



NORTH STAR
Creating homes, building futures

What is PAT Testing?

A picture story

PAT testing helps make sure electrical appliances in your home are safe to use and reduces the risk of electric shock and fire.



1 Why we do PAT testing.

We test certain electrical appliances belonging to North Star Housing to make sure they are safe.

This includes things like fridges, freezers, kettles, microwaves and any other items we provide for your use.

It's part of our legal responsibilities as your landlord.



We follow UK safety regulations for electrical equipment.

2 A trained technician will visit.

A trained technician will visit your home to carry out the PAT test.

They will show you their identification and explain what they are going to do.

I'm here to carry out a PAT test.



Our technicians will always:



Be polite and respectful



Explain what they are doing



Keep your information safe

3 They will test each appliance.

The technician will carry out a number of simple checks on each appliance, including:

- Visual check
- Electrical safety tests
- Earth connection
- Insulation resistance
- Lead and plug condition



Some appliances may need to be unplugged for a few minutes during the test.

4 What happens during the test?

Each appliance is tested using special equipment.

The test only takes a few minutes per appliance.

You can continue with your day while we do the test.

If an appliance needs to be unplugged, we will let you know first.



Most tests are quick and should not affect your normal use for long.

5 What if an appliance doesn't pass?

If an appliance does not pass the test, the technician will:

- Take it out of use straight away
- Explain why it has failed
- If needed, arrange for it to be repaired or replaced

We will always aim to resolve issues as quickly as possible.



If an appliance is unsafe, do not use it. Please let our team know if you have any concerns.

6 You don't need to do anything.

You don't need to prepare anything before the visit.

Just let us know if there is anything that might stop us accessing the appliances, such as locked rooms or items that are hard to reach.

Our technician will take care of everything.



We aim to make the visit as easy and convenient as possible for you.

7 You will get a report.

After the visit, we will write a report showing what has been tested and the results.

If any action is needed, we will tell you what that is and what we will do next.

You are welcome to ask us any questions.



We will explain everything in plain language.



8 PAT testing happens regularly.

By law, we test electrical appliances at regular intervals to make sure they remain safe.

This helps protect you, your home and everyone who lives there.



We will let you know when the next PAT test is due.



If you have any questions or are worried about anything, please contact us. It's ok to ask for things to be explained in a different way.

We're here to help

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