



ELECTRICAL INSTALLATION SAFETY POLICY

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1. Purpose

- 1.1 The aim of this policy is to ensure safe and effective inspection, maintenance, and management of all electrical installations within the Association's housing stock while complying with all regulatory, legal and statutory obligations.
- 1.2 All electrical repair work including the periodic inspection and testing of an electrical installation (EICR) are procured using compliant contractors to ensure all work is undertaken by competent persons. We will select contractors who are part of a certification scheme such as NICEIC, Select or equivalent. All works must be carried out in strict accordance with BS7671 'Requirements for Electrical Installations, IET Wiring Regulations Eighteenth Edition'.
- 1.3 The Best-Practice guidance detailed within this policy are intended to facilitate the effective management of electrical safety within the Association's properties.

2. Definitions

- 2.1 "Competent Person" – person suitably trained and qualified by skills, knowledge, experience, and behaviours, and provided with the necessary instructions, to enable the required task (s) to be carried out correctly.

3. Roles and Responsibilities

- 3.1 The Electrical Installation Safety Policy should identify persons responsible for the policy's implementation and their specific responsibilities. They are as follows:

The Electrical Installation Safety Administrator role will be undertaken by the Maintenance Assistant and will involve:

- Maintaining a record of all periodic electrical inspection and testing, including all follow up remedial works, for every electrical installation in the Association's managed properties, their previous inspection date, and copies of all forms and certificates (approved electronic or paper copies). This will be the master copy information from which budgets and the periodic inspection and testing programme will be derived.
- Ensuring that an EICR is carried out on every electrical installation in the Association's tenanted properties and all properties managed by the Association. This obligation will be met through the implementation of a planned periodic inspection programme. Void properties will also be subjected to periodic inspection and testing prior to commencement of any new tenancies.

- Ensure quarterly reports are compiled which advise the number of properties with a current EICR.

Task	Job Holder Responsible
Overall responsibility for monitoring performance on EICR's and electrical repairs, and for approval of this policy.	Management Committee
Ultimate accountability and responsibility for the development and implementation of this policy.	Director
Responsibility for the practical delivery and implementation of this policy and for identifying amendments and areas of improvement. Signing the EICR contract	Operations Manager
Responsibility for the day-to-day management and implementation of this policy. Ensuring that the Committee are given an annual report on the EICR safety checks completed and the level of non-access.	Senior Maintenance Officer
Delivery of the Electrical Installation Safety Management Programme.	Maintenance Assistant
Administration of the Electrical Installation Safety Management Programme.	Maintenance Assistant
Ensuring that a copy of the contractor's NICEIC, Select or equivalent registration is verified.	Maintenance Assistant
Ensuring that the EICR programme is received 2 months before the inspections commence.	Maintenance Assistant
Ensuring that the specified volume of quality control is carried out by the contractor.	Maintenance Assistant
Issuing and checking the landlord's certificates, the work orders and the Quality Control Sheets.	Maintenance Assistant
Examining, checking, and filing records and certificates.	Maintenance Assistant
Ensuring that the EICR, EIC & MEIWC forms, certificates, and all relevant job sheets are submitted on a regular basis.	Maintenance Assistant
Desktop and site audits of the contractor's work on site.	Electric Quality Assurance Contractor
Ensuring that the EICR register is kept up to date.	Maintenance Assistant

3.2 In implementing this policy our objectives are to:

- Ensure that policies always comply with all current legal and regulatory responsibilities and codes of good practice.
- Provide a prompt, economic and efficient repairs service, including an out of hour's emergency service for all our residents and owners who have taken up the offer to have the contractor provide the same contract conditions and costs as to the Association.
- Achieve a high standard of customer care and satisfaction by monitoring our service providers' performance regularly and enabling residents and other service users to comment on repairs undertaken.
- Establish and maintain a comprehensive and systematic program of planned maintenance and property improvements.
- Provide a value for money service by seeking competitive quotes or tenders for work in accordance with the expenditure levels.
- Provide opportunities for residents to be involved in the decision-making process, in accordance with our policies and the Scottish Social Housing Charter. (See further detailed below).
- Ensure that all our residents are given clear information on the division of responsibility for repair and maintenance between us as landlord and themselves as residents.
- Ensure that all internal procedures supporting this policy are clear, comprehensive, and available to all staff, to ensure a consistent approach to managing, implementing, and budgeting for all aspects of this area of our repairs and maintenance service.

4. Scope

- 4.1 The policy applies to all Management Committee members, employees, workers, and agency staff responsible for the management of electrical periodic inspections & testing and repairs with the Association.

5. Risk Management

- 5.1 The provision of a written detailed Electrical Installation Policy and Procedure ensures the Association can deliver a uniform and professional approach throughout the organisation, and that the service delivered is compliant with law, best practice and internal policy. The overall aim of this policy is to ensure the safety of people in properties owned by Calvay Housing Association which have electrical equipment appliances or a gas supply pipe entering the property. We aim to protect the health and welfare of the occupiers of our properties, residents, visitors, staff, contractors, and the general public so far as is reasonably practicable.
- 5.2 Not having this Policy in place would lead to systems being vulnerable to interpretations which may fall out with the current legislation. The significance of the legislation must not be underestimated as, should an accident or fatality

occur, and these systems have not been checked for safety in accordance with the legislation, and the policy and procedure not adhered to, then ultimately the Association and officers of the Association could face legal charges.

6. Legislation, Regulations and Guidance

6.1 Regulatory Assurance associated with this Policy.

- Standard 1 The Governing body leads and directs the RSL to achieve good outcomes for tenants and other service users.
- Standard 2 The RSL is open and accountable for what it does. It understands and takes account of the needs and priorities of tenants, service users and stakeholders. Its primary focus is the sustainable achievements of these priorities.
- Standard 3 The RSL manages its resources to ensure its financial wellbeing and economic effectiveness.
- Standard 4 The Governing Body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.
- Standard 5 The RSL conducts its affairs with honesty and integrity.
- Standard 6 The Governing body and senior officers have the skills, experience, knowledge, and training to successfully lead and manage the organisation.

6.2 The Scottish Social Housing Charter (SSHC)

The SSHC sets out the standards and outcomes that all social landlords should endeavour to achieve when carrying out their housing activities. The following outcomes can be related directly to maintenance:

- Outcome 2 - Communication - Social landlords should manage their business so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.
- Outcome 4 - Quality of Housing – Social landlords should manage their business so that tenants' homes, as a minimum, meet the Scottish Housing Quality Standard by April 2015 and continue to meet it thereafter, and when allocated, are always clean, tidy and in a good state of repair.
- Outcome 5 - Repairs, maintenance, and improvements – Social landlords should manage their business so that tenants' homes are well maintained with repairs and improvements carried out when required and tenants are given reasonable choices about when work is done.

- Outcome 13 - Value for money - Social landlords should manage all aspects of their business so that tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

6.3 Legislation

- The Health and Safety at Work etc. Act 1974
- Housing Scotland Act 2006
- The Tolerable Standard (under the Housing (Scotland) Act 2006)
- Right to Repair Regulations (under the Housing (Scotland) Act 2006)
- Building Standards (Scotland) Regulations 2014
- Corporate Manslaughter and Corporate Homicide Act 2007.
- Scottish Government - Building Standards. Technical Handbook 2009 Domestic Environment
- The Wiring Regulations – BS 7671 latest edition (IET Wiring Regulations) ·
- Electricity at Work Regulations 1989
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR 2013)
- The Workplace (Health, Safety & Welfare) Regulations 1992
- Health and Safety (Safety Signs and Signals) Regulations 1996
- Provision and Use of Work Equipment Regulations 1998
- Construction, (Design and Management) Regulations 2015
- Personal Protective Equipment Regulations 1992
- The Code of Practice for In-Service Inspection and Testing of Electrical Equipment (ISITEE)
- INDG236: 'Maintaining portable electrical equipment in offices and other low risk environments'.
- Landlords' Guide to Electrical Safety Scotland 2017'.
- HSR25 The Electricity at Work Regulations 1989, Guidance on the regulations
- IET Guidance Notes 1-8
- Electricity at work – Safe working practices HSG85
- Keeping electrical switchgear safe HSG230
- Maintaining portable and transporting electrical equipment HSG107
- Avoiding dangers from underground services HSG47
- The IET Code of Practice for in service inspection and testing 2013

6.4 Electrical Safety First – Best Practice Guides.

Calvay HA is committed to following and developing best practice. In the implementation of this policy best practice guidance is sourced from material produced by **Electrical Safety First (ESF)*** in association with several other bodies, the following downloadable guides **will** be used to support the work of the associations staff, installers, verifiers, and inspections of domestic electrical installations.

The guides cover:

- a) [Guide 1: Replacing a Consumer Unit in Domestic Premises](#)
- b) [Guidance for installers when making connections in consumer units.](#)
- c) [Guide 2: Safe Isolation Procedures](#)
- d) [Guide 3: Connecting a microgeneration system to a domestic or similar electrical installation \(Solar PV\)](#)
- e) [Guide 4: Electrical Installation Condition Reporting \(EICR\)](#)
- f) [Guide 5: How Electrical Installations Impact Fire Performance of Domestic Premises](#)
- g) [Guide 6: Portable & Stationary Appliance Testing in Private Rented Accommodation](#)
- h) [Guide 7: Ongoing Accuracy & Consistency of Electrical Test Equipment](#)
- i) [Guide 8: Selection and use of plug-in socket outlet test devices](#)
- j) [Guide 9: Safe Installation of Retrofit LED Lamps](#)
- k) [Guide 10: Electrical Safety Standards in **Private Rented Accommodation****](#)

****Electrical Safety First**, is the consumer safety charity dedicated to reducing the number of deaths, injuries and accidents caused by electricity. They do this by campaigning on behalf of consumers and electrical trade professionals to improve safety regulation and make sure messages are appropriate, up-to-date, and well communicated. <https://www.electricalsafetyfirst.org.uk/guidance/>*

*** **Electrical Safety Standards in Private Rented Accommodation** (Guide 10). This guide is aimed at the individual dwelling units in flats, maisonettes, bungalows, and house. It is also applicable to houses in multiple occupation (HMOs), dwelling units in residential home parks and holiday homes. The guide may also be of use to Local Authority Councils and **Housing Associations** to support their periodic inspection and testing activity in reducing electrical risk in the **social housing sector**. It may also be of value to private and **social landlords** who have a responsibility for **communal areas in blocks of flats***

7. Electrical Installation Condition Reports (EICR's)

- 7.1 The Association ensures that all electrical installations, fixtures, and fittings are safe, in a reasonable state of repair and in proper working order at the start of the tenancy and throughout its duration.
- 7.2 The Association will ensure that service contractors carrying out Electrical Installation Condition Reports (EICR) are competent within the terms of the Regulations and are members of recognised professional bodies such as Select or NICEIC. The Association will also ensure that service contractor follow the guidance an information contained within ESF – EICR Best-Practice Guide 4.
- 7.3 The EICR will be carried out up to a maximum of every 5 years and at the start of a new tenancy. Note that this fulfils the requirements of the Scottish Housing Quality Standard: Technical Guidance for Social Landlords: Tolerable Standards: Annex E (Must be Healthy, Safe and Secure): Element No. 45.

Where access is not provided by tenant's Calvay Housing Association will make use of a No Access Procedure to ensure access is gained and certification carried out prior to expiration of EICR.

- 7.4 The Association will retain the current and previous records for the Electrical Installation Condition Report. A copy of the most recent report will be issued

to the tenant before a tenancy starts. If an inspection is carried out during a tenancy, a copy relating to that inspection will also be given to the tenant.

- 7.5 The Association will employ a suitably qualified person to carry out third party quality control audits on 10% sample of works carried out, by passing a batch of records as received to the Quality Assurance Contractor to carry out an independent inspection of the contractor's practices. These audits will be a combination of desktop and site visits. The Association will also arrange quarterly review meetings with the contractor to monitor the progress of the contract.

8. In-service Inspection and Testing of Electrical Equipment (Portable and stationary appliance testing).

- 8.1 The Association will take reasonable steps to ensure that all electrical equipment including electric kettles, fridges, washing machines, hand-dryers etc. provided by the Association are safe.
- 8.2 An appropriate portable and stationary appliance testing EET (formerly PAT) regime will be implemented for any appliances issued by the association.
- 8.3 All portable appliances issued by the Association will have the CE Mark, the British Standard Kitemark or the 'BEAB' Approved mark.
- 8.4 The Association will issue residents with a copy of the manufacturer's instructions for all appliances provided.

9. Repairs and Emergencies

- 9.1 Should any faulty equipment be observed in response to a report of a fault, the Association will ask the tenant to take the item out of service until it is repaired or replaced.
- 9.2 The Association will use a competent service contractor to carry out repairs and emergency responses.
- 9.3 Residents report any electrical repairs/breakdowns directly to the Association's office or to the out of hour's emergency contractor. All reactive (or day to day) repairs will be classified as either Emergency, Right to Repair or Non-emergency and target completion times for each category of repairs as follows: -
- Emergency: Made safe within 6 hours.
 - Right to Repair: Completed within 1,3 or 7 working days.
 - Non-emergency: Completed within 7 working days.

- 9.4 The electrical contractor will submit a detailed report for each repair they have been called to, these records will be filed into the electrical services folder and a works order will be created within our repairs system to record each repair.
- 9.5 The Associations website will include a section on how to report a power cut by contacting SP Networks on 0800 092 9290 or 105 free from their mobile.
- 9.6 The electrical contractor will be contacted, made aware and will visit the property, following any attendance by the Distribution Network Operator (DNO) to assess the problem and repair any faults.

10. Void/Re-let Procedures

- 10.1 A formal procedure is defined for periodic inspections and testing associated with void properties and this is included in the overall electrical safety management system, contractor's contractual requirements and monitoring procedures. Consideration will be given to disconnecting the supply in long term voids on a case-by-case basis, with consideration to the following: properties being held for demolition; where major repair works are required following a fire or other health and safety issue; or any other issue which means that the property is likely to remain void for over 100 days.
- 10.2 A periodic inspection and test is carried out in each property prior to a Mutual Exchange being completed, in line with other new tenancies. This will be done even if it is still within date of the EICR. The mutual exchange cannot go ahead without the EICR completed.
- 10.3 For properties which are subject to Assignations and Successions, the periodic inspection and testing check will be carried out in line with the normal EICR programme.
- 10.4 Where the property has electric storage heating, this will be replaced with full gas central heating or alternative energy efficient system. Any electric or other portable fires in properties will be removed.

11. Closing-up

- 11.1 Where a property is to be closed on a long term or permanent basis then the existing electrical supply shall be disconnected from the main fuse in the flat. Where appropriate, the Distribution Network Operator (DNO) will be advised and requested to remove the main fuse from the property.

12. Temporary Heating

- 12.1 LPG or other bottled gas heating sources will not be provided to tenants as a temporary source of heating.
- 12.2 Where temporary electric heating is provided, tenants will be compensated at a rate of £5 per day.

13. Electric Heating Systems

- 13.1 On an annual basis, where the property has electric storage heating and does not meet SHQS, tenants will be offered a full gas central heating or alternative energy efficient electrical system. Any electric or other portable fires in properties will be removed. Where tenants decline then this will be reported as an abeyance for that reporting year.

14. Resident Responsibilities

- 14.1 Residents will be issued with information leaflets on electrical safety.
- 14.2 Residents will be advised to report any electrical faults immediately.
- 14.3 Residents will be informed of any electrical items which are prohibited within the Associations properties.

15. Monitoring and Recording

- 15.1 The Association's maintenance team check all electrical certificates and initiate remedial works noted as being required to meet safety standards.
- 15.2 The Association maintains a record of all properties to ensure they have current valid electrical certificates.

16. Miscellaneous

- 16.1 We are committed to sustainable development and will recognise sustainability aims and principles when implementing this policy. This will include, wherever possible, the use of sustainable materials, products and specifications, which will maintain properties to a high standard of energy efficiency.
- 16.2 We are committed to the principles of good corporate governance and sustainability and will endeavour to develop fair and consistent policies, procedures and practices.

16.3 In line with our commitment to equality, diversity and inclusion, this policy can be made available in a variety of formats, including, large print, translated into another language or other media. We will make any reasonable adjustments to assist you if you have a disability.

17. Related Documents

Maintenance Policy
Procurement Policy
Voids Policy