

Smoke & Heat Detectors

TENANT'S GUIDE 



Housing Strategy and
Development
West Lothian Civic Centre
Howden South Road
Livingston
EH54 6FF
Tel: 01506 280000

The Council will contact you this year to arrange the fitting or upgrading of your Smoke & Heat Detectors within your property. This leaflet provides information about this work and how it could affect you. Please read this leaflet and keep it a safe place for future reference.

 West Lothian
Council



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

Why is this work being carried out?

It is a statutory requirement for Local Authorities to install interlinked Smoke & Heat Detectors in all of their tenants' homes.

The new legislation was introduced following the tragedy at Grenfell and is applicable for all domestic housing in Scotland, approved under the Housing (Scotland) Act in February 2019. The new alarms are designed to give early warning of developing fires by detecting smoke or heat in the event of a fire. These are being installed to ensure the safety of our tenants, our homes and that they are not put at risk.

What work is involved during the Smoke & Heat Detector Installations?

Where the existing alarms in your home are not compatible with interlinked detectors or reaching the expiry date these will remove and replace the existing alarms in your home

The new standard requires that:

- One smoke alarm in the most frequently used general daytime living purposes, typically the living room/ lounge
- One smoke alarm in every circulation space in each storey, typically the hallways/ landings
- One heat alarm installed in every kitchen
- All alarms must be either mains-operated or tamper proof long-life lithium battery alarms
- The alarms are to be ceiling mounted & interlinked
- You will be shown how to work the alarms and how to test the alarms
- To minimise disruption we will attempt to fit these alarms alongside other works such as, gas servicing or periodic electrical checks

When will the work start?

The council identifies properties on an annual basis and will call write to you to tell you of the intended start date for work in your property. One week before we are due to start work in your home, the council will remind you of the actual start date.

Due to the nature of these installations being lifesaving and the serious health and safety implications, we encourage you to seek an appointment as early as possible after notification to ensure the ongoing comfort and care of your home.

The council will handle any enquiries or complaints and will be your main point of contact if you wish to discuss anything regarding this work.

If any suspected asbestos containing materials are identified the councils appointed contractors will make the work area safe prior to work commencing if it is likely to be disturbed.

How long will the work take?

Generally the work should take one hour but no longer than four hours to complete. The council will keep in close contact with you during this period and will tell you if there are any delays.



For any questions
or enquiries call the
council's Customer
Service Centre on
01506 280000

What should I do before the work starts?

The following preparations are normally required:

- Ensure access for the electricians on the agreed dates to minimise any disruption to you
- Please empty the cupboard where electric meter & consumer unit is situated to allow easy access for the workmen
- Please allow clear access for our contractors to be able to access fuse boxes, sockets and switches
- Move furniture as directed by the council

Where possible during these works and especially if any works which may involve live electrical parts are being exposed:

- Any children, vulnerable adults or pets should be preferably removed from the areas of risk to another property during the works
- Where this is not possible please restrict them to one area, ensure they are closely supervised in one room for as much of the duration of works as possible
- Please always notify the engineers if they have to move through a risk area of ongoing works or exposed wiring

If you cannot move furniture yourself because of age, disability or ill health please contact the Council's gas team on telephone number 01506 280000.



Will there be any disruption?

The council may need to work in several rooms at the same time unfortunately this cannot be avoided.

This may require a full new smoke and heat detector system, or may require part upgrades/ repairs which will be assessed by the council operative on the appointment date. During this work the council will treat your home with courtesy and respect.

Please be aware that there may be short intervals where power is turned off, if you or any member of your household uses any health care equipment that requires an electrical supply, please inform us as soon as possible to allow us to put appropriate arrangements in place prior to work starting.

The workmen will minimise noise and will use dust sheet and will follow safe working practices at all times. Any broken fittings, debris, electrical materials and tools will be cleaned up at the end of the appointment.

How do we ensure the work is done properly?

West Lothian Council will ensure the work is completed properly and that it complies with the detailed specification. The installation will be undertaken by suitably trained trades people employed by the council and will be fully tested and checked upon completing the installation. They will ensure that:

- Electrical installations are compliant with national standards
- The council's electrical team will provide you with training on how to operate any new consumer units or electrical installations
- The council has a Quality Assurance System in place in the event any issues may arise during this work
- Post inspections evaluations are routinely undertaken on the standard and quality of works

Does the council give an allowance towards redecoration costs?

No decoration allowance will be given as there is very little disruption to decoration.

The council no longer awards a disturbance payment following completion of this work to ensure that more properties can have the Electrical Periodic Inspections and provides a fair and consistent approach for all tenants.

Important Information

During the course of the installation the short intervals when electricity may be turned off and on throughout the process.

Clear open access will be required to the electric meter and consumer unit located in cupboards and access to sockets and switches.

Please note we may need to temporarily disconnect the electrical supply to your appliances including fridges and freezers. Please ensure all electrical appliances are plugged back in after the work. West Lothian Council cannot be held responsible if and when powers is restored, any electrical appliances fail to operate as before.

During the course of the inspection electrical power tools maybe in use and trailing leads may be a trip hazard.

There may be short intervals where live electrical parts maybe exposed the power switched off, but should be avoided at all times.

Any children, vulnerable adults or pets should be preferably removed from the areas of risk to another property during the works.

Where this is not possible please restrict them to one area and ensure they are closely supervised in one room for as much of the duration of works and always notify the engineers if they have to move through a risk area of ongoing works or exposed wiring.

If during this inspection, any of your appliances are found to be in unsafe conditions, it may be necessary for your own safety to isolate these appliances. While this may cause you some inconvenience we are required by current Electrical Safety Legislation to do so.

The installation should typically take one hour but no longer than four hours to complete. It is important that your cooperation in maintaining access on the agreed dates, to ensure the works are completed with as little inconvenience as possible shall be greatly appreciated.

If the operative identifies any repairs requiring a **more detailed** investigation, or **more extensive** repairs, they will arrange a follow up appointment with you, on a suitable date and time that meets your needs.

Security

You should check the identity of any individual before allowing them into your home. The council's staff and workmen carry identity cards. If you are in any doubt about visitors at your door, do not let them in.

As materials may need to be brought in during the work the front and back door may be open for some of the time. During this time the council is responsible for your property.

Complaints and Queries

If you have any queries about this work or would like someone to visit you and explain it in more details, please contact the council on 01506 283600.

If you have any complaints about the work or conduct of the councils staff, please contact us immediately on the telephone number above or in writing to the address given on the front of this booklet.

Warranty

If anything goes wrong with the electrics following the inspection please contact the housing repairs helpline on 01506 283600.

We Want Your Views

After your Electrical Periodic Inspection has been undertaken, we will ask for your comments on the work and your opinion on how it was carried out through a short questionnaire.

We will use this feedback to help us improve the way we work on any future contracts.

Your views are important to use, please take a few minutes to complete the questionnaire we will send you.



Information is available in Braille, tape, large print and community languages. Please contact the interpretation and translation service on 01506 280000.

Text phones offer the opportunity for people with a hearing impairment to access the council. The text phone number is 01506 591652. A loop system is also available in all offices.