

Title:	Electrical Safety Policy
Person responsible:	Director of Property Operations
Customer consultation arrangement:	Consultation required? Yes ☒ No ☐ Housing & Communities Committee
EIA required:	Yes
EIA completed (date):	March 2026
Approved by:	Board
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Links to other key policies:	Asset Management Strategy Repairs and Maintenance Policy Health, Safety and Welfare Policy No Access Procedures Fire Safety Policy
Review date:	June 2029

Document management		
Version	Date amended	Amendments
1	March 2023	First Version for document control.
2	June 2026	Updated references to legislative requirements, clearer scope and information on the management of electrical safety, communications & access.

1. Purpose and Scope

1.1 Purpose

- 1.1.1 South Lakes Housing (SLH) is a registered provider who own and manage approx. 3,500 homes across a wide geography in South Lakeland and Lancashire.
- 1.1.2 The purpose of this policy is to ensure SLH meets its statutory obligations as a landlord and seeks to provide assurance that electrical safety is adequately managed, ensuring the health and safety of our residents, leaseholders, colleagues, and the public.
- 1.1.3 At SLH we are committed to ensuring that all our residents' homes, communal spaces, offices, and commercial properties are safe and secure places in which to live and work.

- 1.1.4 This policy applies to all properties owned or managed by SLH, including non-residential premises. SLH does not hold a landlord's duty of care in respect of electrical installations in leaseholders' or shared owners' homes. The requirements of this policy apply to leasehold dwellings only as required to maintain the safety of the Block in respect to common areas.
- 1.1.5 The policy will also extend to all individuals employed by South Lakes Housing, including contractors and sub-contractors.

1.2 Scope

- 1.2.1 This policy covers all fixed electrical installations such as the wiring, plug sockets, light fittings and consumer unit in our domestic and commercial properties, inspected and tested by a qualified person at least every 5 years. A periodic inspection and test check the condition of an existing electrical installation against BS7671, the UK Standard for the safety of electrical installations.
- 1.2.2 The policy also covers electrical equipment such as electrical fixtures, fittings and appliances that are not fixed electrical cables or fixed electrical equipment provided under the tenancy, for example, cookers, fridges or microwaves are visually inspected or tested (or both) every 5 years and annually for electrical equipment provided in communal residential spaces or in the workplace. Referred to as In-service inspection and testing (ITEE) or as Portable Appliance Testing (PAT) by a qualified person.
- 1.2.3 In some cases, SLH may not have the landlord's duty of care. This must be clearly confirmed before those properties are excluded. Individual leases detail the responsibilities of leaseholders or shared owners' homes on providing appropriate documentation and equipment located within the building, at the point of sale.
- 1.2.4 The service and maintenance of electrical equipment associated with fire equipment, passenger lifts, lifting equipment, solar photovoltaic panels and batteries are excluded from this policy.

2. Regulatory and Legislative Requirements

2.1 Regulatory

- 2.1.1 The application of this policy will ensure compliance with the regulatory framework and consumer standards (Safety & Quality Standard, Tenant Satisfaction Measures) for social housing in England, introduced by the Regulator of Social Housing (RSH). The proposed new TSM is aimed at providing a source of insight into the completion of electrical safety checks.
- 2.1.1 SLH will seek to comply with all current legislation relating to the management of electrical safety in social housing and understands that

strict compliance is required, as failure to meet these responsibilities may result in significant consequences.

- Building Regulations 2010 (Approved Document Part P: Electrical Safety – dwellings)
- Construction, (Design and Management) Regulations 2015
- Electricity at Work Regulations 1989
- Electrical Equipment (Safety) Regulations 2016
- Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020, as extended to the social rented sector in 2025
- Housing Act 2004
- Housing Health and Safety Rating System (HHSRS)
- Landlord and Tenant Act 1985, including sections 9A and 11
- The Management of Health and Safety at Work Regulations 1999

2.3 Code of Practice

- 2.3.1
- Institution of Engineering and Technology Wiring Regulations (18th Edition)
 - Institution of Engineering and Technology Code of Practice: Inspection & Testing of Electrical Equipment (5th Edition)
 - Management of Electrotechnical Care in Social Housing (Version 2 November 2022)
 - Health & Safety Executive Guidance 236: Maintaining portable electrical equipment in low-risk environments (as amended 2013)

3. Our Approach

3.1 Management of Electrical Safety

- 3.1.1 SLH will undertake periodic inspections of fixed electrical installations as outlined in the scope on the anniversary date of the most recent Electrical Installation Certificate (EIC) for newly developed properties or Electrical Installation Condition Report (EICR).
- 3.1.2 SLH will ensure that all fixed electrical installations are left in satisfactory condition following periodic inspection and remedial works, and obtain a copy of the Electrical Installation Condition Reports (EICR).
- 3.1.3 The following classification codes indicate where SLH must undertake remedial works:

Code 1 (C1): Danger present. Risk of Injury	C1 hazards are made safe before leaving the premises
Code 2 (C2): Potentially dangerous	C2 hazards to be made safe within 5 working days

Code 3 (C3): Improvement recommended	Further remedial work is not required for the report to be deemed satisfactory
Further Investigation (FI)	Further investigation required without delay

- 3.1.4 SLH will ensure there is a robust process in place for the management of any follow-up works required following the completion of an electrical safety inspection.
- 3.1.5 SLH will ensure that where remedial or further investigative works are identified, this work will be completed within 28 days or shorter if specified in the report. C3 improvements will be reviewed, and any improvements may be included in the maintenance long-term financial plan.
- 3.1.6 Residents will be supplied with a copy of the EICR within 28 days of the inspection or remedial works being completed.
- 3.1.7 When a change of tenancy occurs (including mutual exchanges), SLH will carry out a periodic inspection to confirm the property is safe. A copy of the EICR will be provided to the resident before they occupy the property.
- 3.1.8 Any alteration or addition to existing electrical installations will be carried out in accordance with BS 7671. The existing electrical installation should be checked and certified by a registered competent person to ensure the safety of the existing installation and provide a copy of the EICR.
- 3.1.9 Any electrical installations that have been undertaken by the occupier and do not comply with the wiring regulations, SLH will take appropriate action to remove or remedy it. The cost of doing so may be recharged to the resident.
- 3.1.10 Electrical certification for commercial leaseholders will be obtained to provide assurance that valid safety inspections have been completed at intervals not exceeding 5 years from the date of the last electrical inspection and testing, and evidence will be recorded on our asset system.

3.2 Communication & Resident Consultation

- 3.2.1 SLH approved contractor will write to residents a minimum of 10 weeks prior to the anniversary of the electrical safety inspection to confirm the appointment date and time the next inspection will be carried out.
- 3.2.2 Residents will have the option of rearranging appointments directly with the approved contractor or SLH directly.
- 3.2.3 Reminder letters will be issued to the resident 7-14 days prior to the appointment date and time.
- 3.2.4 SLH will provide advice to residents regarding electrical safety through leaflets and information on our website highlighting the importance of

reporting concerns regarding electrical safety promptly to SLH.

3.3 Access

- 3.3.1 SLH will take all reasonable steps to obtain access to properties to maintain electrical safety.
- 3.3.2 In the event of exhausting all available options to secure access, we will carry out a risk assessment, taking account of the property and occupier and will seek to engage with residents to address any issues, considering any known communication preferences or identified vulnerabilities, to facilitate access and ensure the well-being of the resident.
- 3.3.3 If we believe the integrity of the property, its fabric and/or the safety of the resident or those in the vicinity of the property is compromised. This may include but is not limited to, obtaining an injunction for access, and any costs incurred would be recharged to the resident.

4. Alteration Requests

- 4.1 As a responsible landlord, we must ensure that any works completed to SLH assets are safe, compliant, and do not compromise the integrity of the property; however, we will not unreasonably withhold permission for an alteration.
- 4.2 In accordance with SLH Alterations Policy, Residents & Shared Owners must apply for written permission from SLH before conducting any alterations or improvements to their home.

5. Competent Persons

- 5.1 SLH will only engage with suitably qualified and registered contractors, operatives & employees to undertake domestic electrical installations, periodic inspection and testing which meets Part P of the building regulations and registered with one or more of the following Government-approved certification bodies:
 - National Association of Professional Inspectors and Testers (NAPIT)
 - National Inspection Council for Electrical Installation Contracting (NICEIC)
 - Electrical Contractors' Association (ECA)
- 5.2 SLH will only allow electricians to work on electrical installations with the following qualifications:
 - Institute of Engineering & Technology Wiring Regulations BS7671 (currently The Eighteenth Edition 2018)

- City & Guilds Diploma in Electrical Installations (2365) or a recognised electrical installation qualification.

- 5.3 SLH will obtain evidence of valid registration and review periodically for any contractor, operative & employees required to work on electrical installations on our behalf.
- 5.4 The level and range of competence should match the full extent of work to be undertaken but need only to be sufficient for and relevant to that work.
- 5.5 SLH will maintain registration with NAPIT, a government-approved body and renew it as required, for SLH and its employees undertaking electrical installation work on its behalf.

6. Colleague Training

- 6.1 SLH's electrical qualified employees are required to attend accredited training courses following any changes or updates in the Electrical Safety Regulations as amended. SLH will ensure that procedures are in place & that resources are available to provide all training to enable electricians to complete their duties regarding electrical safety and to maintain accreditation with the governing body.
- 6.2 SLH will ensure that the Building Safety Manager with responsibility for management of electrical safety is appropriately qualified or experienced against BS7671, the UK Standard for the safety of electrical installations.
- 6.3 If a competent person does not have appropriate qualifications already, these should be obtained as soon as reasonably practicable, and second-line assurance should be provided from a competent person to provide sufficient oversight.
- 6.4 Appropriate training will be provided to colleagues on electrical safety awareness and this policy and procedures. This will include team and contractor briefings, e-learning and access to external training.
- 6.5 SLH will maintain a skills/training matrix to ensure that all colleagues undertaking key roles within the scope of this policy have appropriate training.

7. Data

- 7.1 SLH acknowledges that to meet its obligations, it must maintain a robust approach to identifying properties and equipment for which it has responsibility. SLH will:
 - Conduct a monthly asset stock reconciliation to ensure that all property additions and disposals are updated accordingly in the

- asset system.
- Hold accurate records against each property it owns or manages, setting out the equipment type, frequency for undertaking safety inspections, evidence of reactive repairs and maintenance of electrical safety
- All electrical safety certifications will be held electronically and held within SLH's asset system.

8. Monitor and Review

- 8.1 We will use business intelligence reports to manage electrical safety compliance and track performance monthly.
- 8.2 Key Performance Indicators will support the Electrical Safety Policy and will be reported monthly to the Senior Leadership Team and quarterly to SLH Board of Management.
- 8.3 An update on electrical safety for domestic and communal properties will be detailed in a Property Compliance report to provide SLH Board of Management with a quarterly update to provide assurance on the management of electrical safety.
- 8.4 To support performance management and to provide assurance on the quality and safety of work, SLH will employ an independent quality assurance consultant to carry out work-based assurance activity, including 100% checks on certification through certificate checking software and 5% post-inspection of on-site works.
- 8.5 Electrical safety will be reviewed as part of SLH Internal Audit Programme.

9. Responsibilities/Duties Governance

9.1 Governance

- 9.1.1 The SLH Board is responsible for ensuring the Electrical Safety Policy is implemented in compliance with regulations. As such, the Board will formally approve the policy and review it periodically.
- 9.1.2 Operational risk updates will be reported to Board & Audit & Risk Committee to provide assurance of how compliance is being achieved to reduce risks.

9.2 Duty Holder/Accountable Person

- 9.2.1 The accountable person under this policy will be South Lakes Housing. The duty holder is the Director of Property Operations who will delegate certain tasks to the responsible and competent persons.

9.3 Responsible Persons

- 9.3.1 The responsible person for SLH is the Building Safety Manager, who will ensure the implementation of the policy and procedures across SLH.
- 9.3.2 The responsible person will ensure all operational procedures are carried out in a timely and effective manner. They will ensure all appointed organisations / individuals have the appropriate levels of training, skills, and knowledge to undertake the tasks and monitor training

10. Non-Compliance

- 10.1 Any non-compliance identified at an operational level must first be formally reported to the Building Safety Manager. The Building Safety Manager will then agree to an appropriate course of corrective action with the operational team and report the details to the Senior Leadership Team.
- 10.2 The Senior Leadership Team will ensure the Board and Audit & Risk Committee are made aware of any non-compliance issues so they can consider the implications and act appropriately.
- 10.3 Senior Leadership Team and Board will consider whether it is necessary to disclose the issue to the Regulator of Social Housing in the spirit of co-regulation as part of the Regulatory Framework

11. Review

- 11.1 This policy will be reviewed every 3 years, or sooner if required by statutory, regulatory changes, or to incorporate best practice. In addition, SLH will ensure that the policy is reviewed and, if necessary, amended, following any significant event or issue such as:
- Independent audit highlighting failings in process or policy.
 - Incident caused by faulty electrical installations, testing, or alterations
 - Any significant changes to the building.

Glossary of Terms	
Competent Person	A person with the appropriate knowledge, training, experience, qualifications, and registration to carry out electrical work safely and in accordance with legal and technical requirements.
Consumer Unit	The main electrical control box in a property, sometimes referred to as a fuse box, which distributes electricity and provides circuit protection.
Electrical Contractors' Association (ECA)	A recognised trade body for electrical contractors.

Electrical Installation Certificate (EIC)	A certificate issued for new electrical installation work or significant alterations, confirming that the work has been designed, installed, inspected, and tested in accordance with the relevant standard.
Electrical Installation Condition Report (EICR)	A formal report produced following inspection and testing of an existing electrical installation to confirm whether it is in a satisfactory condition for continued use.
In-service Inspection and Testing of Electrical Equipment (ITEE)	The process of visually inspecting and, where necessary, testing portable or movable electrical equipment while it is in use to confirm it remains safe.
Institution of Engineering and Technology (IET)	The professional body responsible for publishing the Wiring Regulations and related codes of practice.
Independent Quality Assurance Consultant	An external specialist appointed to provide assurance on the quality, safety, and compliance of electrical inspection, certification, and remedial works.
National Association of Professional Inspectors and Testers (NAPIT)	A Government-approved certification body for electrical contractors and installers.
National Inspection Council for Electrical Installation Contracting (NICEIC)	A recognised certification and registration body for electrical contractors.
Periodic Inspection	A scheduled inspection and test of an existing fixed electrical installation to assess its condition and confirm ongoing safety and compliance.
Portable Appliance Testing (PAT)	A term commonly used to describe the inspection and testing of portable electrical appliances to confirm they are safe to use.
Remedial Works	Repairs or corrective work carried out to address defects, hazards, or non-compliance identified during inspection or testing.
Wiring Regulations	The commonly used name for BS 7671, which sets the national standard for electrical installations in the UK.