

Key

EASTBOURNE HOMES ELECTRICAL SAFETY PROCEDURE



Customer



Contractor

The different colours represent who has control of the process at any given time, and therefore responsibility.

Additionally there are two timelines on each page of the process.

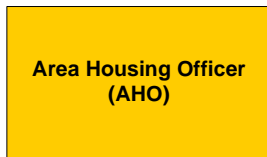


Assistant Housing Officer
(HA)

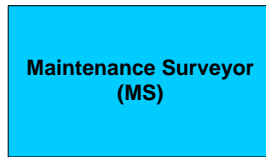


Repair Services Officer
(RSO)

The inner line indicates how long a process takes in working days.



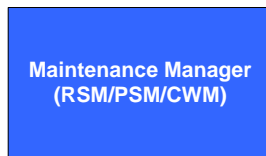
Area Housing Officer
(AHO)



Maintenance Surveyor
(MS)



Housing Estates Manager
(HEM)



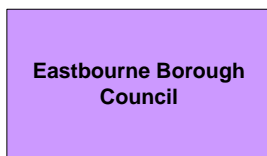
Maintenance Manager
(RSM/PSM/CWM)



Director of Housing Services



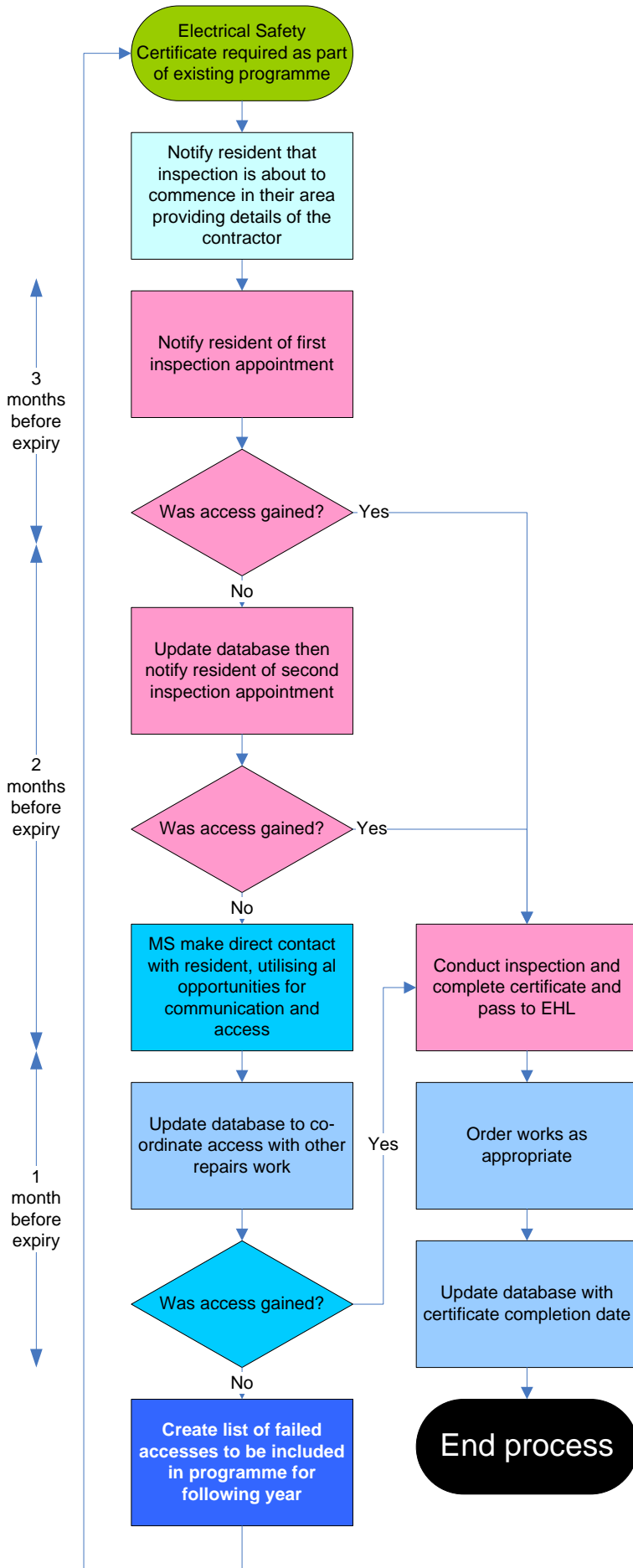
Director of Asset Management and Maintenance



Eastbourne Borough Council

Stage 1

EASTBOURNE HOMES ELECTRICAL SAFETY PROCEDURE



Following the awarding of the contract the contractor will work with EHL to agree the annual programme of works, breaking the schedules into monthly blocks. The timings on the left hand side of the procedure indicate the time prior to the expiry of the certificate.

Every effort will be made by the contractor to gain access to the property and the contractor will be required to monitor the success rate on gaining access at each stage. This information will be provided to EHL to monitor their success.

Once passed to EHL, the maintenance Surveyors will use a range of opportunities to gain access prior to expiry of the certificate.

Where access is not gained during the target year that property will be given to the contractor as a priority for access in the following year.

Information will also be provided to the contractor regarding those properties where access has been an issue under the gas serving contract to enable co-ordination where the contracts are held by separate contractors.