

Electrical Safety Policy

Prepared by	Compliance Officer
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Reviewed by	Operation Sub-Committee

Corporate Fit	Internal Management Plan	✓
	Risk Register	✓
	Business Plan	✓
	Equalities Strategy	✓
	Legislation	✓

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 乐意翻译

Our policies provide a framework to underpin our vision and values, to help us achieve our strategic objectives.

Our Vision

Local people, local control.

By providing quality homes and services, we will create stronger communities and a better quality of life for our customers.

Our Values

- Focused on the needs of our customers and communities.
- Supportive of our staff and Committee members.
- Responsible, efficient, and innovative.
- Open and accountable.
- Inclusive and respectful.
- Fair and trustworthy.

Strategic Direction

Consolidation and improvement: Applicable to our core business as a landlord & property manager.

Growth: Through the new build opportunities, we are taking forward.

Partnerships: Where this can help to address shared goals and increase capacity and value.

Resilience: A key priority across all parts of our business.

Strategic Objectives

Services: Deliver quality, value for money services that meet customers' needs

Homes & neighbourhoods: Provide quality homes and neighbourhoods.

Assets: Manage our assets well, by spending wisely.

Communities: Work with local partners to provide or enable services and activities that benefit local people and our communities as a whole

Our people: Offer a great workplace environment that produces a positive staff culture and highly engaged staff.

Leadership & Financial: Maintain good governance and a strong financial business plan, to ensure we have the capacity to achieve our goals.

Our Equalities and Human Rights Commitment

We understand that people perform better when they can be themselves and we are committed to making the Association an environment where employees, customers, and stakeholders can be open and supported. We promote equality, diversity, and inclusion in all our policies and procedures to ensure that everyone is treated equally and that they are treated fairly on in relation to the protected characteristics as outlined in the Equality Act 2010.

Privacy Statement

As data controller we will collect and process personal data relating to you. We will only collect personal information when we need this. The type of information we need from you will vary depending on our relationship with you. When we ask you for information, we will make it clear why we need it. We will also make it clear when you do not have to provide us with information and any consequences of not providing this. We are committed to being transparent about how we collect and use your data, and to meeting our data protection obligations with you. Further information about this commitment can be found within our full Privacy Statements.

Policy Scope & Review

For the purpose of this policy the term Association will include all members of the Tollcross Housing Association Limited. Therefore, all employees, governing body members, volunteers, customers and other relevant stakeholders will be expected to adhere to this policy and/or procedure. All policies and procedures are reviewed every 3 years in line with best practice and current legislation. The Association reserves the right to make additions or alterations to this policy and procedure from time to time. Any timescales set out in this policy may be extended where required.

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1. Purpose

- 1.1. The aim of this Policy is to ensure the effective inspection, maintenance and management of all electrical installations, fixtures and appliances within premises controlled by the Housing Association.
- 1.2. All electrical repair work and Electrical Installation Condition Reports will be issued to an external competent body.
- 1.3. The procedures detailed within this section are intended to facilitate the effective management of electrical safety, ensuring that all reasonable steps are taken to comply with the Consumer Protection Act 1987 and the Electrical Equipment (Safety) Regulations 1994.

2. Definitions

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

3. References

- 3.1.
 - British Standard BS7671:2018+A2:2022
 - The Consumer Protection Act 1987
 - The Electrical Equipment (Safety) Regulations 1994

4. Electrical Checks

- 4.1 The Housing Association will ensure that all electrical installations, fixtures, fittings, and any electrical equipment provided, is safe, in a reasonable state of repair and in proper working order at the start of the tenancy and throughout its duration.
- 4.2 Visual inspections on all electrical appliances will be carried out by a competent person before a tenant moves in and regularly throughout the tenancy.
- 4.3 The Housing 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.
- 4.4 The EICR will be carried out every 5 years and at the start of a new tenancy if there have been new electrical installations fitted or defects identified.
- 4.5 The Housing Association will retain a copy of the Electrical Installation Condition Report for six years. 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.
- 4.6 A defined ‘no access’ procedure will be developed to ensure all reasonable steps are taken by the contractor and the Housing Association to meet the five-year deadline for landlords’ electrical safety checks. *See Appendix 2*

5. Portable Appliances

- 5.1 The Housing Association will take reasonable steps to ensure that all appliances (e.g. cookers, fridges, washing machines etc.) provided as part of the tenancy agreement are safe.
- 5.2 An appropriate portable appliance testing (PAT) regime will be implemented for any appliances issued by the organisation.
- 5.3 All portable appliances issued by the organisation will have the UKCA Mark, the British Standard Kitemark, the 'BEAB Approved' mark or the CE mark.

6. Repairs and Emergencies

- 6.1 Should any faulty equipment be observed, the Housing Association will ask the tenant to take the item out of service until it is repaired or replaced.
- 6.2 The Housing Association will use a competent service contractor to carry out repairs and emergency responses.

3. Tenant Responsibilities

- 7.1 Tenants will be issued with information leaflets on electrical safety.
- 7.2 Tenants will be advised to report any electrical faults immediately.
- 7.3 Tenants will be informed of any electrical items which are prohibited within Organisation premises.

Appendix 1 – Equality & Human Rights Impact Assessment

Policy	Electrical Safety		
EIA Completed by	Joe Wilson, Technical Director	EIA Date	31 March 2025
1. Aims, objectives, and purpose of the policy / proposal			
The aim of this Policy is to ensure the effective inspection, maintenance and management of all electrical installations, fixtures and appliances within premises controlled by the Organisation.			
2. Who is intended to benefit from the policy / proposal?			
Tenants, staff and contractors.			
3. What outcomes are wanted from this policy / proposal?			
To keep tenants, staff and contractors safe and ensure that all reasonable steps are taken to comply with the Consumer Protection Act 1987 and the Electrical Equipment (Safety) Regulations 1994.			
4. Which protected characteristics could be affected by proposal?	☐ Age	☐ Gender reassignment	☐ Religion or belief
	☐ Disability	☐ Marriage & civil partnership	☐ Sex
	☐ Race	☐ Pregnancy and maternity	☐ Sexual orientation
5. If the policy / proposal is not relevant to any of the protected characteristics listed in part 4, state why and end the process here.			
Electrical Safety and Inspections is a legislative requirement. Although the protected characteristics are not relevant, staff and contractors will accommodate anyone who requires assistance to ensure access is gained and the electrical test is carried out.			
6. Describe the likely impact(s) the policy / proposal could have on the groups identified in part 4			
7. What actions are required to address the impacts arising from this assessment? (This might include; collecting data, putting monitoring in place, specific actions to mitigate negative impacts).			
8. Consider the impact and actions to be considered for the following Human Right articles:			
Article 6: Right to a fair trial			
Everyone should be given the opportunity to participate effectively in any hearing of their case and present their side.			
Impact: N/A		Actions: N/A	
Article 8: Right to respect for private life, family life & the home			
Everyone has the right to access and live in their home without intrusion or interference.			
Impact: N/A		Actions: N/A	
Article 14: Prohibition of discrimination			
Everyone has equal access to the other rights contained in the Human Rights Act.			
Impact: N/A		Actions: N/A	

Appendix 2 – Forced Access Procedure for Electrical Inspections

Tollcross Housing Association has an obligation to carry out five yearly electrical inspections in domestic properties and common areas and portable appliance testing (PAT Testing) under The Repairing Standard (Housing Scotland Act 2006). The purpose of these inspections is to ensure electrical outlets, wiring and fixtures are safe for use and are repaired/replaced if necessary. Unsafe electrical equipment can increase the chances of fire breaking out. Once the testing has been carried out, an electrical installation condition report (EICR) is issued, and for PAT testing, stickers will be issued to the appliance to confirm safe for use.

Our process

1. The housing association will issue a list of addresses that are due to be tested to the contractor selected.
2. The contractor will arrange appointments and issue letters advising of the date and time slot for the testing to take place. Their contact details will be on the letter if the issued date does not suit for it to be rearranged.
3. If the contractor gains access; an EICR will be issued within 28 days to the tenant and the housing association by the contractor. They will advise of any follow-up work at this time and work orders will be created if necessary and issued to the contractor.
4. If after two failed attempts at access, the contractor will pass this back to the housing association to attempt to arrange access. We will do this by;
 - Phone call
 - Email
 - Text message
 - Letter.

5. IF THE TENANT HAS MADE NO ATTEMPT TO COMMUNICATE

1. A pre-sheriff officer letter will be hand delivered to the tenant by a member of Tollcross Housing Association. The tenant will have one week to respond from date of delivery. The letter will state that if no contact is made, the tenant will be recharged for any related costs to forcing access to carry out essential work.
2. If no response is received, sheriff officers will be engaged to hand deliver a letter to the tenant advising of forced access. The date will be stated one week from the letter being delivered.
3. A specific time will be allocated, and a joiner will be in attendance to force entry and change the locks if necessary, in the presence of the sheriff officers for the inspection to be carried out.

6. Remedial Works

If the contractor attends and finds remedial works are required, the maintenance staff will contact the tenant to arrange a date for the work to take place and issue this to the contractor. If access is not given, forced access procedures may take place again.