



Electrical Safety Policy

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1. POLICY SUMMARY

- 1.1. This Policy covers the electrical safety management to all properties and communal areas owned and/or managed by EPIC Housing.
- 1.2. The Policy sets out the obligations of EPIC Housing and of the rights and obligations of its customers.
- 1.3. Installations in individual properties, as well as communal areas, are covered by this Policy. Safety checks in leasehold or shared-ownership properties are not our responsibility and are therefore not covered by this Policy. We will, however, exercise our duty of care towards these tenures and periodically remind them of the importance of undertaking regular servicing on their appliances by a suitably qualified, registered engineer.

2. APPLICABILITY

- 2.1. This Policy applies to:
 - All employees of EPIC Housing, regardless of employment status, or contractual condition.
 - Board of Directors.
 - All tenants and occupants of property owned by EPIC Housing as detailed in the Policy.

3. INTRODUCTION

- 3.1. This Policy sets out EPIC Housing's approach and responsibilities in ensuring compliance with the relevant legislation and regulatory guidance on the installation, inspection, repairs, testing and certification of electrical systems in buildings that we own. This includes undertaking electrical periodic safety inspections, the maintenance, and any associated works.
- 3.2. This approach will ensure EPIC Housing provides the safety of all electrical supply and installations, owned, or managed by us. EPIC Housing accepts its responsibilities as a landlord to promote the health and safety of its tenants, and to ensure that all electrical installations it has provided are maintained so that they remain safe, effective, and efficient.

4. CONTEXT

- 4.1. The principal legislation applicable for this Policy is:
 - Electricity at Work Regulations 1989
- 4.2. This Policy also operates within the context of the following legislation:
 - Health and Safety at Work Act, 1974
 - The Management of Health and Safety at Work Regulations 1999 (as amended)
 - The Building Regulations 2010 and 2022 amendments
 - Regulatory Reform Fire Safety Order 2005 (England and Wales)
 - Defective Premises Act 1972

- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Construction Design Management Regulations 2015
- Building Safety Act 2022
- Regulatory Framework for Social Housing in England
- The Landlord and Tenant Act 1985
- Housing Act 2004

4.3. This Policy considers the regulatory expectations as outlined within the Regulatory Framework for Social Housing in England.

4.4. The Policy outlines the approach to be taken when undertaking the installation and modification of electrical circuits and includes the maintenance, servicing, and the periodic inspection of fixed electrical installations. It does not cover the management of electrical equipment owned by Contractors and residents.

5. STATEMENT OF INTENT

5.1. EPIC Housing is required to meet all regulatory landlord responsibilities, including but not limited to, the following:

- Ensure that all electrical supply and installations provided by the landlord are maintained in a safe condition.
- To carry out electrical inspection and testing as regulated and to meet suggested time intervals as set out in the IEE Wiring Regulations and detailed in Table 1 – Periodic Electrical Checks Framework below.

No	Type of Installation	Frequency
1	Portable Appliance Testing in offices and other work locations	12-24 Months
2	Domestic/Residential properties	Five Years/Change of occupancy
3	Communal areas of purpose-built blocks of flats/Offices and Commercial premises	Five Years/Change of occupancy
4	Emergency Lighting	Monthly function test 12 months – discharged tested
5	Fire Alarms in communal areas	Monthly function test Annual – Service

- Test and inspect fixed electrical installations when undertaking major modifications e.g., bathroom or kitchen replacement.
- When properties become empty or are part of a mutual exchange, to undertake a fixed wired electrical periodic inspection on the property.
- Where tenants refuse us or our Contractors access to undertake our legal obligations in conducting periodic safety inspections, services, tests or where a

possible fault is reported or suspected we will take appropriate action. This includes the utilisation of robust legal proceedings and/or the cutting off or isolation of the supply if we suspect an installation or the actual supply may be unsafe.

- New tenants are provided with an Electrical Installation Condition Report (EICR) in relation to the most recent electrical safety check prior to taking up occupation.
- Qualified Electrical engineers shall carry out electrical safety checks, repairs, installations, and other relevant works.
- All alterations or works to a property must ensure that they do not make the existing electrical installation defective.
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) require employers, the self-employed and people in control of premises to report specific incidents to the Health and Safety Executive, including electrical supply and installation-related incidents.
- All installations are to be kept in good repair and proper working order for the supply of electricity.
- EPIC Housing's responsibility applies to all fittings and installations which cannot be legally removed by a tenant and does not extend to the tenant's own fittings and electrical products.
- To keep the most recent EICR.

5.2. To ensure we provide the above, EPIC Housing will follow their Electrical Safety Procedure and have measures in place to monitor and provide:

- Five-yearly Electrical Installation Condition report.
- Ensure that all Operatives undertaking electrical checks or works to the supply and installation owned by us are suitably qualified and experienced. We will check qualifications and registrations annually.
- Where tenants refuse us or our Contractor access to undertake our legal obligations, we will utilise robust legal proceedings and/or the cutting off or isolation of the supply if we suspect an appliance, system or the supply may be unsafe.
- Review all safety certificates to ensure that they are completed correctly and that any follow up work is completed withing target dates as set out in the Repairs Policy.
- Performance indicators in respect of the percentage of properties with a valid EICR and the stage that properties without a valid certificate have reached.
- Carry out third-party electrical auditing on a minimum 5% inspection of all EICRs.

5.3. In relation to our service offering, EPIC Housing will:

- Respond to emergencies within two hours, in accordance with our Repairs Policy.
- Offer to provide both written and verbal instruction on electrical safety advice to all new tenants.
- Audit the service on a cyclical basis in line with the internal audit program approved by the Board or a delegated Committee.
- Arrange appointments with tenants, providing a minimum of seven days' notice.
- Offer appointments outside of office hours where required.
- Leave calling cards in cases of missed appointments.

5.4. Where EPIC Housing or our Contractors cannot gain access for the purpose of the electrical testing, this is considered a serious breach of tenancy and EPIC Housing will use all legal means at its disposal to ensure that the EICR is completed.

6. RESPONSIBILITIES

The roles and responsibilities for key stakeholders across EPIC are detailed below.

6.1. The Board

- Reviews reports and/or performance indicators to assure itself that the measures detailed in this Policy are met.
- Monitors and reviews compliance.
- Ensures legal requirements are met.
- Approves changes to the Electrical Safety Policy.

6.2. The Chief Executive (Duty Holder)

- Ensures that resources are made available to allow for the appropriate management of this Policy.
- Is accountable for the proper implementation of this Policy.
- Ensures that their responsibilities as the duty holder under the Policy is managed to ensure full compliance.

6.3. Executive Team

- Ensures that operational activities are compliant.
- Ensures that statutory duties are discharged and meets monthly to review progress and review operational risk to the Policy.
- Recommends changes to the Electrical Safety Policy to Board for approval.
- Approves changes to the Electrical Safety Procedure.
- Ensures landlord compliance and relevant monitoring within this Policy.
- Sets out audit requirements to ensure this Policy is compliant.

6.4. Director of Asset Management and Building Compliance

- Will work closely with the operational Compliance team to implement this Policy.
- Ensures that legal obligations and policy measures are being adhered to and in line with budget.
- Is responsible for the overall implementation and regular review of this Policy, ensuring its objectives are achieved.
- Embeds the Policy through staff training, learning and development.
- Monitors the overall effectiveness of the Policy in terms of cost, quality, and time.
- Ensures that comprehensive Electrical Safety Policy and Procedural documents are in place to ensure safe working practices across all sections of the company.
- Implements a policy review.

6.5 Capital and Compliance Lead

- Takes responsibility for compliance with this Policy.
- Ensures that financial accounting expenditure relating to electrical issues are monitored and included in future budget forecasts.
- Auditing the scheme as instructed by the Executive Team and/or Board.
- Leads on the writing, implementation, monitoring and review of the Electrical safety Policy and associated policies and procedures.
- Is responsible for the compliance and performance indicator reporting to the Executive Team, Board, and the Chief Executive.
- Ensures that any compliance and/or H&S-related issues are brought to the attention of the Chief Executive and provides regular updates on service delivery against budget.
- Develops and implements operational procedures to deliver the policy objectives.

6.5. All employees and External Stakeholders

- Are responsible for ensuring an understanding and adherence to this Policy.
- Report any issue that requires repairs or maintenance whilst visiting any EPIC Housing property.

6.6. Tenants

- The tenancy agreements of all tenants of EPIC Housing allow access to all properties for the purpose of carrying out electrical safety checks of installations.
- The tenant is responsible for immediately reporting any concerns with electrical systems and turning them off until they are checked by a qualified electrician.

7. MANAGING ELECTRICAL SAFETY

- 7.1. EPIC Housing does not employ direct labour to maintain and certify electrical safety in house, we rely on a network of Contractors to deliver our service.
- 7.2. EPIC Housing will take reasonable steps to ensure that all Operatives undertaking installation or maintenance works to electrical equipment, systems and/or appliances owned by us are suitably qualified and experienced.
- 7.3. EPIC Housing has systems and procedures in place which ensure Contractors involved in the electrical safety process are trained and have the necessary skills and experience to specify, complete necessary works, manage and monitor service delivery.
- 7.4. EPIC Housing will ensure there is a good line of communication between us, the Contractor, and our tenants regarding electrical safety in our homes. We will effectively manage expectations for the completion of a repair and ensure tenants are kept up to date on the progress.
- 7.5. EPIC Housing will comply directly and engage with Contractors to ensure they comply with all relevant legislation in the delivery of our electrical safety service.
- 7.6. When conducting an Electrical Installation Condition Report (EICR):
 - All C1 recommendations, where possible, will be completed prior to leaving the property.
 - All C2 recommendations under £500, where possible, will be completed prior to leaving the property, where not possible within 28 days.
 - All C2 recommendations over £500 will require approval from EPIC Housing, this can be obtained verbally by phone or email to facilitate completion prior to leaving the property, where not possible within 28 days.
 - All C3 remedials to be reviewed for trend analysis.
- 7.7. If the electrical safety check reveals an unsafe situation, the Contractor will determine the appropriate action to be taken and inform EPIC Housing within 24-hours both verbally and in writing to the Capital and Compliance Lead.

8. SUPPORTING OUR TENANTS

- 8.1. EPIC Housing will provide five-yearly EICRs to all properties as detailed in this Policy; as part of this action EPIC Housing will provide a copy of the EICR to the tenant.
- 8.2. EPIC Housing will provide customers with advice and assistance. We recognise that some of our customers may need help when it comes to the electrical installations in their home. We may, entirely at our discretion, provide a service in addition to the statutory and contractual responsibilities, to assist our customers who may need support to meet the conditions of their tenancy for electrical safety. Each request will be considered on a case-by-case basis.
- 8.3. EPIC Housing will ensure that tenants are aware of our key standards and approach to servicing electrical systems and the legal responsibilities applicable.
- 8.4. EPIC Housing will provide general information for tenants, where necessary, regarding electrical installations at tenancy sign-up. Tenants will be advised to contact EPIC Housing to obtain guidance on any electrical-related issues.

8.5. EPIC Housing will provide appointments where possible to meet the tenant's need, engaging and encouraging tenants to maximise access, utilising out-of-hours appointments, and considering any other request on a case-by-case basis.

9. TRAINING

9.1. EPIC Housing will ensure that staff who are accountable for the management of electrical safety receive the relevant information, instruction, and training to become competent in the positions they hold.

9.2. EPIC Housing will provide the necessary equipment to carry out their duties safely.

9.3. EPIC Housing will carry out its duties to our employees in the following way:

- At induction stage for new employees.
- For all employees being exposed to new or increased risks because of being transferred or given a change of responsibilities.
- Introduction of new work equipment or a change to equipment already in use.
- The introduction of new technology.
- The introduction of a new or revised system of work.
- During refresher training.

9.4. All training needs will be structured in such a way as to assess the resulting levels of competency at the point of delivery.

9.5. The Capital and Compliance Lead is responsible for the day-to-day operational delivery of electrical safety testing and maintenance and will be required to have a good working knowledge on the management of electrical safety in occupied buildings. They will also be expected to proactively maintain their Continued Professional Development to keep up to date and abreast of relevant industry and legislative changes and that of relevant team members who have day-to-day involvement in this area.

10. DATA VALIDATION

EPIC Housing will:

10.1. Ensure we have accurate and up-to-date records of all servicing and safety checks carried out to properties, including remedial actions and that copies of relevant certificates / reports are held electronically.

10.2. Ensure that on completion of all new installations, we receive an EICR and properties are included in ongoing servicing and maintenance contracts.

10.3. Maintain an auditing schedule which will specify the minimum percentage of electrical installations that are required to be audited.

10.4. Review all electrical reports and certificates received to ensure that they are completed correctly and that any follow-up work is completed, and records updated.

10.5. Monitor performance monthly in relation to the percentage of properties with valid EIRC.

11. EQUALITY AND DIVERSITY IMPLICATIONS

- 11.1. We are committed to ensuring and promoting equality of opportunity for all. We are opposed to discrimination on any grounds, including race, religion, gender, marital status, sexual orientation, disability, age, or any unjustifiable criteria. We are committed to developing a culture that values people from all sections of society and the contribution which each individual can make. We will ensure our approach to accessing properties is considerate to people's individual needs. We also adhere to the Equality Act 2010.
- 11.2. EPIC Housing recognises that some people experience disadvantage due to their socio-economic circumstances and will strive to ensure no person or groups of persons is treated with injustice due to their personal circumstances.
- 11.3. EPIC Housing will also ensure that all services and actions are delivered within the context of current Human Rights legislation and will make sure the central principles of the Human Rights Act (1998) will be adhered to.
- 11.4. An Equality Impact Assessment (EIA) has been carried out on this Policy.

12. MONITORING / REVIEW

- 12.1. EPIC Housing will record and monitor a range of financial and performance indicators to assess and improve the performance of managing Electrical Safety in our homes. These will include:
 - Government-return performance indicators as defined in TSM.
 - EPIC Housing corporate performance indicators for Board and ET.
 - Contractual performance indicators.
- 12.2. EPIC Housing will use a variety of methods to engage with our customers regarding the quality of managing electrical safety and commit to using a listening-and-learning approach to continually improve the service we offer.
- 12.3. This Policy will be reviewed annually. A review may be conducted earlier if there are significant changes to either legislation or EPIC's operating practices.

13. ASSOCIATED DOCUMENTS

- Corporate Plan
- Asset Management strategy
- Repairs Policy and Procedure
- Damp and Mould Policy and Procedure
- Disrepair Procedure
- Customer Home Alterations Policy
- Compensation Policy
- Equality, Diversity, and Inclusion Policy
- Violence and Aggression Policy
- Safeguarding Policy
- Data protection Policy
- Health, Safety and Wellbeing Policy
- Tenancy Agreements
- Electrical Safety Procedure

Version Control

Date of Review	Reviewer	Version Number	Changes	Date of Next Review	Approved By
Sep 2022	J Mitchell	1.0	New Policy	Sep 2023	Board
Dec 2023	J Mitchell	2.0	Format, reworded sections and Minor changes	Dec 2026	Board
Jan 2025	J Parkes	3.0	Minor changes to reflect role title changes.	Dec 2026	