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## Replacement of fluorescent tubes and light bulbs in residents' rented homes

Residents in Hanover's rented accommodation are responsible for the replacement of fluorescent tubes and light bulbs within their home and Hanover will not normally arrange or pay for this work to be carried out.

Most residents are able to replace fluorescent tubes or light bulbs in their home themselves or have a family member or friend who can do this for them. Hanover recognises some residents will not be able to replace the tube or bulb themselves or have no friends or relatives who can assist. In these circumstances the Estate Manager can put the resident in touch with the usual electrician who is approved to work at the estate. The Estate Manager would need to make clear that this is a private arrangement between the resident and the contractor.

However, if the light fitting supplied by Hanover requires the resident to unscrew a cover before replacing the bulb (which may be the case in bathrooms or kitchens), Hanover will arrange for the replacement work, including cost of the bulb, to be carried out at Hanover's expense if the resident feels unable to do this.

**(Note: If the lighting fault is due to the failure of the light fitting supplied by Hanover (e.g. starter units) then this is a repair for which Hanover has responsibility.**

### Out of hours calls

In most circumstances, if a light fails outside normal working hours or at the weekend it is usually possible for a resident to get by until the next working day by using a table lamp unless the light in question is in a bath room. If there is no mirror light in a bath room "borrowed light" can be utilised by leaving the bath room door open.

If a resident calls Hanover on Call (or other alarm provider) and advises that there are exceptional circumstances which require the bulb or tube to be replaced urgently, then Hanover of Call will advise that there will be a re-charge to the resident concerned for both the cost of the call out of an electrician and the bulb. Examples of exceptional circumstances might be where there is no responder to assist **and** the resident is:

- extremely frail or severely disabled
- recently discharged from hospital following a major procedure
- suffering from a serious illness

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## **Disposal of fluorescent tubes and bulbs**

Disposal of bulky lighting tubes can be difficult for some residents and also some lighting products contain small elements of environmentally hazardous materials which must be disposed of correctly. Such items should be removed from the scheme by the contractor who carried out the work. Where a resident has replaced a tube or bulb themselves, they are responsible for disposing of the old one safely as directed by the bulb manufacturer.