



Electrical Safety Policy





1.0 Introduction


- 1.1 This policy sets out Housing Plus Group's comprehensive approach to ensuring electrical safety across all its housing stock, workplaces, and properties under management. It outlines how the Group complies with statutory and regulatory duties and prioritises the safety and wellbeing of residents, staff, contractors, and visitors. The policy establishes a structured, consistent framework for managing electrical installations, inspection programmes, repair protocols, and overall safety assurance. Electrical safety is recognised as a fundamental component of responsible property management, and this document supports our goal to reduce risk, improve asset resilience, and maintain tenant confidence through proactive and compliant practice.

2.0 Policy Statement

- 2.1 Housing Plus Group (HPG) is committed to maintaining the highest possible standards of electrical safety and delivering services that protect people and property. This policy aims to:
- 2.1.1 Ensure full compliance with all legal and regulatory requirements applicable to electrical safety in housing and workplace settings, including the Social Housing (Regulation) Act 2023.
 - 2.1.2 Minimise the risk of electrical faults, fire, or injury caused by electrical systems, installations, or equipment.
 - 2.1.3 Provide a consistent and robust framework for inspection, testing, maintenance, upgrades, and record keeping.
 - 2.1.4 Promote transparency, accountability, and continuous improvement in safety and compliance performance.
 - 2.1.5 Support the delivery of a safe and sustainable housing environment across all tenures, property types, and service models.
 - 2.1.6 Take all reasonable steps to ensure access for inspections and remedial works, including the use of legal enforcement powers where necessary.
 - 2.1.7 Align internal procedures with national best practice and industry standards.
 - 2.1.8 Encourage engagement with tenants and residents on matters of safety and service delivery.

3.0 Policy Scope

- 3.1 This policy applies to all properties, systems, and individuals under the responsibility of Housing Plus Group. This includes:
- 3.1.1 General needs tenanted properties, leasehold and shared ownership homes, and void properties.
 - 3.1.2 Supported housing and schemes providing additional care services.
 - 3.1.3 Communal areas and shared infrastructure, including electrical systems and emergency lighting.


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- 3.1.4 Offices, service hubs, and all other commercial and operational premises used by HPG staff.
 - 3.1.5 Properties let via market letting arrangements where the Group acts as managing agent for private landlords.
 - 3.1.6 Includes notifiable domestic electrical work requiring compliance with Building Regulations Part P through approved contractor certification or Building Control processes.
 - 3.1.7 All staff, operatives, contractors, and third parties engaged in electrical installation, maintenance, inspection, or safety management.
 - 3.1.8 In mixed-use buildings where Housing Plus Group manages residential units but not the commercial elements, the organisation acknowledges the current limitation in accessing inspection records for the non-residential areas. While best efforts will be made to coordinate safety standards with third-party freeholders or managing agents, HPG can only assure compliance within its own demised and managed property elements. The organisation will document these dependencies and escalate known safety concerns through appropriate legal or contractual routes where applicable.

4.0 Definitions

- 4.1 **EICR:** Electrical Installation Condition Report – a document that reports on the condition and safety of a property's fixed electrical installation following inspection and testing.
- 4.2 **PAT:** Portable Appliance Testing – the testing of portable and movable electrical equipment to ensure safe operation.
- 4.3 **Landlord's Electrical Installation:** Fixed wiring and electrical systems are maintained by HPG as the duty holder.
- 4.4 **Competent Person:** An individual who has the necessary training, experience, and holds certification under a recognised self-certification scheme such as NICEIC, ECA, or NAPIT to safely perform electrical work in compliance with legal standards.

5.0 Roles and Responsibilities

- 5.1 **Board and Audit Committee:** Provide strategic oversight, ensure assurance structures are in place, and monitor key compliance risks.
- 5.2 **Chief Executive and Executive Team:** Provide leadership, secure resources, and set the tone for compliance culture and performance.
- 5.3 **Executive Director of [placeholder]:** Senior sponsor and executive lead responsible for ensuring strategic direction and integration with wider asset and compliance policies. Named Health and Safety Lead under Social Housing (Regulation) Act 2023.
- 5.4 **Director of [placeholder]:** Responsible for operational oversight, performance delivery, and line management of compliance and repairs teams.
- 5.5 **Head of [placeholder]:** Holds tactical responsibility for programme delivery, quality assurance, and team-level operations.

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- 5.6 **Compliance Manager (Electrical Safety):** Leads the operational delivery of the policy, ensures that programmes are delivered, and monitors data quality and contractor performance.
 - 5.7 **Asset Management and Repairs Teams:** Schedule and coordinate inspections, manage contractor relationships, and respond to remedial needs.
 - 5.8 **All Staff and Contractors:** Are expected to report defects, follow established procedures, and participate in training and audits as required.
 - 5.9 **Governance Team:** Responsible for ensuring accurate designation and compliance of statutory Health and Safety Lead roles in line with regulatory frameworks

6.0 Ownership, Review, and Approval


- 6.1 **Policy Owner:** Director of [placeholder]
- 6.2 **Review Frequency:** Minimum of every three years or more frequently following legal or regulatory change.
- 6.3 **Approval Route:** Executive Management Team followed by sign-off by the Audit and Assurance Committee.

7.0 Applicable Legislation and Guidance

- 7.1 Electricity at Work Regulations 1989
- 7.2 The Landlord and Tenant Act 1985
- 7.3 Housing Act 2004
- 7.4 IET Wiring Regulations (BS 7671)
- 7.5 The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020
- 7.6 Building Safety Act 2022
- 7.7 Building Regulations 2010 (Part P – Electrical Safety)
- 7.8 Homes (Fitness for Human Habitation) Act 2018
- 7.9 Health and Safety at Work etc. Act 1974
- 7.10 Management of Health and Safety at Work Regulations 1999
- 7.11 Construction (Design and Management) Regulations 2015 (CDM)
- 7.12 The Social Housing (Regulation) Act 2023
- 7.13 Consumer Protection from Unfair Trading Regulations 2008
- 7.14 Guidance from the Health and Safety Executive (HSE), British Standards Institute (BSI), NICEIC, and other sector experts.

8.0 Policy Delivery Programme

- 8.1 EICRs will be completed at a minimum of every five years in all domestic, communal, or commercial properties, in line with Guidance Note 3 of BS 7671.
- 8.2 In schemes identified as higher risk due to archetype, condition, or service demand, a reduced inspection cycle of three years will apply.
- 8.3 EICRs will also be commissioned at every change of tenancy, including following void periods, mutual exchanges, or tenancy transfers.
- 8.4 Earlier inspections will be undertaken where required by the certificate outcome or risk-based review.


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- 8.5 EICRs for workplaces and communal areas will be based on asset risk profiling and carried out as per defined service standards.
 - 8.6 PAT testing will be carried out annually in domestic settings for any landlord-provided appliances.
 - 8.7 Offices, service hubs, and commercial spaces will follow a 24-month PAT cycle, and trade tools or high-use equipment will be tested every 12 months.
 - 8.8 All electrical works, whether responsive or planned, will be completed by qualified professionals certified under NICEIC, ECA, NAPIT, or an equivalent scheme.
 - 8.9 Legal access procedures for non-engagement or no access will mirror the escalation protocol used in the Gas Safety Policy.

9.0 Follow-on Works

- 9.1 All EICRs will categorise defects using standard electrical safety codes: C1 (Danger Present), C2 (Potentially Dangerous), C3 (Improvement Recommended), and FI (Further Investigation Required).
- 9.2 C1 – Danger Present: Immediate action is required. Any installation found to present an immediate danger must be made safe before the engineer leaves the premises. This may include isolating the affected circuit or completing permanent remedial work on the spot.
- 9.3 C2 – Potentially Dangerous: Remedial action must be completed within 28 calendar days of identification. These issues must be actively monitored, and if unresolved after 21 days, they must be escalated to the responsible operational lead.
- 9.4 FI – Further Investigation Required: A follow-up inspection must be arranged within 7 calendar days of identification to ensure any potential hazards are promptly assessed and addressed.
- 9.5 C3 – Improvement Recommended: These do not represent an immediate safety risk. Actions will be reviewed by the Asset Team and considered for inclusion in planned works programmes.
- 9.6 Where any report is marked ‘unsatisfactory’, remedial actions must be completed before a new satisfactory Electrical Installation Condition Report (EICR) is issued.
- 9.7 All certification, including post-remedial records, will be retained electronically within CADRE and FILEIT and tracked for compliance assurance.

10.0 Communication and Notification

- 10.1 In accordance with the Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020, tenants in private rented homes will receive a copy of the Electrical Installation Condition Report (EICR) within 28 days of the inspection. New tenants will be provided with the most recent EICR prior to the start of their tenancy. Upon request, local authorities will be provided with a copy within 7 days, and confirmation of remedial works will be shared within 28 days of completion.
- 10.2 All domestic tenants will have access to their most recent EICRs through the Tenant Portal App.

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- 10.3 For commercial properties managed by Housing Plus Group, relevant EICRs will be shared directly with leaseholders and managing agents.
 - 10.4 Residents will be given reasonable notice of inspection appointments, with written or electronic confirmation where required.

11.0 Data Management and Record Keeping

- 11.1 All EICRs, remedial works, certificates, and PAT records will be stored electronically in CADRE and FILEIT.
- 11.2 Data will be maintained for at least 10 years in accordance with HPG's records management policy.
- 11.3 The Electrical Safety Compliance Manager will ensure ongoing data integrity and that information is accessible and updated in real time.
- 11.4 Electrical safety data is processed in accordance with UK GDPR and the Data Protection Act 2018.

12.0 Resident and Stakeholder Engagement

- 12.1 The development of this policy has been informed by a review of legacy documents, input from third-party consultants, and consultation with internal stakeholders, including asset management, compliance, and repairs teams.
- 12.2 Housing Plus Group is committed to meaningful engagement with residents and staff in shaping the delivery of its compliance services. This includes using tenant engagement forums such as SPaCE, customer panels, or targeted feedback exercises to inform ongoing improvements to both policy and practice.
- 12.3 Feedback collected during service delivery—such as inspection outcomes, customer satisfaction surveys, and access challenges—will also inform future policy revisions.
- 12.4 The policy will be reviewed and approved through formal governance structures, including the Executive Management Team and Audit and Assurance Committee.


13.0 Competency and Training

- 13.1 Contractor qualifications and scheme membership will be checked annually.
- 13.2 Internal staff involved in contract management or delivery will receive formal refresher training every two years.
- 13.3 All persons carrying out electrical works on behalf of HPG must be registered under an appropriate self-certification scheme.
- 13.4 HPG will maintain a training matrix for all relevant roles and carry out quarterly reviews of compliance.

14.0 Performance Monitoring


- 14.1 Key indicators will include percentage of homes with a valid EICR, speed of remedial completion, and access success rates.
- 14.2 Service performance will be reported monthly to the Executive Team and quarterly to the Audit Committee, including exceptions.


15.0 Quality Assurance

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- 15.1 A minimum of 10% of EICRs and follow-on works will be randomly audited by internal or external quality assurance teams.
 - 15.2 Morgan Lambert will complete independent quarterly audits, including field inspections (10%) and desktop audits (10%).
 - 15.3 Audit findings will be used to improve processes, rebrief staff or contractors, and identify trends.

16.0 Non-Compliance and Escalation

- 16.1 Any overdue or failed inspections will be flagged within the CADRE system.
- 16.2 If an inspection or remedial action is not completed within the required timeframes, this will be flagged in CADRE. Where the issue remains unresolved after 24 hours, the escalation process will follow a defined hierarchy:
- 16.3 Step 1: Escalation to the relevant Head of Service
- 16.4 Step 2: If unresolved, escalation to the Director of [placeholder]
- 16.5 Step 3: Further escalation to the Executive Director of [placeholder]
- 16.6 Step 4: Immediate notification to the Executive Management Team (EMT) if systemic risk or legal breach is identified
- 16.7 This process ensures that significant compliance risks are promptly addressed and monitored at senior levels.
- 16.8 Serious breaches or systemic failures will be reported immediately to the Executive Management Team and the Audit Committee.



	Policy Control Sheet X Policy Policy reference number - 2025/
Policy Author	
Direct Lead	
Version	
Target audience	
Consultation	HPG customer consultation Employee group / managers - Senior Managers – Executive Management Group – X Committee
Date of Equality Impact Assessment	No individuals or groups of people are disadvantaged by the adoption of this policy <state if this is the case and the date that the EIA was completed>.
Date of Data Privacy Impact Assessment	State if one is not required or the date of completion.
Approving Body	
Date of final approval	
Implementation date	
Monitoring arrangements	
Reporting	
Review date	
Expiry date	
Review cycle	
Policy category	
Associated policies and procedures	
Policy location	SharePoint HPG Hub Housing Plus Group website

Summary of changes table

Revision history			
Author	Summary of changes	Version	Authorised by & date