Electrical Safety Policy

Title	Electrical Safety Policy
Reference	AC02
Responsible Officer	Natalie Newman – Head of Asset Management
Approved by	Board of Management-
Approved Date	October 2025-
Review Period	2 yrs
Review Responsibility	Nicola Maguire – Responsive Repairs manager
Regulatory Framework	Within Appendix 1

Revision History			
Date	Version	Reviewer	
12.07.2017	0.2	John Hudson	Approved by Board April 2017
18.05.2018	0.3	Sally Steade	Approved at Board June 2018
13.07.2021	0.4	Sally Steade	Approved by board July 2021
05.09.2024	0.4	Sally Steade	Approved by Board June 2023
19.09.2025	0.5	Nicola Maguire	

Consultation	SMT/Board
Distribution	All Staff

1. Purpose

1.1 Arches Housing has a legal duty to ensure the health and safety of its employees, tenants, leaseholders and other stakeholders in relation to electrical safety. We will comply with this duty, by maintaining a robust electrical safety risk management framework.

2. Regulation, Legislation and Approved Codes of Practice

2. 1 We follow the guidance, laws and regulations relate to Electrical Safety: Appendix 1.

2.2 Arches Housing has a legal duty to ensure the health and safety of its employees, tenants, leaseholders.

2.3 A contractor who is registered on a government-approved single mark and register for Competent Person Scheme Operators as a Competent Registered Electrician such as NICEIC or ELECSA for domestic, commercial or industrial electrical regulations will be appointed to undertake electrical installation, periodic or PAT testing and repairs for Arches Housing.

2.4 The electrical contractors working for Arches Housing are permitted to display the mark and to undertake work on domestic electrical installations and self-certify that their work complies with the Building Regulations.

2.5 The electricians meet strict qualification requirements, work to the British Standard for electrical safety (BS 7671) and their work is regularly assessed by their electrical Competent Person Scheme Operator to ensure their ongoing competence. All engineers who work for the contractor are required to have a live and valid registration with the contractor.

2.6 Arches will meet the Regulatory requirements of the Regulator of Social Housing's Safety and Quality Standard, which includes meeting all applicable statutory requirements that provide for the health and safety of our customers in their homes in relation to electrical safety.

3.Statement of Intent

3.1 As owners and managers of homes, we have a duty of care to ensure that fixed electrical installations and Arches owned portable appliances are installed, maintained and serviced at appropriate intervals to minimise the risk of electrocution, fire, damage to property, injury or death.

3.2 This policy aims to ensure that we meet our obligations as a landlord and seeks to provide assurance that electrical safety is adequately managed, ensuring the safety of our tenants, leaseholders and the public.

3.3 We will: -

- Provide clear lines of responsibility within Arches for the management of electrical safety.
- Set out a clear approach for the maintenance of electrical installations.
- Ensure a prompt, efficient and cost-effective electrical servicing and inspection service.
- Ensure remedial works are carried out within appropriate timescales so that homes remain safe and electrical installations are maintained to a high standard.
- Ensure systems are maintained in a safe condition throughout the life of a tenancy and tested at every change of tenancy or mutual exchange.
- Ensure that copies of Electrical Installation Condition Report (EICR) certificates are provided to new tenants at signing of tenancy agreement or for existing tenants within 28 days of periodic test or displayed in communal areas if this is applicable.
- Ensure electrical safety to prevent the number of electric shocks, accidents and fires, which are caused by faulty electrical work.
- Ensure areas where remedial work identified which is a health and safety problem is required it is carried out.
- Detail a comprehensive electrical inspection and monitoring system.
- Ensure adequate records and quality monitoring systems are implemented.
- Keep detailed computerised information (for at least 2 years) of all landlords' electrical safety records and monitor performance to ensure that every effort is made to maintain 100% compliance.
- Reconcile our records on a quarterly basis for those properties on the testing schedule.
- Validate annually each asset which Arches identifies as not requiring an electrical safety check to ensure our data is correct.
- Ensure appropriate and regular electrical safety awareness training is provided to all staff.
- Encourage staff to be alert to the danger signs of electrical safety as part of their routine duties and visits and have a clear process for reporting concerns, and.
- Ensure a valid electrical safety certificate is provided as part of completion of sale for shared ownership or shared equity products.

4. Electrical Safety Policy

4.1 This policy forms part of Arches' management framework for the management of fixed electrical testing and portable appliance testing. Additional information relating to our management framework includes:

- Portable Appliance Register.
- Asset Register.
- Electrical safety information for tenants.
- Electrical Safety management procedures.

- Period electrical testing and inspection reports.

4.2 An electrical installation is made up of all the fixed electrical wiring and equipment that is supplied from the point of the electricity meter and beyond. It includes the cables that are usually hidden in the fabric of the building (walls, floors and ceilings), accessories (sockets, switches and light fittings), and the consumer unit (fuse box) that contains all the fuses, circuit-breakers and residual current devices (RCDs).

4.3 Electrical installations and systems will be repaired, renewed, upgraded and tested in accordance with industry guidance and manufacturers' recommendations.

4.4 Typical installations and systems covered include.

- Domestic electrical installation.
- Communal (non-domestic) landlord electrical installations.
- Electric heating systems,
- Portable electrical equipment owned by the organisation.

4.5 Only appropriately skilled and competent persons will carry out electrical inspection and testing. A person shall be deemed skilled to carry out the appropriate inspection and testing only if they have sufficient qualification, knowledge and experience.

4.6 It is the responsibility of those undertaking inspection, testing, installation and repair to:

- Ensure no danger occurs to any person.
- Ensure no damage occurs to property.
- Compare the inspection and testing results with the design criteria.
- Take a view on the condition of the installation and advise to Arches on any remedial works and their relevant priority.
- In the event of a dangerous situation, make safe and immediately provide a recommendation to the responsible person, and.
- Issue appropriate certification, following review by a qualifying supervisor where appropriate and keep necessary records.

4.7 We will:

- Ensure that all our homes and communal installations are tested in accordance with the Institute of Engineering Technology (IET) Regulation statutory timescales.
- Test and issue appropriate certification prior to the reletting of our properties.
- Carry out Electrical Installation Condition Reports (EICR) testing on all properties that are subject to types of improvement works where electrical circuits are affected.

4.8 Specific timescales for fixed periodic electrical inspections are as follows:

General Needs Flats	Every five years upon anniversary of previous inspection unless recommended earlier by the competent person and at change of tenant

General Needs Houses	Every five years upon anniversary of previous inspection unless recommended earlier by the competent person and at change of tenant.
Supported Housing Stock	Every five years upon anniversary of previous inspection unless recommended earlier by the competent person and at change of tenant.
Portable Appliance Testing	Portable appliances owned by Arches and in use within Arches Housing stock will be tested annually - a register of all portable appliances will be maintained by the Responsible Person or as delegated to their deputy.
Communal (non-domestic) Landlord Electrics/Supply	Every five years upon anniversary of previous inspection unless recommended earlier by the competent person.

4.9 Results of fixed periodic electrical inspections will identify whether the electrical installation at the property is in a satisfactory condition. However, the report may identify the need for repairs or remedial works. These will fall within one of three categories:

- **C1** Danger present, immediate action required
- **C2** Potential danger, urgent action required
- **C3** Improvements recommended

In addition, the report may identify the need for further investigation, without delay (F1) is required.

4.10

- C1 faults will be repaired immediately,
- C2 faults will be approved for repairs or remedial works but maybe subject to a further visit depending on the number of repairs required, materials and other commitments.
- All remedial works for C1 and C2 faults will be carried out.
- C3 recommendations will be considered the nature and cost of work involved. A decision to undertake C3 works will be made on a case-by-case basis.
- C3 recommendations not approved will be detailed on the EICR.

5. Electrical Competency and Training

5.1 We will ensure that adequate information, instruction and training is given to relevant staff on a regular basis.

5.2 All staff will be trained on the contents of our Electrical Safety Policy at regular intervals.

5.3 The Responsive Repairs Manager and or the Compliance Officer will be qualified to VRQ Level 4 in electrical safety management; where this is not held by the current post holder (during periods of staff turnover or whilst training being undertaken) a consultant will be

engaged who is competent and qualified to offer independent advice to this level for staff at Arches to be able to access.

5.4 The Contractor appointed to undertake electrical installation, periodic or PAT testing and repairs for Arches Housing will hold registration on a government-approved single mark and register for Competent Person Scheme Operators as a Competent Registered Electrician such as NICEIC or ELECSA for domestic, commercial or industrial electrical regulations

5.5 The contractor will work to the British Standard for electrical safety (BS 7671) and all engineers will be required to have a live and valid registration.

6. Roles and Responsibilities

6.1 Chief Executive

The Chief Executive and ultimately the Board have overall responsibility for the Electrical Safety Policy but delegate actions to the Duty Holder and other responsible staff. These actions also relate to contractors acting on behalf of Arches. Key actions are set out below.

- Ensuring periodic fixed installation testing is completed.
- Ensuring PAT testing is completed as appropriate.
- Ensuring adequate resources are allocated to managing the risks associated to electrical safety.
- Ensuring adequate processes and procedures are in place to manage the risks relating to electrical safety.
- Ensuring sufficient information, instruction and training is carried out.
- Monitoring the performance of staff and contractors.
- Reporting any material breach of non-compliance of the Safety and Quality Standard to the Board and the Regulator of Social Housing.
- Ensuring that members of the public, staff and contractors are not unnecessarily exposed to risks associated to electrical safety.
- Ensuring appropriate inspections are made to communal areas, and.
- Ensuring that Arches complies with its overall legal duties in relation to electrical safety.

6.2 Head of Asset Management– 'Duty Holder'

The Head of Asset Management, reporting to the Director of Operations shall serve as the Electrical Safety 'Duty Holder' and be responsible for the strategic management of electrical safety within Arches Housing shall:

- Formulate and revise Arches policy.

- Facilitate audits to ensure that the provisions within the Electrical Safety policy are being met.
- Ensure that actions arising from fixed installation and PAT testing is completed.
- Report to the Chief Executive and the Executive Leadership Team any material breach of Regulatory Standards relating to electrical safety.
- Report to the Chief Executive and the Executive Leadership Team any criminal offences where electrical installation work has been carried out on an Arches property, which does not meet the requirements of Part P of the Building Regulations.
- Ensure electrical safety related incidents are reported, investigated and controls introduced to reduce the risk of such accidents recurring.
- Ensure risks arising from electrical safety are recorded reviewed and mitigated.
- Ensure adequate training is maintained to effectively manage risks related to electrical safety.
- Appoint a designated deputy (Responsive Repairs Manager – Responsible Person) to provide cover in their absence.
- Maintain an up-to-date knowledge of legislative requirements and best practice.
- Ensure all relevant staff receive adequate information, instruction and training. This includes the provision of regular refresher training to maintain skills.

6.3 Responsive Repairs Manager – 'Responsible Person'

The 'Responsible Person' is the Responsive Repairs Manager, who with the support of the Compliance Officer is responsible for the day-to-day running and implementation of the Electrical Safety Policy, and they will:

- Provide advice on the application of this policy on an individual case by case basis.
- Ensure that all assets designated as requiring a periodic electrical inspection has one carried out in the timeframe within this policy including the maintenance of a portable electrical appliance register where Arches is the owner of the appliance.
- Ensure systems in place for appropriate electrical checks and issue an Electrical Installation Condition Report (EICR) at change of tenant and mutual exchange.
- Ensure that copies of Electrical Installation Condition Report (EICR) certificates are provided to new tenants at signing of tenancy agreement or for existing tenants within 28 days of periodic test or displayed in communal areas if this is applicable.
- Manage the electrical contractor(s) on a day-to-day basis and feedback to the Head of Asset Management.
- Ensure electrical contractors appointed to carry out electrical testing or repairs have a valid registration with a government authorised registration body.
- Report to the Head of Asset Management any non-compliance of less than 100% of valid periodic electrical safety certificates for all properties and communal areas in

line with the timescales of this policy that require one which would be a breach of the Regulator of Social Housing's Safety and Quality Standard.

- Report to the Head of Asset Management any criminal offences where electrical installation work has been carried out on an Arches property which does not meet the requirements of Part P of the Building Regulations.
- Ensure any remedial work identified as noncompliance with the Regulator of Social Housing's Safety and Quality Standard and/or under the Health and Housing Safety Rating System is carried out.
- Work with Local Authorities and through enforcement of this policy and Arches tenancy agreement to make tenants remove or alter any work that does not meet the requirements of the Building Regulations.
- Be the business owner of the data within the systems that feed the electrical testing regime, ensuring robust processes in place for validation.
- Be the business owner for the KPIs that evidence compliance with the legal responsibilities of Arches for Electrical Safety.
- Provide electrical safety related information to staff, contractors, tenants and members of the public as required.
- Ensure adequate training is maintained organisationally and in accordance with current regulations, and.
- Appoint a designated deputy as appropriate to provide cover in their absence.

6.4 Supported Housing Managing Agents

Where we own properties that are not managed directly by Arches Housing, we remain responsible for electrical safety of fixed electrical installations. However, all supported housing managing agents are expected to undertake periodic checks of properties managed on our behalf and specifically this must include:

- Weekly inspections of portable electrical equipment provided to supported housing tenants by Arches Housing or the Supported Housing Agent.
- Evidence of annual portable appliance testing of all portable electrical equipment provided by the agent.

Documentary evidence that the above checks have been completed will be submitted by the managing agent to the Responsible Person and their deputy on a monthly or annual basis.

As part of the pre-tenancy process, the support agency must ensure that the resident is made aware of their responsibilities as set out in this document.

6.5 All employees, irrespective of their position shall:

- Take reasonable care for their own health and safety and that of other persons who may be adversely affected by electrical safety risk, including members of the public, tenants, visitors and contractors.
- Co-operate as appropriate with other staff and agencies to ensure compliance with this policy and all other legal requirements.
- Have a responsibility to report any hazards (e.g. worn or loose wiring) that they become aware of whilst carrying out their duties and raise an inspection or repair request.
- Report any concerns that they may have in relation to the management of electrical safety to the Responsive Repairs Manager or Head of Asset Operations.

6.6 Tenants

In undertaking our duties, we will ensure that General Needs and Supported Housing tenants are aware of their responsibilities under their tenancy agreement and this policy including:

- Allowing access to enable the landlord fixed periodic electrical safety check and where applicable PAT testing of appliances to be undertaken.
- Immediately reporting any concerns with electrical safety including wiring, sockets or switches, turning off electrical appliances if they suspect a hazardous situation and keeping them turned off until checks have been carried out by a competent person.
- Report to Arches any faults they have, or suspect, with their fixed electrical installation systems.
- Not to tamper with any portable appliances supplied by Arches or its supporting housing agents.
- Not undertaking, arranging or allowing work on electrical installations in any Arches General Needs or Supported Housing property by those who are not qualified by a government recognised and approved independent organization that regulates electrical installation safety for example NICEC or ELECSA without Arches express permission.
- Being responsible for finding out what their obligations are and maintaining their own appliances in a safe order and good state of repair at their own cost.
- Operating appliances in a safe manner and in accordance with manufacturer's instructions, and.
- Tenants must not tamper with the electrical supply to their property
- Information on electrical safety is provided on the association's website.

6.7 Leaseholders and shared owners

Leaseholders and Shared Owners are not the responsibility of Arches for the purposes of undertaking periodic electrical checks or PAT testing in domestic properties, as the responsibility for these remain with the leaseholder/shared owner.

At point of sale of shared ownership and shared equity products, appropriate electrical certification will be provided to the purchaser.

Arches will undertake periodic electrical checks of communal areas where there is an electrical supply (including external estate lighting provided as part of a service charge payable to Arches) every 5 years following first test 10 years after installation or handover where they have responsibility for managing and maintaining the area. In communal areas where Arches does not have responsibility for managing and maintaining the area they will request a copy of a valid certificate from the managing agent every 5 years following first test 10 years after installation or handover if one is not displayed in the communal area.

This policy is to be read in conjunction with current Tenancy and Leasehold Agreement conditions.

6.8. Contractors

Contractors are required to immediately report any electrical safety related risks or concerns to the Responsible Person or their deputy.

7. Communication

7.1 Where a fixed electrical inspection or PAT testing is commissioned, we will notify tenants in the effected block, scheme or individual dwelling when this will be taking place.

8. Review

8.1 This Policy shall be reviewed and updated by the Duty Holder a triennial basis or, if there are any significant changes to current legislation, regulations or codes of practice or guidance. It will also be reviewed after any serious electrical related incident or if any reason comes to light to suggest that the Plan or Policy is inadequate

9. Governance, Assurance and External Validation

9.1 Compliance with Arches legal responsibility in relation to Electrical Safety will be reported to board quarterly.

9.2 Compliance is monitored by the Responsive Repairs Manager and Head of Asset Management. Where non-compliance is identified in the first instance there is an agreed appropriate course of corrective action put in place with the operational team to address the non-compliance issue. If this is not resolved to agreed timescales, details of the matter will be escalated to the Chief Executive.

9.3 The Chief Executive or Head of Asset Management will make the Board aware of any serious non-compliance issue so they can consider the implications and take action as appropriate which will include whether it is necessary to disclose the issue to the

Regulator of Social Housing in the spirit of co-regulation, or any other relevant organisation such as the HSE, BSR, etc., as part of the Regulatory Framework

9.4 Key Performance Indicators on Electrical Safety will be reported to the board of management quarterly:

- The number of properties that require an Electrical Installation Condition Report (EICR) - all homes and buildings managed or owned by the organisation
- The number and percentage of properties without a valid Electrical Installation Condition Report (EICR) for all homes and buildings managed or owned by the organisation.

9.5 Independent external assurance will be sought periodically but no less than every 3 years to ensure compliance with Arches legal responsibility in relation to Electrical Safety.

9.6 A quality control regime is in place to assess the quality of electrical repairs and landlord Safety checks across Arches stock; this will be reviewed annually. 5% of all tests will be audited on an annual basis by an independent organisation who has Electrical Safe accredited engineers.

10. Equality and Diversity

10.1 All involved will recognise their ethical and a legal duty to advance equality of opportunity and prevent discrimination on the grounds of, age, sex, sexual orientation, disability, race, religion or belief, gender reassignment, pregnancy and maternity, marriage and civil partnership.

11. Publicising this Policy

11.1 This policy will be publicised on the Arches Website.

Appendix 1

Guidance, Regulations and Legislation.

Arches Housing will consider the Electrical Safety Council's Landlords Guide to Electrical Safety 2009 and Electrical Safety in Communal Areas of Residential Properties 2011 in this policy.

It is not an exhaustive list, but includes the main regulations we adhere to:

Landlord and Tenant Act 1985

- Section 8. *Implied terms as to fitness for human habitation* - The property should be fit for people to live in at the beginning of the tenancy (subsection (1)(a)).

  The property should be kept in a fit state for people to live in during the tenancy (subsection (1)(b)).

- Section 11. *Repairing obligations in short lease*

  This places a duty on landlords to keep in repair and proper working order the Installations in the property for the supply of water, gas and electricity, and for sanitation (subsection (1)(b)).

RoSH Regulatory Standards**-** Under section 1.2 (b) of the Safety and Quality Standard we are required to

> "Meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes";

Housing Act 2004 specifically the Health and Housing Safety Rating System.

Wiring Regulations - BS 7671 (IET Wiring Regulations) which sets the standards for electrical installation in the UK, co-publishes the Regulations with the British Standards Institution (BSI) and is the authority on electrical installation and periodic testing.

Electricity at Work Regulations 1989.

Part P of the Building Regulations which state that all electrical work in dwellings, whether carried out professionally or as DIY, must meet the requirements of Part P of the Building Regulations.

The Electrical Equipment (Safety) Regulations 1994.

Occupiers Liability Act 1957, and.

Occupiers Liability Act 1984.