

***General information, Terms and conditions of electrical installation, repair, maintenance and inspection and testing.***

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**Agreement to terms and conditions of electrical installation, repair, maintenance and inspection**

**and testing:** As a client/customer of SES – Swedwell Electrical Services you will be entering into a contract for the scope of electrical work to be carried and completed, the electrical work carried out will meet all current electrical standards, be compliant with all building regulations and where required notified to your local building authority.

By agreeing to the scope of works to be carried out you the client/customer have the means to pay for all electrical work carried out in full (see payments). The scope of works will be notified to you via an estimate or verbal agreement.

All work carried out including items used will be noted on SES – Swedwell Electrical Services customer/client job sheet, the job sheet will also note any additional works carried out, outside of the original scope of works.

Terms and conditions can be issued upon request or can be found on SES – Swedwell Electrical Services website [www.s-e-s.co.uk](http://www.s-e-s.co.uk). To request for a copy of our terms and conditions contact [sestorbay@gmail.com](mailto:sestorbay@gmail.com).

**Scope of works:** An outline of the work to be carried out within the property address, the scope of works is fully outlined on your estimate covering letter. Any changes required or if the listed scope of works is incorrect, SES - Swedwell Electrical Services must be contacted at the earliest convenience from the person ordering the electrical works. (Where work is carried out by the customer's request without an estimate, quote or as part of an emergency call out, the scope of works will be listed on the issuing invoice).

**Additions to the scope of works as list above:** Where electrical works that are required but have not been foreseen and any additional electrical works that are in need of immediate rectification will be notified to the client who has requested the scope of electrical work to be carried out. Any additional electrical work identified or is recommended will be estimated for in the normal process.

Where the client requires additional electrical work to be carried which falls outside the original scope of works, agreement of new scope of works to be carried out and costing to be agreed by a new estimate being issued, a signed job sheet or confirmation email by/from the client.

**Assumptions & limitations:** (items listed below may not be relevant to the electrical installations or inspection and testing being undertaken but are deemed relevant in most cases)

- There will be adequate space to undertake installation work

- Furniture will be moved by client or tenant within the property to allow suitable working space
- Landlords will inform any tenants of any electrical works to be carried out
- Landlord to arrange means of access to their rented property to allow electrical work to be carried out
- Landlord to ensure property is safe to enter and electrical work to be carried out. SES - Swedwell Electrical Services or anyone who represents SES Swedwell Electrical Services will be treated with respect and not be subjected to any form of abuse or violence while undertaking the scope of electrical installation or inspection and testing work
- Identification of water and gas supplies entry and meter points within the property (the water meter isolator in the road or outside the property boundary is not suitable)
- Client or tenant has made suitable arrangements for property supply/power disruptions, SES Swedwell Electrical Services cannot be held responsible for loss of work using electronic devices during installation, repair or fault finding on electrical systems within the property
- There will be suitable means of welfare facilities on site such as a toilet and means of washing hands

**Supply/power disruptions:** During the planned scope of works, installation of new electrical circuits, consumer units and any fault finding there shall or may be a disruption to the power supply within the property. Where there is the requirement for circuits to be continuously powered (for example: medical equipment, fridge/freezers containing medical medicines) SES - Swedwell Electrical Services must be notified so alternative solutions can be made.

Where the consumer unit or distribution board is being changed the power supply to the property or the power supply to parts of the property will be disconnected to allow safe installation of the new consumer unit or distribution board. Generally, the replacement of a consumer unit or distribution board can take a day to install depending on its size and requirements. Further disruptions will continue while inspection, testing and certification is carried out in order to certificate.

Where an (EICR Electrical Installation Condition Report) is undertaken the power supply to the property or the supply to parts of the property will be disconnected in order to ensure the safe inspection and test of individual circuits. Once inspection and testing of individual circuits have been completed it may be possible to reenergise a particular circuit. However alternative arrangements should be made by the client or person ordering the EICR.

Where there is a dangerous situation which has a risk of injury to person/s, livestock or has the increased risk of fire from poor installation of electrical circuits or distribution supply, SES - Swedwell Electrical Services will disconnect the dangerous circuit/supply. (Additional charges may apply)

Where a supply is required to continually operate a medical device, as suitable back up power supply shall be sorted by the client or the appropriate person/carer while supply/power disruptions are taking place. SES – Swedwell Electrical Services will advise you on an approximate time of completion or when a temporary power source will become available.

**Property, fixtures, fixings & Content:**

Every effort shall be made by the client or the tenant of the property to remove and/or cover items of value be it in monetary or personal value. A proposed time of works shall be provided to the person responsible for ordering electrical installations or inspection and testing in order for these items to be removed from the work area.

SES - Swedwell Electrical Services cannot be held responsible for and damage caused to items within the property while undertaking any form of electrical work which is directly the result of items being left in the working area (which can easily be remove by the client or tenant) of which electrical work is being carried out, if items are not able to be removed for any reason they shall be covered over by the property owner or tenant.

If SES - Swedwell Electrical Services are required to cover large items that cannot be removed from the electrical installation area, SES - Swedwell Electrical Services will cover the items with general dust sheets but this is not guaranteed to be 100% effective against dust and debris. Therefore the client or tenant of the property take sole and full responsibility of such items.

SES - Swedwell Electrical Services will use dust sheets, protective matting and Hoover work area throughout the installation time in order to minimise dust and debris.

Where there is decorative/finished flooring dust sheets and protective coverings will be used, however as part of the electrical installation process it may be required to lift flooring to install or repair electrical circuits. Therefore, SES - Swedwell Electrical Services cannot be held responsible for damage caused to decorative/finished floors.

Where rooms are finished with fitted carpet/s SES - Swedwell Electrical Services will use dust sheets and protective coverings to protect the carpet/s, however as part of the electrical installation process fitted carpets shall be lifted in order to install or repair electrical circuits. SES - Swedwell Electrical Services are not carpet fitters and will endeavour to reinstate the carpet to the best of our ability. If the client is unhappy with the reinstatement of the carpet suitable means shall be made by the client to ensure reinstatement is to their liking (carpet fitter maybe required – this is not accounted for within SES - Swedwell Electrical Services estimated or agreed price).

Where chasing is required to install new socket outlets, light switches, cable or any other electrical accessory or equipment, protective coverings will be used along with a Hoover to reduce dust and debris, however this is not 100% effective so the client/tenant will need to clean down any residual dust.

**Other Trades:** Where other trades have also been employed to undertake works, suitable planning and organisation is required to limit and prevent unnecessary increased installation times and wasted journeys. The client should liaise with the lead contractor on site and ensure a timely arrival of each trade, therefore ensuring they arrive and complete works at the right time.

Where an unnecessary attendance to site where electrical installation works cannot be completed due to the site not being ready additional charges may be applied.

The client at this point is required to comply with the CDM (Construction, Design and Management) Regulations. A CPP (Construction Phase Plan) will need to be submitted in compliance with the CDM regulations.

**Asbestos:** Asbestos can potentially be found in all types of building up to and including the year 2000.

Asbestos could be present within Loose Asbestos Insulation, Thermal Insulation, Asbestos Textiles, Textured Coatings, Paints and Plasters used for Decorative Effects (Aertex Ceilings), Floor Tiles, Soffits, Pre-moulded cement and cement sheets and tiles, Soil pipes, Wall coverings, and Home Appliances.

Where asbestos is suspected all work will stop until the client/customer a suitable and sufficient asbestos survey undertaken by a registered, trained and competent person/company.

Types of survey available:

- **Management Survey:** – A management survey is a standard survey, its purpose is to locate SFARP (So Far As Reasonably Practicable) the presence and extent of any suspected ACM's (Asbestos Containing Materials) in the building which could be damaged or disturbed during normal occupancy, including foreseeable maintenance and installation by assessing their condition.

A management survey will normally include some minor intrusive work (samples) resulting in some disturbance to the building fabric depending on the type of building.

- **R&D (Refurbishment and Demolition) Survey:** – A refurbishment and demolition survey is needed before any form of refurbishment or demolition is carried out. This type is used to locate and give a SFARP descriptive summary of all ACM's present within the building.

This survey is a fully intrusive and involves destruction to the building fabric to be carried out the full inspection of the building fabric and concise.

Where asbestos is presumed or present within the property and it is likely to be effected by any electrical works carried out (or any other work carried out by any other trades) the property owner/client/customer of SES – Swedwell Electrical Services must make this known and provide the asbestos survey/register for inspection. All presumed/present asbestos shall be removed prior to any electrical works taking place. All removal to be done by a registered licensed asbestos contractor.

**Certification & Notification:** All electrical installations services carried out by SES – Swedwell Electrical Services will be certificated by the appropriated certificate and notified where applicable to the LABC (Local Authority Building Control).

A completed electrical installation will be inspected and tested on completion and issued with or a combination of the following certificates.

- **EIC – Electrical Installation Certificate** – Issued when a complete new installation has been undertaken, such as: A new circuit or circuits have been installed, consumer unit and distribution board change.
- **EICR – Electrical Installation Condition Report** – Issued as part of an inspection and test of an existing electrical installation (no actual electrical installation works taken place)
- **Minor Works** – Issued when an addition or alteration has taken place on a single circuit. (this certificate does not cover the installation of a new circuit)
- **Notification to Local Authority Building Control (LABC)** – notification is required when electrical installation is undertaken in numerous locations within a domestic property. Examples of required notifications; Re-wire of the property, providing electric supply to a garage or outhouse, replacement of a consumer unit, all electrical work carried out in a kitchen, shower room or bathroom.

Charges apply and shown on all estimates and invoices.

**EICR – (Electrical Installation Condition Report):** AN EICR is carried out under the following circumstances – Age of property, before a consumer unit / distribution board change (advised), change of property use, change of tenancy and if you're a landlord an EICR is now required every five years.

Depending on the size of the property an EICR will take a minimum of 4 hours to complete, while the property is under test, the property will have disruption to the power supply, access will be required to all electrical accessories and points of connection for fixed connection. The purpose of the EICR is to carry out a comprehensive assessment of the electrical installation within the property, the EICR does not include any repair, modification to the electrical installation.

Throughout the EICR a selection/percentage of electrical accessories and points of connection for fixed equipment will be removed and sampled for the purpose of inspection and electrical test.

Where an electrical fault or issues has been identified with the electrical installation these will be identified on the EICR certification and coded with one of the following:

- C1 – Danger present , risk of injury, immediate remedial action required
- C2 – Potentially dangerous, urgent remedial action required
- C3 – Improvement recommended
- FI – Further Investigation required
- N/A – Not applicable
- LIM – Limitation – unable to inspect & test or in agreement with client

On completion of the EICR the electrical installation will be classed as

- Satisfactory, or
- Unsatisfactory

Where a C1, C2 and FI has been noted this will ultimately lead to an unsatisfactory report being issued. These electrical faults/issues will need immediate attention, any identified electrical faults/issues can be costed by estimate per the request of the client.

Operational limitations of an EICR:

- Access (permission or chaperoning)
- Time constraints (either time or time to start and finish) – please allow a minimum of 4 hours, this can increase depending on the size of property
- Legal permissions
- Notification to tenant – Client or person organising the EICR to arrange suitable time and access
- Obstructions (furniture etc) – client/tenant to move obstructions from electrical accessories and fixed equipment
- Obstructions from excessive possessions (hording) where hording is taking place client/tenant to ensure safe passage to all electrical accessories and fixed equipment
- Removal of fixed equipment, recessed lighting – where this is not possible certain tests are not able to be done and are shown on the test certificate a 'LIM' and noted in the extent of limitations
- Animals – client/tenant to be responsible for all animals that can be affected by the EICR being undertaken
- Drug paraphernalia – where there is evidence of drug usage/cultivation within the property SES – Swedwell Electrical Services will refuse to undertake the EICR and report the client/tenant to the Police.
- Risk of injury, abuse or violence – where there is or the possibility of injury, abuse or violence when undertaking an EICR SES- Swedwell Electrical Services will refuse to undertake the EICR and report the client/tenant to the Police.

**Pricing & Charges:** Please see below for current charges.

- **Standard hourly rate is £34** – For scheduled electrical installation works during normal company operational working hours, unless a fixed price has been agreed. Material costs are not included within this price.
- **Call out charge £60** – The emergency first hour charge will apply whenever a quick response is required outside SES – Swedwell Electrical Services normal operational working hours. Subsequent hour/s are charged at our standard rate. Material costs are not included within this price.
- **Mileage charge** – If there is a requirement to travel outside of our operational area (25 miles of TQ2) and additional charge of £0.45 pence per mile will be applied.

SES – Swedwell Electrical Services has the right to make changes to the current rate of pricing and charges without notice.

**Payments:** Payment for electrical works carried out as per scope of works and any additions are to be paid for in full upon receipt of Invoice.

Payments can be done via bank transfer (BAC's details can be found on invoice), Cash or Cheque.

**Please note: There is no discount for cash payments!**

All electrical accessories and equipment installed that form the electrical system which has been installed as per scope of works, including any additions, remain the property of SES - Swedwell Electrical Services until full payment has been made.

Where payment has not been made within the required time frame, additional interest may be charged until payment has been made. Failure to complete payment for works carried out will lead to legal action being undertaken regardless of amount outstanding.

**Insurances:** SES - Swedwell Electrical Services are fully insured to carry out work on domestic, industrial, commercial and agricultural electrical installations and undertake EICR (Electrical Installation Condition Reports). Copies of insurances are available upon request.

**Social media accounts:** SES - Swedwell Electrical Services operate two social media platforms – Facebook and Instagram. Unless otherwise requested SES - Swedwell Electrical Services may choose to post a selection of images of the electrical installation works undertaken to each of the above.

All social media posts will contain a short summative description of electrical installation works carried out, the social media post will also include hashtags to ensure each post reaches a potential customer/client network

**Warranties and Guarantees:** All equipment and accessories purchased and installed by SES - Swedwell Electrical Services is covered by a 12 months installation warranty.

All equipment and wiring accessories supplied by the client for the purpose of installation does not fall under SES - Swedwell Electrical Services 12 month installation warranty, the client or the person who was responsible for the purchase of said items is solely responsible for any failure of the supplied equipment and wiring accessories. Where electrical services are required to replace any client supplied equipment and wiring accessories a labour charge will apply.

Where an accessory or piece of electrical equipment installed has an extended warranty when the accessory or equipment is registered to the supplier/manufacturer of said items. The extended warranties of these items do not fall under SES - Swedwell Electrical Services' 12 month installation warranty. The matter of warranty issues should be taken up directly with the extended warranty provider. Where electrical assistance is required to remove and/or replace said item/s under extended warranty additional charges are applicable.

**Pets/animals:** SES – Swedwell Electrical Services are fond of all pets large and small, but this doesn't mean pets are fond of us. We kindly ask if all pets could be safely secured in a room or outside while we undertake our electrical services. We ask this to ensure the continued safety of your pets and ourselves, as some of our work can be extremely noisy and may cause your pet/s some distress.

Where pets/animals are required to have a continued power source for their enclosures for heat lamps or other life supporting systems, it is advised these pets/animals are taken to a safe location until our electrical services are completed.

**Waste disposal:** SES – Swedwell Electrical Services are registered with the Environment Agency for waste disposal, registered as an upper tier waste carrier - registration number CBDU369901. However the disposal of waste is limited to waste solely generated by the electrical works carried out excluding any build debris, insulation, plasterboard, wood, flooring and carpet.

Where large scale works are being undertaken the client or the person in charge of said works is to provide a suitable means of waste disposal such as a skip or have the ability to take the waste to a local waste facility.

**Parking:** SES - Swedwell Electrical Services will attempt to park as close as reasonably possible to the above property address so not to incur any parking charges while undertaking the above scope of works.

When there is a parking permit system in place within your property area, the provision of parking permits shall be provided by the client for the duration of the electrical work undertaken.

Where SES - Swedwell Electrical Services are required to park within a paid car park, the car park charge will be added to the final invoice.

Where SES - Swedwell Electrical Services are issued with a parking fine – this will be the responsibility of SES - Swedwell Electrical Services.

**Complaints procedure:** SES – Swedwell electrical Services operates a complaints procedure in-line with our accreditation provider NAPIT. For more information regarding our complaints procedure or to make a complaint, please contact SES –Swedwell Electrical Services via one of the following means:

Telephone: 07795 473 306

Email: [sestorbay@gmail.com](mailto:sestorbay@gmail.com)

The 'contact us' page via our web site: [www.s-e-s.co.uk](http://www.s-e-s.co.uk)

In writing to: James Brooks, SES – Swedwell Electrical Services, 53 Swedwell Road, Torquay, TQ2 8QN



Once a complaint has been logged appropriate action will be taken to seek a suitable and amicable solution. Where this cannot be done, other options are available to you as a client these options will be issued to you where there has been an unsatisfactory outcome.

**Refusal of undertaking work:** SES – Swedwell Electrical Services have the right to refuse to undertake any work where there is any risk of injury, abuse or physical violence to any member of staff or anyone who represents SES – Swedwell Electrical Services. Where any injury, abuse or violence has taken place the appropriate authorities will be notified.

**Accreditation:** SES – Swedwell Electrical Services are fully accredited with the following approved governing bodies.



SES - Swedwell Electrical Services are authorised to undertake work on all electrical systems.

Membership number: 62289

<http://www.napit.org.uk>  
0345 543 0330



TrustMark is the Government Endorsed Quality Scheme covering work a consumer chooses to have carried out in or around their home.

When a consumer uses a TrustMark Registered Business, they know they are engaging an organisation that has been thoroughly vetted to meet required standards, and has made a considerable commitment to good customer service, technical competence and trading practices.

For more information and follow the link below  
<https://www.trustmark.org.uk/>



Registered electricians meet strict qualification requirements and their work is regularly assessed by their electrical Competent Person Scheme Operator to ensure their ongoing competence.

To check registration compliance for installation and inspection service please visit the following link.

<http://www.electricalcompetentperson.co.uk/Choosing-An-Electrician>

If you need to contact the Registered Competent Person scheme [info@electricalcompetentperson.co.uk](mailto:info@electricalcompetentperson.co.uk)

**Document copyright:** SES - Swedwell Electrical Services has taken a lot of time and effort to produce this current document. Therefore, we request that 'you' as the client to whom has ordered the electrical works to be tendered for and whom is also in receipt of this document issued by SES - Swedwell Electrical Services, this document is **'not passed'** on to any other company who is also tendering for the same electrical installation scope of works.

SES - Swedwell Electrical Services recommended you satisfy your own requirements by having a number of independent quotations/estimates undertaken to ensure you get the best installation carried out in-line with your requirements.

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**Name:** James Brooks

**Trading as:** SES – Swedwell electrical Services

**Signature:**

A photograph of a handwritten signature in black ink on a white background. The signature is cursive and appears to read 'James Brooks'.



***Please Note: By agreeing for the proposed electrical scope of works as listed in your estimate or by verbal agreement you are agreeing to the above terms and conditions and been entered into a contract and are fully responsible for completing payment when all scope of works has been completed as per payment agreement.***



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