check any electrical installation work. We will provide you with a copy of your Electrical Installation Condition Report (EICR).

## Once you move into your home

We will carry out an electrical inspection at least every five years. The inspection will take approximately two hours to complete.

## During the inspection, we will check:

- The electrical intake (where the electrical supply enters your property)
- The consumer unit
- The main protective bonding (which connects pipework with the electrics in a property)
- Fixtures and fittings (such as light fittings and sockets)
- The condition of wires and cables
- Carry out any repairs or corrections

If you are reading this online you can check our electrical safety information [here](#)

Where possible, we will carry out any repairs needed during the inspection.

If we can't finish the work, we'll make sure the area is safe and come back to complete the repair within **28** days.

Your new appointment can be arranged to suit you. We'll need to make sure we have all the materials we need and that we can access your property.

We will make sure all electrical installations in your home are satisfactory and safe through an inspection and Condition Report.

New builds or rewired homes will receive an electrical inspection and

test five years after the date of installation.



We need to carry out electrical inspections and tests. We will contact you if you need an appointment. We may take legal action if you prevent us from doing this essential work.

Please let us know if you or someone else in your household has any vulnerabilities.

You can report a repair by phone, email, Live Chat or My Livin app. If you have a non-emergency repair that requires a joiner, plumber or electrician, you can book an appointment up to 7pm Monday to Friday and between 8am and 5pm on Saturday.

### What next?

[Read the full policy at livin.co.uk/policies](http://livin.co.uk/policies)

[Not satisfied with this service? Let us know at livin.co.uk/complaints](http://livin.co.uk/complaints)

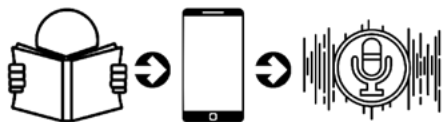
Contact us by phone if you need a copy of this policy or more information about feedback and complaints, we will be happy to post this out to you.

Please let us know if you need additional support to read this document.

We can provide this document in over 250 languages. Our most common are:

تڤير علا (Arabic) Български (Bulgarian) Hrvatski (Croatian) čeština (Czech) پسراف (Farsi) Magyar (Hungarian) polski (Polish) Português (Portuguese) Română (Romanian) Español (Spanish) Український (Ukrainian)

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