



Electrical Safety Policy





1.0 Introduction

- 1.1 This policy sets out Housing Plus Group's (HPG) strategic approach to ensuring electrical safety across all homes, workplaces, and managed properties. It defines how the Group meets its statutory and regulatory obligations, protecting the safety and wellbeing of residents, staff, contractors and visitors.
- 1.2 Electrical safety is a fundamental part of responsible property management. Through this policy, HPG commits to maintaining safe electrical installations, implementing structured inspection programmes, ensuring robust governance and promoting a culture of safety and compliance.

2.0 Policy Statement

- 2.1 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 risk and ensure a proportionate, risk-based approach to inspections and remedial works.
 - 2.1.3 Provide a clear framework for assurance and accountability rather than operational procedures.
 - 2.1.4 Take all reasonable steps to ensure access in line with associated Access Procedure.
 - 2.1.5 Align with national standards and emerging regulatory expectations.
 - 2.1.6 Promote transparency, accountability, and continuous improvement in safety performance.
 - 2.1.7 Support safe, sustainable homes and workplaces across all tenures and property types.
- 2.2 HPG will comply with all current and forthcoming statutory requirements set out under Awaab's Law. The organisation will ensure that hazards presenting a risk to health or safety within its homes are identified, investigated, and remedied within the timeframes prescribed by law, and that future phases of Awaab's Law are implemented as they come into force.

3.0 Policy Scope

- 3.1 This policy applies to all electrical systems and installations managed by Housing Plus Group including:
- General Needs Properties
 - Supported Housing and Extra Care Schemes
 - Leasehold Properties
 - Shared Ownership Properties
 - Void Properties
 - Communal areas and shared infrastructure, including emergency lighting.
 - Offices, depots, and other operational premises.

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- Market-rented and agency-managed homes where HPG acts as the managing agent.

3.2 In mixed-use buildings, HPG will ensure compliance within its own managed areas and liaise with third-party freeholders or managing agents to promote whole-building safety.

3.3 Electric Vehicle (EV) Charging: EV charging installations are considered part of the fixed electrical system. Installation and management of EV infrastructure are governed by a separate *EV Charging Policy*, which should be read in conjunction with this policy.

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 systems maintained by HPG as duty holder.

4.4 **Competent Person:** A qualified individual certified under an approved scheme such as NICEIC, ECA, or NAPIT.

5.0 Roles and Responsibilities

5.1 **The Board and Audit and Risk Committee** provide strategic oversight, ensure assurance structures are in place and monitor key compliance risks.

5.2 **The Group Chief Executive and Executive Team** provide leadership, secure resources and set the tone for compliance culture and performance.

5.3 **The Executive Director of Investment and Growth** is the senior sponsor and executive lead responsible for ensuring strategic direction and integration with wider asset and compliance policies. They are also the named Health and Safety Lead under the Social Housing (Regulation) Act 2023.

5.4 **The Director of Building Compliance and Safety** holds strategic and operational responsibility for electrical safety management and assurance.

5.5 **Responsibilities for specific roles and teams** are defined within the Electrical Management Procedures and corresponding job role descriptions. All staff and contractors are required to comply with this policy, the procedures manual and all associated legal obligations.

5.6 **Residents and Leaseholders** are expected to comply with relevant electrical safety management instructions, report hazards and allow access for inspections and works as required.

6.0 Applicable Legislation and Guidance

6.1 This policy operates in the context of the following legislation and guidance:

- Electricity at Work Regulations 1989
- The Landlord and Tenant Act 1985
- Housing Act 2004
- IET Wiring Regulations (BS 7671)
- Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025.

- Building Safety Act 2022
- Building Regulations 2010 (Part P – Electrical Safety)
- Homes (Fitness for Human Habitation) Act 2018
- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Construction (Design and Management) Regulations 2015 (CDM)
- The Social Housing (Regulation) Act 2023
- Consumer Protection from Unfair Trading Regulations 2008
- Guidance from the Health and Safety Executive (HSE), British Standards Institute (BSI), NICEIC, and other sector experts.

7.0 Policy Delivery Programme

- 7.1 Electrical safety inspections will be carried out in accordance with legal and industry standards.
- 7.2 Frequency of inspections, documentation requirements, and remedial action timescales are defined in the *Electrical Management Procedures*. Lightning protection systems will be inspected and tested in accordance with current standards.
- 7.3 PAT testing will be carried out annually in domestic settings for any landlord-provided appliances.
- 7.4 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.
- 7.5 All works must be completed by qualified, certified professionals. Legal access procedures for non-engagement or no access will mirror the escalation protocol used in the Gas Safety Policy.
- 7.6 Where inspections or works cause disruption or surface damage, HPG will make reasonable efforts to reinstate or make good the affected areas as part of service delivery.

8.0 Follow-on Works

- 8.1 All EICRs will categorise defects using standard electrical safety codes: C1 (Danger Present), C2 (Potentially Dangerous), C3 (Improvement Recommended), and FI (Further Investigation Required).
- 8.2 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.
- 8.3 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.
- 8.4 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.
- 8.5 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.
- 8.6 Where any report is marked ‘unsatisfactory’, remedial actions must be completed before a new satisfactory Electrical Installation Condition Report (EICR) is issued.
- 8.7 All certification, including post-remedial records, will be retained electronically within CADRE and FILEIT and tracked for compliance assurance.



9.0 Communication and Notification

- 9.1 In accordance with the Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025., all tenancies will receive a copy of the Electrical Installation Condition Report (EICR) at the start of the new tenancy and from 1st May 2026 will receive a copy within 28 days of the inspection. 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.
- 9.2 All domestic tenants will have access to their most recent EICRs through the Tenant Portal App.
- 9.3 For commercial properties managed by Housing Plus Group, relevant EICRs will be shared directly with leaseholders and managing agents.
- 9.4 Residents will be given reasonable notice of inspection appointments, with written or electronic confirmation where required.

10.0 Data Management and Record Keeping

- 10.1 All certificates, reports, and related documents will be stored electronically in HPG's compliance management systems.
- 10.2 Data will be retained for at least ten years, in accordance with HPG's Records Management Policy and UK GDPR.

11.0 Resident and Stakeholder Engagement

- 11.1 This policy was developed following consultation with customers, internal teams and external specialists. 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 to inform ongoing improvements to both policy and practice.
- 11.2 Feedback collected during service delivery—such as inspection outcomes, customer satisfaction surveys and access challenges—will also inform future policy revisions.
- 11.3 The policy will be reviewed and approved through formal governance structures, including the Executive Management Team and Audit and Risk Committee.

12.0 Competency and Training

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

13.0 Performance Monitoring

- 13.1 Key indicators will include percentage of homes with a valid EICR, speed of remedial completion, and access success rates.

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- 13.2 Service performance will be reported monthly to the Executive Team and quarterly to the Audit & Risk Committee / HPG Board, including exceptions.

14.0 Quality Assurance

- 14.1 HPG will operate a robust and proportionate assurance system to monitor quality and compliance. The specific scope, frequency, and methodology of audits will be defined in the Electrical Management Procedures.
- 14.2 Independent accredited third-party auditors will periodically review both field and desktop inspection samples. Audit findings will inform continuous improvement, contractor management, and staff training.
- 14.3 All new build and major refurbishment projects will undergo independent electrical audits prior to handover.

15.0 Non-Compliance and Escalation

- 15.1 Significant compliance risks or delays will be escalated in accordance with the Electrical Management Procedures, ensuring that issues are promptly reported to senior management and the Audit Committee where appropriate.

	Policy Control Sheet Electrical Safety Policy Policy reference number - 2025/018
Policy Author	David Nicholls – Director of Building Compliance and Safety Nick Pike – Resident Safety Manager
Direct Lead	David Hall Executive Director of Investment and Growth
Version	1.0 – December 2025
Target audience	Staff, tenants, service users, visitors, contractors and third-party providers
Consultation	Wrekin Voices Customer Partnership Panel Directors Operational Delivery Teams Executive Management Team Audit & Risk Committee
Date of Equality Impact Assessment	An Equality Impact Assessment was completed on the 19 th August 2025
Date of Data Privacy Impact Assessment	Not required.
Approving Body	Executive Management Team (Delegated by the Group Board)
Date of final approval	18 th December 2025
Implementation date	1 st April 2026
Monitoring arrangements	KPI's Health & Safety Compliance Teams Executive Management Team
Reporting	Executive Management Team – monthly Audit & Risk Committee – Quarterly HPG Board – Quarterly
Review date	October 2027
Expiry date	April 2028
Review cycle	Two year review cycle
Policy category	Health and Safety
Associated policies and procedures	Asset Management Strategy Corporate Access Procedure Corporate Health and Safety Policy Electrical Management Procedures EV Charging Policy Repairs and Maintenance Policy
Policy location	SharePoint HPG Hub Housing Plus Group website

Summary of changes table

Revision history			
Author	Summary of changes	Version	Authorised by & date
D.Nicholls & N.Pike	New HPG policy, bringing together the two legacy organisations approaches	1.0 - December 2025	Executive Management Team – 18 th December 2025