Electrical Safety Policy

Policy Owner	Paul Butterworth - Executive Director Homes and Property
Approval Level	Southway Wythenshawe Board
Resident Input	CX Committee
Policy Review Due	October 2029
EIA Date	8th October 2026
Linked strategies/policies	Asset Management Strategy Carbon Reduction Strategy Property Compliance Policy Gas and Heating Safety Policy Building Safety Policy Fire Safety Policy Health and Safety Policy Repairs and Maintenance Policy Procurement Policy Complaints Policy Data Protection Policy
Version	Version 1
Date of Approval	November 2026

Contents

1. What this policy is for 3
2. Who this policy applies to 3
3. Regulation and Legal Requirements 4
4. Risk Management 5
5. What we will do 6
Electrical inspection and testing 6
Installations, alterations and repairs 7
Access and customer information 8
6. Escalation 8
7. Quality Assurance 9
8. Equality, Diversity and Inclusion 10
9. Who is responsible 10
10. Competence and Training 11
11. Monitoring and Reporting 12
12. Glossary 13

1. What this policy is for

1.1 This policy sets out Southway Wythenshawe Homes's commitment to managing electrical safety as a landlord and employer. It explains the standards, governance and assurance arrangements used to protect customers, colleagues, contractors, visitors and other people who may be affected by electrical installations, equipment and appliances for which we are responsible.

1.2 We will maintain electrical installations and electrical equipment for which we are responsible in a safe condition, complete required inspection and testing, and act promptly where a risk or non-compliance is identified.

1.3 Electrical Safety procedures explain how the commitments in this policy will be put into practice.

2. Who this policy applies to

2.1 This policy applies to Southway Wythenshawe Homes colleagues, Board and committee members, contractors, consultants and suppliers whose work may affect, or be affected by, electrical safety. It also protects customers, visitors and members of the public.

Area	**Application**
Domestic homes	All homes owned or managed by Southway Wythenshawe Homes, including relevant leasehold responsibilities.
Communal and non-domestic premises	Communal and external access areas, offices, community buildings, commercial premises and other workplaces owned or managed by Southway Wythenshawe Homes.
Electrical systems	Fixed wiring, consumer units, distribution equipment, lighting, emergency lighting, fire alarms, lifts, pumps, CCTV, door entry, ventilation, photovoltaic systems and other electrical installations for which we are responsible.
Electrical equipment	Electrical equipment and appliances supplied by Southway Wythenshawe Homes under the tenancy or other agreement, on the customer side of the electricity supply meter.

Property activity	Investment, planned and cyclical work, repairs, empty homes activity, new-build handover and other work that may affect electrical safety.
Leasehold	Leaseholders are normally responsible for electrical installations within their home or demised parts, subject to the lease and any retained landlord responsibility.
Exclusions	Customer-owned appliances are excluded. Smoke and carbon monoxide alarm testing, repair and replacement is managed through the Gas and Heating Safety Policy and associated annual health and safety inspection.

3. Regulation and Legal Requirements

3.1 This policy supports compliance with the following principal legislation, regulation, standards and recognised guidance. The detailed legal register and procedures will be maintained separately and updated when requirements change.

- Health and Safety at Work etc. Act 1974.
- Electricity at Work Regulations 1989.
- Electrical Equipment (Safety) Regulations 2016.
- Landlord and Tenant Act 1985.
- Housing Act 2004 and the Housing Health and Safety Rating System.
- Homes (Fitness for Human Habitation) Act 2018.
- Management of Health and Safety at Work Regulations 1999.
- Workplace (Health, Safety and Welfare) Regulations 1992.
- Provision and Use of Work Equipment Regulations 1998.
- Construction (Design and Management) Regulations 2015.
- Building Regulations 2010.
- Building Safety Act 2022.

- Social Housing (Regulation) Act 2023 and the Regulator of Social Housing consumer standards, including the Safety and Quality Standard.
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.
- UK General Data Protection Regulation and Data Protection Act 2018.
- BS 7671:2018 Requirements for Electrical Installations, including current amendments.
- IET Code of Practice for In-service Inspection and Testing of Electrical Equipment, 5th edition.
- Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 and applicable amendments or extensions to the social rented sector.
- Electrical Safety Roundtable Code of Practice for the Management of Electrotechnical Care in Social Housing.

3.2 Failure to discharge our responsibilities and obligations could lead to prosecution under:

- Health and Safety at Work Act 1974
- Corporate Manslaughter and Corporate Homicide Act 2007
- Gas Safety Regulations
- Regulatory Judgement from Regulator of Social Housing.

4. Risk Management

4.1 The Board will review the corporate risk register annually and agree the risk appetite for electrical safety. The intended risk appetite is Averse.

4.2 The Audit and Risk Committee will oversee the corporate risks associated with this policy, and the Health and Safety Committee will review detailed implementation and exceptions.

4.3 The specific risk associated with this policy is:

GP2 Failure to meet asset compliance in line with regulatory standards.

4.4 Compliance risks, overdue work, access cases, follow-on repairs, incidents and data-quality exceptions will have named owners, deadlines, interim controls and evidence of closure in an auditable system.

4.5 We will maintain an Electrical Safety procedures, effective systems and adequate resources to reduce the risk of non-compliance. Procedures will be reviewed at least annually and sooner following relevant change or incident.

5. What we will do

Electrical inspection and testing

- Ensure electrical inspection, testing, installation and remedial work is carried out only by qualified and competent persons and in line with the Electrical Component Testing Cycle provided at Appendix 1.
- Ensure homes and any electrical equipment we provide are safe at the start of each tenancy, transfer, mutual exchange or applicable lease, and fitness for habitation is maintained throughout the tenancy or lease.
- Complete periodic inspection and testing of domestic fixed electrical installations at least every five years and at each change of tenancy, unless a shorter interval is specified by a competent person or legal requirement.
- Complete periodic inspection and testing of communal and relevant commercial fixed wiring at least every five years, unless a shorter interval is specified.
- Visually inspect buildings accessible to the public annually.
- Record inspection outcomes through a valid Electrical Installation Condition Report and maintain an auditable programme.
- Issue the EICR to an existing customer within 28 days of inspection and to a new customer before occupation. Provide it to a prospective customer or relevant authority within the applicable legal timescale.
- Complete remedial or further investigative work identified on an EICR within 28 days of the report. Send a copy of the report and confirmation of who completed the work to the tenant and local authority, within 28 days of work completion.

- Inspect and test electrical equipment supplied under a tenancy or other agreement at least every 5 years and in line with the In Service Inspection Testing regime (ISIT). This includes:
    - Confirm any equipment that is not safe to use immediately and replace or make safe within 28 days of the check.
    - Complete a further ISIT following any remedial work or replacement.
    - Provide copy of the ISIT to an existing customer within 28 days of inspection and to a new customer before occupation.
    - Provide copy of the ISIT to the local authority within 7 days of written request.
- Keep inspection, testing, installation, repair and renewal records in an auditable system in line with retention requirements.

Installations, alterations and repairs

- Install, alter, maintain and renew electrical systems in accordance with the current edition of BS 7671 and applicable building regulations.
- Provide the appropriate Electrical Installation Certificate, Minor Electrical Installation Works Certificate or other certification for completed work.
- Use condition, age, inspection findings and investment priorities to determine rewiring and renewal needs. A property will not be rewired solely because of age where condition evidence supports continued safe use.
- Only repair existing electric fires providing a secondary heat source if economical to do so and will not renew or replace them.
- When the main source of heating is not available, the customer will be provided with new electric heaters free of charge that will become their responsibility.
- Customers can apply for permission to fit electrical appliances such as fires through the Alterations scheme. They must not undertake unauthorised alterations to fixed electrical installations.
- Where unsafe customer alterations or equipment are identified, make the immediate risk safe and manage follow-up action under the tenancy, lease and approved procedures.
- Use energy-efficient lighting installations across all investment or replacement programmes.
- Install intelligent ventilation systems across all homes.

- Provide customers with guidance and advice on electrical safety within the home and common parts of blocks, including risks associated with e-bikes, e-scooters and other equipment or devices with lithium-ion batteries, their storage and charging.

- Take all reasonable steps to gain access for required electrical inspection, testing and safety work. This includes clear notice, recorded contact attempts, tailored support and tenancy enforcement or legal action where necessary.

- Recover from customers reasonable costs of legal action taken to gain access.

- Provide accessible information through a range of communication such as letters and telephone contact explaining why electrical safety visits are required, what customers should expect and how to report concerns.

- Offer reasonable adjustments and additional support to customers with support needs or communication barriers.

- Share information as required under the Social Tenant Access to Information Requirements

- Protect personal data in line with data protection law and the organisation's Data Protection Policy.

6. Escalation

6.1 Significant non-compliance means a potential legal or regulatory breach, a health and safety risk, or a matter requiring management outside routine processes.

6.2 Operational non-compliance must be reported and escalated as soon as possible and no later than 24 hours after the incident occurs or a colleague becomes aware of it.

6.3 Operational non-compliance must be formally reported to the Executive Director Homes and Property. They will agree corrective action with the relevant electrical leads and ensure the Executive Board is updated.

6.4 Significant matters will be considered for escalation to the Health and Safety Committee, Audit and Risk Committee and Board.

6.5 For serious non-compliance, the Executive Board and Board will consider disclosure to the Regulator of Social Housing, Health and Safety Executive, Building Safety Regulator or another relevant body.

6.6 Applicable RIDDOR events will be investigated, reported where required and used to identify corrective action and lessons.

6.7 A significant incident, material regulatory change or evidence of control failure will trigger consideration of an early policy review.

7. Quality Assurance

7.1 Electrical work and certification will be subject to risk-based internal and independent quality assurance. Minimum controls will include:

- Independent technical review of;
  - 100% of new installations, including rewires, partial rewires and consumer unit upgrades.
  - 100% of Electrical Installation Certificates
  - 5% minimum of EICRs, subject to adjustment where building type, risk or findings justify a larger sample.
  - At least three independent field checks per electrical operative each year.
- Internal desktop review of:
  - 25% minimum of contractor EICRs.
  - 100% in-house EICRs.
  - 100% of empty-home electrical documents.
  - 10% sample of Minor Electrical Installation Works Certificates completed by in-house teams and contractors.
  - At least two internal field checks per in-house electrician each year.

7.2 External contractors will be managed in line with the contractual assurance requirements, including the monitoring of corrective action and follow-up.

7.3 Electrical safety will be subject to an independent compliance audit at least once every three years. This will test legal and regulatory compliance, certificate quality, workmanship, data accuracy, contractor competence, follow-on action and evidence of closure.

7.4 Lessons from incidents, complaints, audits, regulatory activity, customer feedback and performance exceptions will inform improvement.

8. Equality, Diversity and Inclusion

8.1 An Equality Impact Assessment has been completed on 8th October 2026 and its actions are recorded below.

Action	Policy change or control	Owner	Status
Continue to provide inclusive services			In place

9. Who is responsible

Officer or body	Responsibility
Board	Approve this policy and priorities, oversee implementation, and receive assurance on compliance and risk.
Executive Board	Monitor compliance, resources, significant non-compliance and corrective action.
Health and Safety Committee	Review detailed delivery data, exceptions and corrective action, and report through to the Audit and Risk Committee.
Audit and Risk Committee	Oversee corporate electrical safety risk and review assurance reports.
Customer Experience Committee	Review customer impact, engagement and relevant service performance.
Executive Director Homes and Property	Provide strategic oversight, ensure compliance is maintained, act as the Health and Safety Lead under the

	Social Housing (Regulation) Act 2023, and escalate significant matters.
Director of Assets/ Director of Repairs and Maintenance	Oversee delivery of requirements within their areas of responsibility, ensuring appropriate controls, resources and assurance are in place and escalating significant issues.
Head of Assets and Building Safety / Head of Repairs	Lead operational delivery, management and monitoring within their areas of responsibility.
Mechanical and Electrical Manager / Electrical Manager	Manage electrical programmes, records, contractors, certification, follow-on work and day-to-day compliance.
Facilities Manager	Manage electrical servicing programmes allocated to Facilities in the Electrical Safety procedures.
Living Well and customer-facing teams	Support access activity and tailored customer contact, including legal-route preparation where required.
Managers and team leaders	Ensure teams understand this policy and maintain the competence required for their roles.
All colleagues	Follow approved controls, use safety information correctly and report concerns promptly.
Contractors, consultants and suppliers	Meet legal, contract, competence, certification and information requirements and follow approved controls.

10. Competence and Training

10.1 Line managers will ensure mandatory training, registrations and role-specific qualifications remain current for colleagues delivering this policy.

10.2 Board and committee recruitment and development will support the governance skills needed for strategic oversight.

10.3 The Executive Director Homes and Property and relevant senior managers will hold, or work towards, the Chartered Institute of Housing Level 5 Diploma in Housing or an equivalent qualification, where this remains an organisational requirement.

10.4 The operational electrical lead will hold the Level 4 VRQ in Electrical Safety, Level 4 VRQ Diploma in Asset and Building Management, or an equivalent qualification appropriate to the role.

10.5 All internal or external electricians will maintain NICEIC Approved Contractor accreditation, or an equivalent recognised accreditation.

10.6 Electrical work will be undertaken only by competent operatives with qualifications, experience and current registration appropriate to the work.

10.7 Technical quality assurance will be undertaken by competent and independent auditors with relevant electrical competence.

10.8 Contractor qualifications, registrations, accreditation, experience and insurance will be checked during procurement and at least annually thereafter, with evidence retained.

10.9 Training may include formal learning, team meetings, one-to-one meetings, on-the-job training and toolbox talks.

11. Monitoring and Reporting

11.1 We will monitor delivery using agreed indicators and assurance information. This includes, but is not limited to:

Area	**Minimum information**
Programme coverage	Properties, installations and equipment by category; included, excluded and not on programme; inspections due within 30 days.
Compliance	Valid and satisfactory EICRs; properties without a valid satisfactory record; age and reason for each exception.
Follow-on work	Open, completed and overdue repairs or remedial work; classification, priority, interim controls and evidence of closure.
Access	Appointments, unsuccessful access, legal or enforcement stage, tailored support and expected resolution.

Data quality	Certificate validation, system reconciliations, exception checks, duplicate or missing records and corrective action.
Incidents and escalation	Significant non-compliance, RIDDOR decisions, investigations, regulatory contact, corrective action and lessons.
Customer experience	Information, support, reasonable adjustments, complaints, access feedback and learning.
Competence and contractors	Training, registrations, qualifications, accreditation, audit findings and performance concerns.
Independent assurance	Internal audit, external technical review and progress against agreed actions.

11.2 Electrical safety performance will be internally reported to:

Monitoring body	**Minimum frequency**
Board	Every meeting, currently bi-monthly.
Executive Board	Every meeting, currently bi-monthly.
Customer Experience Committee	Every meeting, currently bi-monthly.

11.3 The policy will be reviewed at least every three years, or sooner following a material change in law, regulation, risk, organisational responsibility, serious incident or assurance finding.

12. Glossary

Term	**Definition**
BS 7671	The IET Wiring Regulations: Requirements for Electrical Installations.
Competent person	A person with sufficient knowledge, skills, qualifications, registration and experience for the assigned task.
EIC	Electrical Installation Certificate.

EICR	Electrical Installation Condition Report.
EICR Classification C1	Indicates danger present and requiring immediate action.
EICR Classification C2	Indicates potential danger and requiring urgent remedial action.
EICR Classification C3	Indicates improvement recommended.
Electrical Safety Procedures	The controlled document setting out programmes, testing cycles, access, records, responsibilities, assurance and escalation arrangements.
ISIT	In-service inspection and testing of electrical equipment.
MEIWC	Minor Electrical Installation Works Certificate.
NICEIC	A recognised certification body for electrical contractors and other building-services trades.
Non-compliance	A potential or actual breach of law, regulation, contract or policy, or a health and safety risk requiring management outside routine arrangements.
Reasonable adjustment	A change made to remove or reduce disadvantage for a person.
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

Appendix 1 Electrical Component Testing Cycles

Component	**Max. Period Between Test**	**Responsible Person**	**Cycle Ref.**
CCTV	12 months	Contract Manager - Facilities	In House scheduling
Door Entry	12 months	Contract Manager - Facilities	In House scheduling
Warden Call	12 months	Contract Manager - Facilities	In House scheduling
Domestic ventilation units to kitchens and bathrooms	12 months	Gas Manager	In-House annual H&S inspection, test and record
Lightning Protection systems	12 months	Contract Manager - Facilities	BSEN 62305 and Electricity at Work Regulations

Domestic Stair Lifts	12 months	Contract Manager - Facilities	The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
Hoists	6 months	Contract Manager - Facilities	The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
Through Floor Lift & step lifts	6 months	Contract Manager - Facilities	The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
Hydraulic Lifts	Quarterly	Contract Manager - Facilities	The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
Passenger Traction Lifts	Quarterly	Contract Manager - Facilities	The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
Electric commercial Ventilation systems	12 months	Contract Manager - Facilities	Air Conditioning – EU F-gas Regulation No. 842/2006
Booster Pumps	12 months	Contract Manager - Facilities	In House scheduling
Domestic Positive Ventilation Units and Mechanical Ventilation and Heat Recovery (MVHR) Systems	5 years	Operational Manager – Electrical	In-House scheduling aligned to EICR or manufacturers requirements
Air Conditioning	6 months	Contract Manager - Facilities	Air Conditioning – EU F-gas Regulation No. 842/2006
Fire Alarms	3 months	Contract Manager - Facilities	Fire Systems – The Regulatory Reform (Fire Safety) Order 2005
Emergency Lighting	12 months	Contract Manager - Facilities	Emergency Lights – The Regulatory Reform (Fire Safety) Order 2005
Electronic Gates	6 months	Contract Manager - Facilities	In House scheduling
Automatic Doors	6 months	Contract Manager - Facilities	In House scheduling
Intruder Alarm - offices	12 months	Contract Manager - Facilities	In House scheduling
Laundry Equipment	12 months	Contract Manager - Facilities	IET Guidance Notes 3

Domestic Fixed installation	5 Years/Change of Tenant	Operational Manager – Electrical	IET Guidance Notes 3
Portable Appliances in commercial bldgs.	12 months	Contract Manager - Facilities	IET Guidance Notes 3
Fixed Wiring Communal Area	5 years	Operational Manager – Electrical	IET Guidance Notes 3
Communal Aerial Systems	12 months	Contract Manager - Facilities	IET Guidance Notes 3
Fixed Wiring Commercial Assets	5 Years	Operational Manager – Electrical	IET Guidance Notes 3
Sheltered/Supported/Extra care Schemes	5 Years/Change of Tenant	Contract Manager - Facilities	IET Guidance Notes 3
Domestic Photovoltaic (PV) Installations and Battery Storage	3 Years	Operational Manager – Electrical	In House scheduling
Commercial Photovoltaic (PV) Installations and Battery Storage	12 Months	Operational Manager – Electrical	IET Guidance Notes 3
Electric Vehicle (EV) Charge Points	5 Years (with EICR)	Operational Manager – Electrical	IET Guidance Notes 3
Electrical equipment and appliances provided by WCHG as part of a tenancy	12 months, (5 years under regulations)	Operational Manager – Electrical	In House scheduling
Houses of Multiple Occupation (HMO's) (see below regs for specific guidance)	5 Years/Change of Tenant	Operational Manager – Electrical	IET Guidance Notes 3