

Home Visits Guide

Arrival

Please allow 15 minutes from your scheduled appointment time for our electrician to arrive in case they have been held up in traffic or with a previous customer.

On arrival at your property, our electrician will identify themselves and will be happy to show you their identify card to verify who they are.

If you are positive for Covid-19 at the time of the appointment, please notify the electrician. If this is the case, we will only enter the property under emergency circumstances. Emergency work is classified as:

- A complete failure of the central heating or hot water.
- A total loss of power to socket outlets throughout the property which cannot be rectified by resetting the master trip switch, or in the kitchen where a cooker or freezer is affected. When the loss is only partial it will only be considered an emergency when there is a potential safety hazard, such as when in a communal hallway.
- A failure of smoke or heat detector.

If the visit is not for an emergency, we will be happy to reschedule the appointment.

During the Visit

Our electrician(s) will only enter the property if they deem it safe to do so.

Our electrician(s) are not required to wear a facemask or face covering, but some may choose to do so.

Before starting any work, where possible, our electrician(s) will confirm with you the work they are about to undertake and will make you aware if there will be any making good required afterwards.

During the visit, we ask that you kindly allow for handwashing facilities with soap and water.

Our electrician(s) will dispose of any waste and will leave your property tidy, but we recommend you clean the work areas once we have left.

Completion of Work

Once the job is complete, our electrician(s) will show you the completed work and will request that you sign off your acceptance of the work on their digital device, requiring a date and signature.

If a follow up visit is required, you will be made aware at the appointment by the electrician(s) and a member of the customer care team at head office will contact you to arrange a convenient time to re-attend.

Feedback from your visit is always welcome. Please do not hesitate to email us at customercare@crouch-electrical.co.uk or call us on 01604 877269.