

Electrical Safety Policy

Policy Statement

Purpose

As owners and managers of property we have a duty of care to ensure that tenants, customers, colleagues and visitors can use their homes, our buildings and facilities safely. The purpose of this policy is to establish clear guidelines and responsibilities for managing electrical safety within our properties, including those involving third parties (such as managing agents). It ensures compliance with the requirements for electrical installations IET wiring regulations 18th Edition BS7671:2018 (including all current amendments), Electricity at Work Regulations 1989, and Health and Safety at Work Act 1974.

This policy also sets out Orwell Housing Association's governance, assurance and escalation arrangements for electrical safety compliance, ensuring clear accountability from Board to operational delivery. Through this electrical safety policy we will ensure the safety and wellbeing of our tenants, customers, colleagues, visitors and assets, working consistently to minimise the risks associated with electrical installations in domestic properties and workplaces.

Legal Obligations

We will comply with our duties for repairs and maintenance as set out in the Landlord and Tenant Act 1987 and the Housing Acts 1985 and 1988 (as amended). In addition, we will comply with:

- The Housing Act 2004
- The Homes (Fitness for Human Habitation) Act 2018
- Management of Health & Safety at Work Regulations 1999
- Workplace (Health, Safety & Welfare) Regulations 1992 (as amended)
- The Construction (Design & Management) Regulations 2015 (as amended)
- Building Regulations (including Electrical safety: Approved Document P)
- Health & Safety at Work Act 1974
- Electricity at Work Regulations 1989
- Requirements for electrical installations IET wiring regulations 18th Edition BS7671:2018/A3:2024 (and all future amendments)

Provision and Use of Work Equipment Regulations 1998In addition to the above, this policy supports compliance with the Regulator of Social Housing's consumer standards, particularly the Safety and Quality Standard, by ensuring that electrical installations are safe, maintained, and subject to robust assurance arrangements.

Policy Commitment

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, customers, colleagues, visitors and assets.

We will ensure all our homes and communal installations are inspected and tested at regular intervals appropriate to risk levels to ensure continued safety, and we will endeavour to not exceed five years between inspections.

Where inspection outcomes identify an increased level of risk, inspection cycles may be reduced, and remedial works prioritised accordingly. We will ensure that Orwell's electrical installations including distribution boards, wiring, heating appliances and safety circuits are prepared and maintained to approved standards to ensure legal compliance.

We will ensure any repair/remedial works are carried out within appropriate timescales so that homes remain safe and electrical installations are maintained to a high standard.

Clear target timescales will be applied to remedial actions based on EICR coding, with immediate action taken where a Category C1 or C2 risk is identified. We will procure and manage contractors appropriately, ensuring that they are qualified and registered to do the work required of them, in particular that they are registered with NICEIC, ECA or other approved accredited bodies in place at the time. Individual engineers working on an electrical installation must be trained, competent and hold the relevant industry recognised qualification. We will regularly review and monitor the qualifications of all contracted engineers to ensure these qualifications remain in date whilst working on our properties.

Contractor competence, accreditation, insurance and performance will be subject to regular review, audit and independent inspection.

We will keep detailed property records within our Asprey compliance software, including keeping records of electrical safety checks, including the two most recent tests as a minimum, and monitor our level of compliance on an ongoing basis with a target of 100%.

Compliance performance will be reported routinely to senior management and the Board, including exception reporting for non-compliance and no-access cases. We will communicate risks associated with electrical installations and appliances to our customers, along with Orwell's actions to mitigate them and our customers' responsibilities.

Prior to letting, we will ensure that all properties have a new EICR (Electrical Installation Condition Report) completed before the new customer moves in, and appropriate certification issued.

We will ensure that an EICR (Electrical Installation Condition Report) is completed when a mutual exchange is taking place.

We will complete a new EICR (Electrical Installation Condition Report) after five years of completion of 'new build' properties.

We will arrange for an independent inspector to survey the work of Orwell's electrical maintenance contractors regularly to ensure high standards are continuing to be met.

We will implement a clear approach for the maintenance and upgrading of electrical installations within our yearly maintenance/planned programmes.

We will undertake Portable Appliance Testing (PAT) on all equipment owned/managed by the Association annually. Appropriate labelling of equipment and recording of all equipment will be undertaken in accordance with the Code of Practice for In Service Inspection and Testing of Electrical Equipment edition 5, to meet the following legislation: Provision and Use of Work Equipment Regulations 1998 and Electricity at Work Regulations 1989.

Responsibilities

Lines of Responsibility

Orwell Housing's duty to maintain and implement the Electrical Safety Policy falls under the remit of the Compliance and Planned Works Manager.

Overall accountability for electrical safety rests with the Duty Holder, supported by the Responsible Person and Responsible Manager, providing clear governance and separation between strategic oversight and operational delivery.

The Compliance and Planned Works Manager is the named responsible manager and will implement the control measures as detailed in this document reporting to the Head of Property who will cascade all information to the responsible person and duty holder.

Duty Holder

The Duty Holder has a responsibility to support this policy by ensuring the allocation of resources including an adequate budget, suitable and sufficient equipment, personnel, time, and training.

In particular they will:

- Ensure that resources are made available to allow the actions and measures detailed in this policy and any associated procedures to be effectively delivered.
- Delegate their responsibilities for the for the delivery of services in line with policy and procedures to the Assistant Director of Property Services, the Head of Property and the Compliance and Planned Works Manager, however, will retain an oversight on progress/performance.
- Eliminate Risk wherever possible.
- Appoint appropriate 'Responsible Persons' to oversee, control and coordinate the control of the risk.

The Duty Holder is ultimately accountable for ensuring that electrical safety risks are effectively managed and that the Association can demonstrate compliance to regulators, auditors and stakeholders.

The Duty Holder is: Chief Executive.

Responsible Person

The Responsible Person has been given their authority by the Duty Holder. The position carries with it the authority to put into effect such measures as are required to control the risk and ensure statutory and regulatory regulations implemented and followed both as a matter of routine and in the event of a crisis.

The Responsible Person will work closely with the Head of Property and the Compliance and Planned Works Manager to seek assurances that regulatory obligations and policy measures are being adhered to and services delivered in line with budget. They will check reports compiled for Board members to ensure compliance with statutory and contractual obligations.

The Responsible Person also has a responsibility to ensure records are kept to confirm that this policy has been implemented. The Responsible Person has the overriding authority for the control of electrical safety to ensure that all Orwell Housing Association properties meet the requirements of electrical safety and this policy. The Responsible Person is required to ensure that nominated OHA staff are trained and competent to carry out prescribed tasks on their behalf and to ensure that the Responsible Person's tasks and requirements are duly met.

The Responsible Person provides strategic assurance that electrical safety arrangements are effective, monitored and continuously improved.

The Responsible Person is: Assistant Director of Property Services.

Responsible Manager

The Responsible Manager has been given their authority by the "Responsible Person" to act on their behalf to oversee the day-to-day management of electrical safety for Orwell Housing Association. This person has responsibility for overseeing and coordinating the Electrical Safety Policy and Procedure. This position carries with it the authority to put into effect such measures as are required to control the risk of electrical safety, both as a matter of routine and in the event of a crisis. The Responsible Manager also has a responsibility to ensure records are kept to confirm that this policy has been implemented.

They have the responsibility for day-to-day management including ensuring that the scheme of precautions to control the risk of electrical servicing is implemented fully by competent persons, whether directly employed by Orwell Housing Association, contracted, or subcontracted.

In particular they will:

- Regularly review this policy and ensure its objectives are achieved.
- Prepare compliance performance reporting for the Assistant Director of Property Services, Head of Property, Director of Customers and Communities, Chief Executive, and the Board as required.
- Ensure that any compliance and/or H&S related issues are brought to the attention of the Assistant Director of Property Services and Head of Property and provide regular updates on service delivery.
- Effectively manage the performance of the service delivery contractors, including their ongoing competence, and proactively monitor service delivery against targets.

- Be responsible for monitoring the quality of work undertaken by the contractor and ensuring all servicing certification is received and verified.
- Act as the organisation lead for electrical safety, ensuring that OHA continue to work in line with the most up to date regulations and industry guidance.
- Manage the performance of electrical servicing contractors, supported by a suite of internal metrics and KPI dashboards. Monthly operational meetings are held with contractors within which performance is discussed and documented, with procedures in place to take more formal action to address performance issues if required.
- Work closely with the Housing Services Manager and the Head of Customer Experience and Housing to assist with 'no access' issues and seek assurances from the Housing Services Manager that appropriate action is being taken to support affected customers.
- Oversee the control and management of electrical safety on behalf of the Duty Holder.
- Ensure that electrical safety checks are carried out on behalf of the Duty Holder.

The Responsible Manager is responsible for ensuring that electrical safety performance is proactively managed, risks are escalated appropriately, and that assurance mechanisms are in place and effective.

The Responsible Manager: Compliance and Planned Works Manager.

Compliance & Servicing Team Leader

The Compliance and Servicing Team Leader will be responsible for the day-to-day operational delivery of all electrical-related servicing and maintenance.

In particular they will:

- Be responsible for monitoring the quality of work undertaken by the contractor and ensuring all servicing certification is received and verified.
- Ensure the Compliance Team maintains a register of all electrical businesses and engineers carrying out works for OHA. This will include the specific accreditations the Company's or Engineers hold and obtain evidence to ensure they are in date.

Electrical Servicing Contractor

The contractor has responsibility for carrying out the electrical servicing of and remedial works/repairs to all properties as instructed by OHA.

In particular they will:

- Organise initial appointments with customers and schemes to ensure that the servicing is completed in the necessary timeframes to ensure OHA comply with the Electrical Safety Regulations.

- Carry out the necessary attempts to make appointments in line with OHA procedures. Inform the Compliance Team of 'no access' issues at the earliest opportunity to ensure OHA can begin their access procedures.
- Provide weekly servicing updates to the Compliance Team on the current position with all properties and notify of any problems, discrepancies or anomalies.
- Ensure that all engineers have the correct qualifications and memberships to work on the various systems to be serviced.
- Carry out the safe servicing of electrical installations, appliances etc implementing any required safe working practices.
- Complete and maintain records as required.
- Attend monthly contract meeting to discuss and document the performance of servicing contract.

Failure to meet contractual, safety or performance standards may result in formal performance management, remedial action plans or contract sanctions.

Policy Monitoring and Review

The Assistant Director of Property Services has overall responsibility for taking all reasonable steps to ensure that this policy is complied with.

Electrical safety performance, including compliance rates, overdue inspections, high-risk remedials and no-access cases, will be subject to regular internal audit and Board scrutiny.

The policy will be formally reviewed and updated every two years by the Responsible Manager, or sooner if deemed appropriate, or by reasonable request.