

East Lothian Council

FOI Ref: 2018/505127

I am making this FOI request on behalf the charity Electrical Safety First to help inform research we are carrying out on electrical product safety in Scotland.

1. In each of the last five years, how many customer complaints has the local authority received on:

- i. Products (all types)
- ii. Electrical products
- iii. Faulty electrical products
- iv. Counterfeit products (all types)
- v. Counterfeit electrical products

No formal customer complaints recorded as far as I am aware. Tenants have phoned regarding items not working ie showers/fans, however this could be for varying reason for example end of life. We have been made aware of faults with new Mira showers installed a couple of years ago, however this was communicated to our supplier who found that flow valves were faulty on a particular batch and this was rectified. A similar situation was encountered with Environment Fans and fault was identified with internal PCB. This was also brought to the manufacturer's attention and rectified. The faults identified on both these products did not put our tenants at risk.

We provide basic household electrical goods within furnished temporary accommodation which are subject to inspection when properties are vacant and appropriate testing as required. Any issues in relation to individual items are recorded on the case file of the family concerned and therefore we cannot economically provide the details requested

Within our contract for furnishing temporary units our contractor ensures that only reputable products are used so we have had no issues in relation to counterfeit products.

2. Please can you also provide a breakdown of the types of electrical products that been complained about and a summary of the reasons for these complaints for each of the last five years.

No formal complaints recorded.

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3. Please can you share any details and information you have recorded on complaints about electrical products which have been subject to a recall by the manufacturer (e.g. white goods such as tumble dryers or washing machines which have been recalled due a safety notice).

In 2012, we were made aware of a recall on Supawarm fan heaters. We immediately acted on this and lettered all tenants who had been supplied with this specific fan heater advising of this recall and to dispose of these heaters. We immediately removed them from our stock and replaced them with Dimplex fan heaters.

4. Does the local authority believe it has the necessary powers and resources to tackle issues with counterfeit electrical goods and recalled electrical products? If not, please can you provide reasons for your response.

We purchase all our branded electrical supplies from approved, tendered UK suppliers and will act upon any recall (as described above