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|----------------------|--|-------------------------|-----------|
| <b>Policy title:</b> | Electrical Safety Policy               |                         |           |
| <b>Scope:</b>        | Group-wide                             |                         |           |
| <b>Policy owner:</b> | Executive Director Customer Experience |                         |           |
| <b>Approver:</b>     | Executive Team                         |                         |           |
| <b>Date:</b>         | Sept 2020                              | <b>Review Due Date:</b> | Sept 2023 |

## 1. PURPOSE

1.1 The purpose of this policy is to set out how Aspire Housing will manage and control risks associated with electrical installations within properties where Aspire has a legal responsibility to comply with The Electricity at Work Regulations 1989 and BS 7671: 2018 (as amended) and other associated statutes, regulations and codes of practise.

## 2. INTRODUCTION

2.1 This Policy sets out clear guidance which details how the risks of death, injury, and damage from electrical accidents within the Company's domestic and non-domestic properties will be managed, minimised, and avoided.

2.2 The policy is designed to ensure that Aspire Housing takes all reasonable and practicable steps to remove, minimise and manage risks associated with electricity.

## 3. POLICY STATEMENT

3.1 Aspire is committed in so far as reasonably practicable to ensuring the health, safety, and welfare of persons within its premises. Further, Aspire accepts that it is the legal Duty Holder for its premises and has a responsibility to protect its employees and customers from risks associated the electrical installations.

3.2 The Governance and Financial Viability Standard of the Regulator of Social Housing (RSH) states that Registered Providers, like whg, shall adhere to all relevant law.

3.3 The RHS's Home Standard requires Registered Providers to meet all applicable statutory requirements for the health and safety of the occupants in their homes, including gas safety.

3.4 Registered Providers are subject to regulatory intervention and enforcement action if found to have caused "harm or potential harm that may be caused to tenants by a breach of standards" known as serious detriment

3.5 Aspire will provide resources, information, training, and supervision as is needed for this purpose.

3.6 In order to mitigate risk and meet the regulatory responsibilities of both the Electricity at Work Regulations 1989 and BS 7671: 2018 (as amended) and other associated regulation and guidance relating to the installation and maintenance of electrical fittings Aspire Housing will:

- Develop procedures and processes that will support the implementation of this policy.
- Make this policy available to customers, staff and partners on the Aspire website and on request.
  - Ensure all planned and re-active works are carried out to approved standards in line with the Electrical Work Regulations 1989 and BS 7671: 2018 (as amended).
  - Ensure that all planned and re-active work is carried out by a suitable qualified and skilled person.
  - Ensure all planned and re-active works on other electrical heating sources is carried out by a skilled person.
  - Ensure all work carried out on behalf of Aspire Housing is completed by suitable qualified and skilled electrician.
  - Develop and carryout a programme of electrical inspections and improvement works in all properties where Aspire is responsible.
  - Ensure that an electrical inspection is carried out in response to a change in occupancy.
  - Ensure that detailed records are kept and administered for all electrical inspections where Aspire is responsible.
  - To ensure that the electrical installations to all domestic properties are maintained and are in a good state of repair
  - To ensure that there is a programme in place to identify, replace and upgrade electrical installations as required.
  - To ensure that all communal and non-domestic electrical appliances are serviced and maintained in accordance with the manufacturers' requirements and with the relevant legislation.
  - To ensure that all portable appliances provided by Aspire to both domestic and non-domestic properties are safe and in good working order.
  - To ensure that Aspire Housing complies with all relevant legislation relating to electrical safety in domestic and non-domestic properties

#### **4. ASSOCIATED LEGISLATION & RELATED DOCUMENTS**

- Electricity at Work Regulations 1989 (HSR 25)
- Health & Safety at Work Act 1974
- Housing Act 2004
- Landlord & Tenant Act 1985
- Part P Building Regulations (England and Wales)
- The Electrical Equipment (Safety) Regulations 1994
- Regulatory Reform (Fire Safety) Order 2005
- BS 7671 2008 (IET Wiring Regulations) 18th Edition (as amended)
- BS 5839 Fire Alarms
- Electrical Safety First – Best Practice Guide 2 Guidance on the management of electrical safety and safe isolation procedures for low voltage systems.
- Electrical Safety First – Best Practise Guide 4 Electrical condition reporting: classification codes for domestic and similar electrical installations.
- Electrical Safety First – Best Practise Guide 5 Electrical installations and their impact on the fire performance of domestic premises used for single family houses.
- Aspire Housing Fire Safety Policy

#### **5. SCOPE OF POLICY**

5.1 This policy applies to all Aspire staff, partners and customers involved with the maintenance, installation and use of electrical appliances.

5.2 This policy applies to the following locations:

- Rented properties
- Electrical appliances in communal areas
- Appliances within Aspire offices.

5.3 This policy also covers the following:

- All electrical installations, appliances, and systems for which Aspire Housing is responsible.
- Alterations to properties with an electrical installation.

**6. RESPONSIBILITIES**

6.1 The responsibility for establishing a health & safety framework for the management of risks associated with electrical installations sits at Executive Level. The Executive recognises the importance that is given to the management of Aspire assets from a health & safety and commercial perspective.

6.2 Under this policy, Aspire has appointed appropriate persons within the organisation to manage this area of risk with the support of appointment specialist contractors

6.3 The Duty Holder for Aspire Housing:

|             |           |                       |
|-------------|-----------|-----------------------|
| Duty Holder | Position: | Group Chief Executive |
|-------------|-----------|-----------------------|

6.4 The Group Chief Executive has ultimate responsibility for health and safety across the Group and will nominate appropriately qualified and suitable experienced people to discharge those duties in relation to electrical safety.

6.5 The nominated people responsible for electrical safety sit within the Customer Service Directorate and the Property Directorate. The core activities and structures to ensure electrical safety within Aspire Housing is detailed below for each of these Directorates:

**6.5.1 Customer Excellence Directorate**

- Servicing and maintenance of all electrical installations, appliances, and systems for which Aspire Housing is responsible.
- Alterations to properties with an electrical installation.
- Commissioning of third-party quality assurance relating to operational activity.

|                  |                   |  |
|------------------|-------------------|--|
| Responsible Exec | Position:         | Executive Director Customer Experience   |
|                  | Telephone:        | 01782 635200 (ext 4755)  |
|                  | Responsibilities: | Overall responsibility for the implementation of this policy and to ensure that adequate resources are |

|                                      |                   |  |
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|                                      |                   | made available to enable the policy objectives to be met   |
| Principal Duty Holder                | Position:         | Director of Maintenance  |
|                                      | Telephone:        | 01782 635200 (ext. 4883)   |
|                                      | Responsibilities: | To ensure that appropriately qualified and suitably experienced people are employed to implement this policy, that appropriate programmes of work are in place to discharge relevant duties, and to ensure compliance with electrical safety regulations.      |
| Qualifying Supervisor                | Position:         | Qualifying Supervisor Maintenance  |
|                                      | Telephone:        | 01782 635300 (ext. 4504)   |
|                                      | Responsibilities: | To ensure that inspections and servicing, and the data arising from servicing programmes, are compliant with regulations and discharge legal and regulatory duties. Provide such information as required to evidence compliance through performance reporting. |
| Appointed Specialist Contractor      | Name:             | Phase 2 Electrical Engineering Ltd   |
|                                      | Telephone:        | 07771717213  |
|                                      | Email:            | Phase2elec@gmail.com   |
| Appointed Specialist Contractor (QA) | Name:             | Blue Flame Associates  |
|                                      | Telephone:        | 0845 194 90 38   |
|                                      | Email:            | admin@blueflameassociates.com  |

### 6.5.2 Property Directorate

- Supervision of management assurance in relation to electrical installations in Aspire Housing owned retail premises.
- Organisational performance reporting and monitoring of assurance in relation to electrical installations.

|                  |                   |  |
|------------------|-------------------|--|
| Responsible Exec | Position:         | Executive Director of Property & Development   |
|                  | Telephone:        | 01782 635200 (ext 4906)  |
|                  | Responsibilities: | To ensure that an appropriate and robust performance and assurance reporting framework is in place relating to electrical installations.   |
|                  | Position:         | Head of Asset Management   |
|                  | Telephone:        | 01782 635200 (ext 4501)  |
|                  | Responsibilities: | To ensure that appropriate and effective systems are in place, both to enable the reporting of performance and assurance relating to electrical installations and to verify the accuracy of records/data held. |
|                  | Position:         | Compliance Manager   |
|                  | Telephone:        | 01782 635200 (ext 4634)  |
|                  | Responsibilities: | To compile appropriate performance and assurance reports relating to electrical installations. To ensure that all relevant assets form part of the inspection and  |

|                                      |            |  |
|--------------------------------------|------------|--|
|                                      |            | maintenance programmes relating to electrical installations. |
| Appointed Specialist Contractor (QA) | Name:      | Blue Flame Associates  |
|                                      | Telephone: | 0845 194 90 38   |
|                                      | Email:     | admin@blueflameassociates.com                                |

## 7. MONITORING AND QUALITY ASSURANCE

7.1 To ensure that the company has adequately carried out its obligations under the Electricity at Work Regulations 1989 (HSR 25) and BS 7671 2008 (IET Wiring Regulations) 18<sup>th</sup> Edition (as amended), an independent Electrical Quality Assurance Contractor will be commissioned by Aspire Maintenance to conduct audit inspections on up to 5% of the organisations electrical remedial and installation work.

7.2 The annual EICR programme address list will be reconciled against our Asset register regular basis with all issues raised immediately and brought to the attention of the Compliance Manager (Compliance Team) with appropriate action being taken.

7.3 Copies of all audit inspections will be held on the Aspire Maintenance contract file and made available to the Compliance Team. Any issues raised will immediately be brought to the attention of the Maintenance Electrical Team and Compliance Team

7.4 A weekly performance report will be provided by Aspire Maintenance to the Executive Director Customer Services.

7.5 Reports are to be provided to the Executive Team on a monthly basis showing the proportion of stock with a valid Electrical Installation Condition Report (EICR) and for any property with an overdue EICR

7.6 Quarterly statistical reports will be submitted to the Board giving details of:

- EICR progress including a periodic time banded profile of all overdue reports.
- Performance Monitoring.

7.7 The management of electrical safety will also adhere to the guidance provided in the Management Review, Objectives and Audit Policy. This provides an audit regime as follows:

- Internal audit programme.
- Blue Flame Electrical Audits
- C365 Compliance Dashboard
- Risk Map Reviews
- Compliance Updates.

## 8. ACCESS

Aspire Housing actively promotes the importance of Electrical Inspections and the importance of access as required within its Tenancy Agreements.

Aspire Housing's Tenancy Agreement states that customers "must allow access to the Premises for inspection, management, maintenance or improvement reasons when at least 24 hours written notice

has been given. Additionally, we reserve the right for Aspire or/and our agents to force access in the event of an emergency without giving notice”.

## 9. FREQUENCY OF INSPECTIONS

| Type of Electrical Inspection              | Statutory/Recommended Frequency | Aspire Frequency  |
|--|---------------------------------|---|
| Domestic Properties                        | 5 Years                         | Aspire operates a 5-year programme. Or when change of occupancy   |
| Non-Domestic Properties (Communal Schemes) | 5 Years                         | Less if; identified as per engineer's recommendation              |
| Commercial Properties                      | 5 Years                         | Aspire operates a 5-year programme. Or when a change of occupancy |

## 10. OPERATIONAL ASPECTS OF POLICY

### 10.1 Competence of Electricians (Skilled Person as defined by BS 7671: 2018)

All electricians carrying out electrical work on behalf of Aspire, whether as a direct employee or external contractor, must comply with the requirements of the Electricity at Work Regulations. In particular, they must comply with Regulation 16 which requires that all persons working on electrical installations must have the technical knowledge and experience to prevent danger or injury. In addition, all electricians must be trained to undertake work to the requirements of BS 7671: 2018 (as amended).

Proof of competence must be provided and evidenced by the Company before commencing work. This will be held on the Company's Snowdrop HR system in respect of directly employed electricians and monitored and reviewed by Aspire Response. Both Aspire Response and external electrical contractor/s are responsible for updating this information on their own electricians and supplying evidence to confirm this.

### 10.2 Aspire Property Standards

Aspire strives to ensure that the safety and quality of electrical installations across its housing stock is maintained and compliant with all regulations. As a minimum, all installations should meet the following requirements

- Sufficient provision of sockets for the number of portable appliances likely to be used by tenants, in order to minimise the use of multi-socket adapters
- Covers in place to ensure that it is not possible for physical contact with live parts
- Residual current device (RCD) protection where appropriate
- Satisfactory earthing arrangements
- Satisfactory bonding arrangements
- Sufficient and appropriately separated circuits to avoid danger and minimise inconvenience in the event of a fault
- Cables that are correctly selected in relation to their related fuse or circuit-breaker.

### 10.3 Scheduling the Periodic Inspection Programme (Electrical Inspection Condition Report)

A Periodic Inspection is an inspection on the condition of an existing electrical installation, to identify (in order of priority) any deficiencies against the National Standard, BS 7671: 2018 (as amended), for the safety of electrical installations. Whilst there is no statutory requirement determining the frequency for Periodic Inspections, Aspire Housing will follow the recommendations of the Electrical Safety Council in ensuring that every property is inspected at least once every five years (or less if specified in the previous electrical condition inspection report) or on a change of tenancy.

The skilled (electrically) person will issue an Electrical Installation Condition Report (EICR) detailing any observed damage, deterioration, defects, dangerous conditions, and any non-compliances with the recognised safety standard that might provide a danger.

Each observation relating to a concern about the safety of the installation should be attributed an appropriate Classification Code selected from the standard codes C1, C2, C3 and FI (Further Investigation).

All C1 faults will be rectified whilst the engineer is on site, or the installation shall be made safe by way of disconnection, following which the timescales set out in Aspire Housing's Repairs, Maintenance and Improvements policy will apply for the completion of any relevant follow-on work. All instances of a C1 fault will be reported to the Qualifying Supervisor by the relevant contractor in writing at the time of discovery.

C2 faults will be rectified whilst the engineer is on site unless materials are required and will have a target date of 30 days, FI observations will also have a target date of 30 days for completion on the basis that they are considered to be urgent works. Any non-urgent upgrade works arising from an EICR, such as a consumer unit upgrade or rewire where the installation is otherwise in a safe condition, will be added to a planned programme for completion within a target date of 6 months.

Best Practice Guidance 4 Electrical Condition Reporting classification codes for domestic and similar electrical installations should be referenced for further information.

Aspire Response will be responsible for checking (qualifying) any paperwork in relation to inspections including the EICR and updating the property records and attributes on Orchard.

### 10.4 Installation of new appliances/installations

Where Aspire takes handover of a new property or where a new installation is fitted within an existing property, Aspire will ensure that it receives the appropriate certification for each property/ installation prior to handover signed by a competent person. This will include an Electrical Installation Certificate or Minor Electrical Installation Works Certificate, along with a Building Control Compliance Certificate. The certification must confirm the installation has been:

- Installed as per the manufacturer's instruction and in accordance with BS 7671: 2018 (as amended)

- Installed by a skilled (electrically) person or instructed person, as defined by BS 7671:2018 (as amended)
- Fully commissioned in accordance with the manufacturer's requirements by a skilled (electrically) person
- Compliant with Building Regulations

In the case of appliance/installations completed by the in-house electricians, Aspire Response will be responsible for checking/qualifying any paperwork and updating the property records and attributes on Orchard.

In the case of appliances/installations completed by external contractors or developers, the Asset Management team will ensure that all documentation received from external contractors is recorded on Orchard and Keystone.

### **10.5 Void Property & Mutual Exchanges**

When a property becomes void, Aspire will ensure that the electrical installation is safe to use before re-letting. An Electrical Periodic Inspection (EICR) will be undertaken on all voids regardless of when the property was last inspected.

Remedial work identified by the inspection will be completed prior to the re-letting of the property.

For customers who are involved in a mutual exchange, an EICR will need to be arranged and carried out prior to the exchange.

### **10.6 Repairs to Domestic Housing Stock and Maintenance of Records**

Repairs to electrical appliances/installations will be dealt with in accordance with the Repairs, Maintenance and Improvements Policy. The following will be classified as emergency repairs:

- Loss of power to the dwelling
- Any reported electrical fault resulting in or presenting a risk of shocks, burns, fires, explosions
- Failure of communal lighting
- Smoke detector failure

Aspire Response will provide copies of the following documents (when required) having completed repairs which require:

- Electrical Installation Condition Report
- Electrical Installation Certificate
- Minor Electrical Installation Works Certificate
- Building Control Compliance Certificate

Aspire Response will be responsible for checking/qualifying all paperwork in relation to electrical repairs and updating the property records and attributes on Orchard.

### **10.7 Planned Improvements**



Aspire will have a forward programme of planned improvements to electrical installations, informed by the EICR, stock condition survey and compliance reports.

## 10.8 Tenant's Own Appliances and Improvements

Tenants must request permission from Aspire for the installation of any electrical appliances, for example light fittings, showers, external lighting and additional sockets or changes to wiring. Each case will be reviewed on its merits, although the Tenant Private Works policy is clear that permission will not generally be granted for works that involve alterations to the building services including electrical installations.

In the event that any unauthorised, non-compliant electrical alterations or installations are identified, these will be decommissioned and removed.

### 10.1.1. Communal and Non-Domestic Appliances/Installations

The Company will ensure that contracts are in place for the servicing, repair and maintenance of all appliances to communal areas of blocks of flats and to non-domestic properties. This will include:

- Communal lighting
- Emergency lighting
- Fire detection and alarms
- Street Lighting
- Lighting protection
- Door-entry systems
- Lifts
- Air-conditioning systems
- Heating systems
- CCTV

All servicing and maintenance contracts must be compliant with the manufacturers' requirements and all relevant regulations and must reflect the standards set out within Aspire's repairs policy.

Under the Regulatory Reform (Fire Safety) Order 2005, Aspire will be responsible for undertaking a Fire Risk Assessment of communal areas and developing a Fire Management Plan. Any deficiencies in emergency lighting and potential improvements to reduce risk of injury must be identified and the necessary works specified and undertaken.

The Compliance team are responsible for all certification relating to the installation, servicing, repair and inspection of all communal and non-domestic appliances/installations and will update the property records and attributes on C365.

### 10.1.2 Portable Appliance Testing (PAT)

In certain circumstances Aspire provides portable appliances to tenanted domestic properties, for example the provision of white goods to 'shared living' properties. All appliances purchased and provided must display the CE Mark, which is the product manufacturer's assurance that it meets all the requirements of European legislation, plus either the British Standard Kitemark or the

'BEAB Approved' mark (which indicate that the equipment has been assessed by an independent body as meeting with the relevant product standard).

Tenants should be provided with and told to read and follow the manufacturer's instructions. Copies of the instructions should be left in the property so the tenant(s) can refer to them as and when required and so that they are available for any new tenants.

PATs will also be completed in communal areas of blocks of flats (such as lounges and kitchens in sheltered housing schemes) and non-domestic properties including offices.

Portable appliance checks will be undertaken by a skilled person (electrically), as defined by BS 7671:2018, on an annual basis.

The Compliance team is responsible for all certification relating to the installation, servicing, repair and inspection of all communal and non-domestic PAT and will update the property records and attributes on C365.

### 10.1.3 Monitoring and Quality Assurance

Quarterly statistical reports will be submitted to the Board giving details of:

- Progress of five-yearly Periodic Inspections
- Performance monitoring

All third-party contractors will provide the Compliance Team with an independent update on at least an annual basis reporting on quality assurance which will be benchmarked against other organisations.

## 11. DEFINITIONS

11.1 Electrical Installation is defined as all fixed electrical equipment that is supplied through the electricity meter, via the consumer unit, including cables, accessories (sockets, switches and light fittings), and the consumer unit that contains all the fuses or circuit-breakers.

11.2 Skilled person (electrically) is defined as a person who possesses, as appropriate to the nature of the electrical work to be undertaken, adequate education, training and practical skills, and who is able to perceive risks and avoid hazards which electricity can create

11.3 Contractor is defined as a supplier appointed by Aspire Housing to carry out work on behalf of Aspire housing.

11.4 Staff/Employees is defined as any person employed by Aspire Housing.

11.5 Duty Holder is defined as the person(s) with overall responsibility for Aspire Housing premises and must appoint someone competent to ensure Aspire Housing comply with its health and safety duties to take responsibility for managing risks.

11.6 Principal Duty Holder is defined as the person with responsibility for the maintenance of the overall standard and quality of the electrical inspection and installation work undertaken. Additionally, responsibility to ensure that employees are competent to carry out the range of

work required of them. Finally, this person should act as the primary liaison with the designated electrical competent body for the registration of electrical inspections and installations.

11.7 Responsible Person is defined as the person(s) should have sufficient authority, competence, and knowledge, to ensure that all operational procedures are carried out in a timely and effective manner. The Responsible Person should have a clear understanding of their duties and the overall health and safety management structure and policy in the organisation.

## **12. POLICY UPDATES**

Reviews and amendments to this policy and the associated access procedure will include all relevant stakeholders in the Operations and Property Directorates.