

# LSHA ELECTRICAL SAFETY POLICY

## ROLES AND RESPONSIBILITIES

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### APPENDIX 1

Additional Legislation





## 1 POLICY STATEMENT

- 1.1 As a landlord, Lambeth and Southwark Housing Association (LSHA) is responsible for repairs and maintenance to our homes, communal blocks, and other properties we own and manage, all of which will contain electrical installations.
- 1.2 This policy aims to ensure our Board, Management Team, employees, partners, and tenants are clear on our legal and regulatory electrical safety obligations. This policy provides the framework our staff and partners will operate within to meet these obligations.
- 1.3 This policy forms part of our wider organisational commitment to driving a health and safety culture amongst staff and contractors (as detailed within our Health and Safety Policy).

## 2 SCOPE

- 2.1 This policy is relevant to all our employees, tenants, contractors, stakeholders, and other persons who may work on, occupy, visit, or use our premises, or who may be affected by our activities or services.
- 2.2 The policy should be used by all to ensure they understand the obligations placed upon LSHA to maintain a safe environment for tenants and employees, within the home of each tenant, and within all communal areas of buildings and other properties we own and/or manage. Adherence to this policy is mandatory.
- 2.3 Where we have homes that are owned by other organisations but managed by LSHA we will ensure we are clear on our responsibilities in the lease or management agreement. Where other organisations are responsible for electrical installations, we will ensure they discharge their responsibilities by getting copies of the relevant testing certificates.

## 3 ROLES AND RESPONSIBILITIES

- 3.1 The Board has overall governance responsibility for ensuring this policy is fully implemented to ensure full compliance with legislation and regulatory standards.
- 3.2 For assurance that this policy is operating effectively in practice, the Board will receive regular updates on its implementation, electrical safety performance and non-compliance.
- 3.3 The Management Team will receive monthly performance reports in respect of electrical safety and ensure compliance is being achieved. They will also be notified of any non-compliance issue identified.
- 3.4 The Chief Executive is responsible for ensuring the overall effectiveness, maintenance, and implementation of this policy on behalf of LSHA.
- 3.5 The Head of Finance is responsible for ensuring that sufficient financial, human, and physical resources are in place to implement this policy.



- 3.6 The Head of Operations has strategic responsibility for the strategic management of electrical testing and inspection issues across the housing stock. They are responsible for ensuring that adequate resources and expertise are provided for LSHA to discharge its legal obligations in relation to electrical testing and inspections. They will also oversee the implementation of this policy.
- 3.7 The Head of Operations is responsible for strategic and day-to-day electrical testing and inspection issues in LSHA's office. They are responsible for ensuring that adequate resources and expertise are provided for LSHA to discharge its legal obligations in relation to electrical testing and inspections.
- 3.8 Housing teams will provide support where gaining access to properties is difficult and will assist and facilitate any legal/controlled access processes, as necessary.
- 3.9 Under the terms of their tenancy agreement, tenants are responsible for enabling access to carry out inspections or repairs or other works to their homes or adjoining property.

## 4 LEGISLATION, GUIDANCE AND REGULATORY STANDARDS

4.1 **Legislation** - Principal legislation applicable to this policy is as follows:

- Housing Act 2004
- Landlord and Tenant Act 1985
- Homes (Fitness for Human Habitation) Act 2018
- Electricity at Work Regulations 1989
- Electrical Equipment (Safety) Regulations 2016
- Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025.
- Management of Health & Safety at Work Regulations 1999
- Workplace (Health, Safety & Welfare) Regulations 1992 (as amended).
- Defective Premises Act 1972.

This policy also operates within the context of additional legislation (see Appendix 1).

4.2 **Guidance and Codes of Practice** - The principal guidance and codes of practice applicable to this policy are:

- INDG236 - Maintaining portable electrical equipment in low-risk environments (as amended 2013).
- Institute of Engineering and Technology (IET) Wiring Regulations British Standard 7671:2018 (18th edition).
- Code of Practice for the Management of Electrotechnical Care in Social Housing (Electrical Safety Roundtable) January 2019.
- The Code of Practice for In-Service Inspection and Testing of Electrical Equipment (IET) 2020 (5th edition).
- BS EN 62305 – Protection against lightning

4.3 **Regulatory Standards** - We must ensure that we comply with the Regulator of Social Housing's regulatory framework and consumer standards for social housing in England; the Safety and Quality Standard is the primary one applicable to this policy.

4.4 **Sanctions** - Failure to discharge our responsibilities and obligations properly could lead to sanctions, including prosecution by the Health and Safety Executive (the HSE) under the Health and Safety at Work Act 1974; prosecution under the Corporate Manslaughter and Corporate Homicide Act 2007; prosecution under any of the principal legislation listed in Section 4.1; and via a regulatory notice from the Regulator of Social Housing.



## 5 OBLIGATIONS

- 5.1 The Housing Act 2004 requires that properties are free from Category 1 HHSRS hazards; this includes electrical hazards.
- 5.2 The Landlord and Tenant Act 1985 and the Homes (Fitness for Human Habitation) Act 2018 place duties on landlords to ensure that electrical installations in rented properties are:
  - Safe when a tenancy begins.
  - Maintained in a safe condition throughout the tenancy so the property is fit for habitation.
- 5.3 The Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025 require electrical installations to be inspected and tested at least every five years in homes, or more frequently should a risk based analysis determine it to be necessary.
- 5.4 Best practice guidance from the Electrical Safety Council and from BS7671:2018 recommends that any deviation from a five-year interval should be at the recommendation of a competent NICEIC qualified (or equivalent) person and should be backed up by sound evidence to support the recommendation. This guidance will be applied to communal areas.
- 5.5 All electrical installations should be inspected and tested prior to the commencement of any new tenancies (including mutual exchanges). This means that tests should be carried out whilst properties are void or when a mutual exchange takes place. A satisfactory Electrical Installation Condition Report (EICR) must be issued to the tenant upon moving in.
- 5.6 The Electricity at Work Regulations 1989 places duties on employers that all electrical installations and appliances within the workplace are safe and that only competent persons work on the electrical installations, systems, and equipment.
- 5.7 The Electrical Equipment (Safety) Regulations 2016 requires landlords to ensure that any electrical appliances provided as part of a tenancy are safe when first supplied.
- 5.8 Thereafter supplied portable electrical appliances will be tested annually on a cyclical basis, and in every void property where portable electrical appliances are provided.
- 5.9 All EICR certificates will be retained for a period of at least 12 years.

## 6 STATEMENT OF INTENT

- 6.1 We acknowledge and accept our responsibilities with regards to electrical safety under the legislation and regulations, as outlined in Section 5.
- 6.2 LSHA will deliver an electrical inspection and testing programme as set out in Section 7.
- 6.3 We will ensure that all electrical installations are in a satisfactory condition following the completion of an electrical installation inspection and test and will require the production of a condition report or other certificate which confirms that the installation is safe.
- 6.4 We will ensure that a full electrical installation inspection and test is undertaken in the case of a change of occupancy (void properties, mutual exchanges, and transfers), and when completing planned works within domestic properties; this will be evidenced through a satisfactory EICR or other report.
- 6.5 We will install, test, and replace (as required) battery/hard-wired smoke and carbon monoxide alarms as part of the annual gas safety check visit (or at void stage). We will ensure that all properties have a hard-wired smoke alarm system within a period of no longer than 2 years following the approval of this policy.
- 6.6 We will operate a robust process if there is difficulty gaining access to a property to carry out the electrical safety check or remediation works. We will use the legal remedies available within the terms of the tenancy agreement, provided the appropriate procedures have been followed and approval given by the Head of Operations. Where tenant vulnerability issues are known or identified, we will ensure that we safeguard the wellbeing of the tenant.





- 6.7 We will ensure that there is a robust process in place for the management of immediately dangerous situations identified from the electrical safety check.
- 6.8 We will operate effective contract management arrangements with the contractors responsible for delivering the service, including ensuring contracts/service level agreements are in place, conducting client-led performance meetings and ensuring that contractors' employee and public liability insurances are up to date on an annual basis.
- 6.9 We will operate measures to identify, manage and/or mitigate risks related to portable electrical appliances in the properties we are responsible for.
- 6.10 We will establish and maintain a risk assessment for electrical safety management and operations, setting out our key electrical safety risks and appropriate mitigations.
- 6.11 To comply with the requirements of the Construction (Design and Management) Regulations 2015 (CDM) a Construction Phase Plan will be in place for all repairs work to void and tenanted properties (at the start of the contract and reviewed annually thereafter), component replacement and refurbishment works.
- 6.12 We will ensure there is a robust process in place to investigate and manage all RIDDOR notifications made to the HSE in relation to electrical safety and will take action to address any issues identified and lessons we have learned, to prevent a similar incident occurring again.

## 7 PROGRAMMES

- 7.1 **Existing Electrical Installations** - We will carry out a programme of five yearly electrical installation inspections and tests to all domestic properties, communal blocks, and other properties (unless the competent person recommends an earlier next test date), and this will include the issuing of a new satisfactory EICR. The date of the inspection and test is driven from the anniversary date of the most recent EICR.
- 7.2 **New builds and rewires** - All new builds, and all properties which have had a rewire, will receive their first electrical installation inspection and test five years after the date of installation, and every five years thereafter.
- 7.3 **Properties managed by others** - We will obtain EICRs where our properties are managed by a third party. If the third party does not provide the EICR, we will carry out the inspection and obtain the EICR, and re-charge them for the cost of this work.
- 7.4 **Lighting Protection Systems** - In accordance with the Electricity at Work Regulations 1989, lightning protection systems installed on buildings owned or managed by LSHA are to be tested every 11 months in accordance with BS EN 62305.
- 7.5 **Electrical Equipment** - All electrical equipment provided by LSHA as part of the tenancy is given such visual inspection or testing (or both), as the qualified person conducting the check considers necessary to determine whether or not that equipment is safe for continued use. It will be checked at least every 5 years.



## 8 DEFECTS AND FOLLOW-UP WORK

8.1 Four categories of defects are used on electrical test certificates, namely:

C1: Danger present. Risk of injury - immediate remedial action required

C2: Potentially dangerous – urgent remedial action required.

C3: Improvement recommended.

FI: Further Investigation.

Remedial works which are required to make the electrical installation safe and listed as C1 or C2 on the EICR will be completed by the inspecting engineer at the time of the inspection (where possible) or within 48 hours of the test. Remedial works which are listed as C3 and F1 will be undertaken within SCHs' responsive repairs timescales.

8.2 We will endeavour to repair all Code 1 (C1) and minor Code 2 (C2) defects identified by an electrical installation inspection and test at the time of the check, to produce a satisfactory EICR. Where this is not possible, we will make the installation safe and return to complete the required remediation works within 28 days to ensure a satisfactory EICR is produced.

8.3 Where any C1 and C2 defects have been repaired, they will be recorded on the satisfactory EICR to provide an audit of the work completed.

8.4 We will review all Code 3 (C3) and Further Investigation observations and determine and take the most appropriate course of action.

## 9 DATA AND RECORDS

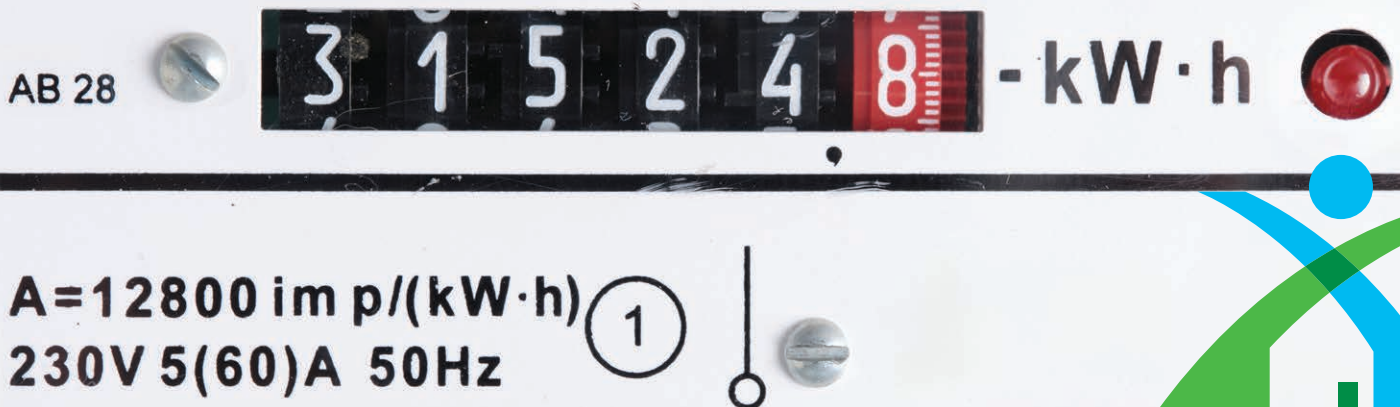
9.1 We will maintain a core asset register of all properties we own or manage, with component/attribute data against each property to show electrical safety testing and inspection requirements.

9.2 We will operate a robust process to manage all changes to stock, including property acquisitions and disposals, to ensure that properties are not omitted from the electrical safety programme and the programme remains up to date.

9.3 We will maintain accurate records, against each property we own and/or manage, of the following:

- Inspection dates.
- EICRs.
- Minor Electrical Works Certificates and Building Regulation Part P notifications associated with remedial works.
- Electrical Installation Certificates.
- Portable Appliance Test (PAT) results (where applicable)

9.4 We will keep all records and data for a minimum of 12 years and for the duration that we own and manage the property/in line with our document retention policy. We will keep at least the two most recent EICR records or certificates outlined within section 9.3. We will have robust processes and controls in place to maintain appropriate levels of security for all electrical safety related data.





## 10 TENANT ENGAGEMENT

- 10.1 We consider good communication essential in the effective delivery of electrical safety programmes, therefore we will establish a communication programme to support tenants in their understanding of electrical safety. This will include education on the common causes of electrical fires in the home.
- 10.2 This will assist us in maximising access to carry out electrical inspections, encourage and support tenants to report any concerns about electrical safety, and help us to engage with vulnerable and hard to reach tenants.
- 10.3 We will share information clearly and transparently and will ensure that information is available to tenants via regular publications and information on our website.
- 10.4 We will supply a copy of the EICR report to the existing tenant within 28 days of the inspection and test, and a copy to a new tenant before they occupy the premises. We will supply a copy of the report to any prospective tenant within 28 days of receiving a request for it.
- 10.5 We will supply a copy of the electrical equipment test results (PAT testing) to the existing tenant within 28 days of receiving a written request for it and to a new tenant before they occupy the premises. We will supply a copy of the record to any prospective tenant within 28 days of receiving a written request for it.

## 11 COMPETENT PERSONS

- 11.1 LSHA will have access to an M&E consultant who will hold the Level 4 VRQ in Electrical Safety Management or Level 4 VRQ Diploma in Asset and Building Management (or equivalent). This organisation/person will provide expertise and guidance when required by the organisation.
- 11.2 Only suitably competent NICEIC (or equivalent) electrical contractors and operatives will undertake electrical works on our behalf.
- 11.3 Only suitably competent NICEIC (or equivalent) third party technical auditors will undertake quality assurance checks.
- 11.4 We will check that our contractors hold the relevant qualifications and accreditations when we procure them, and thereafter on an annual basis; we will evidence these checks and each contractor's certification appropriately.

## 12 TRAINING

- 12.1 We will deliver training on this policy and the procedures that support it, through appropriate methods including team briefings; basic electrical safety awareness training; and on the job training for those delivering the electrical safety programme, planned maintenance and repair works as part of their daily job. All training undertaken by staff will be formally recorded.



## 13 PERFORMANCE REPORTING

- 13.1 We will report robust key performance indicator (KPI) measures for electrical safety that follow the principles set out in the Tenant Satisfaction Measures (TSMs) which came in to force 1 April 2023. Although electrical safety is not specifically covered by these measures, we will adopt the same approach to ensure consistency with other compliance areas and ensure all dwellings at risk are accounted for.
- 13.2 We will report compliance KPIs at quarterly Board meetings and through our website for tenants.
- 13.3 The position reported will be based on the following criteria:

**Electrical Safety Checks:** Proportion of homes for which all required electrical safety checks have been carried out.

The reported percentage will include all units which require electrical safety checks within a property as well as those served by communal equipment. This ensures that all individual dwellings that may be at risk because of any non-compliance are identified, including those within a communal block that share an electrical source. The completion of remedial works is not included.

- 13.4 We will also report the following:

**Data** – the total number of:

- Properties – split by category (domestic, communal, commercial/others) on the electrical inspection and testing programme.
- Properties with a satisfactory and in date EICR.
- Properties without a satisfactory and in date EICR.
- Overdue follow-up works/actions arising from the inspection programme.

**Narrative** - an explanation of the:

- Current position.
- Corrective action required.
- Anticipated impact of corrective action.
- Progress with completion of follow-up works.

**In addition:**

- The number of RIDDOR notifications to the HSE with regards to electrical safety.

## 14 QUALITY ASSURANCE

- 14.1 We will ensure there is programme of third-party quality assurance audits of electrical safety checks. This will be:
- 100 per cent of all new installations.
  - Ten per cent sample of field checks.
  - Five per cent of all certificates
- 14.2 Internally we will undertake 100 per cent desktop audits of all EICRs and other records and certificates outlined in 9.3.
- 14.3 We will carry out an independent internal audit of electrical safety at least once every three years, to specifically test for compliance with legal and regulatory obligations and to identify non-compliance issues for correction.



## 15 SIGNIFICANT NON-COMPLIANCE AND ESCALATION

- 15.1 Our definition of significant non-compliance is any incident which has the potential to result in a potential breach of legislation or regulatory standard, or which causes a risk to health or safety. All non-compliance issues will be reported and escalated as soon as possible, and no later than 24 hours after the incident occurred, or of a LSHA employee becoming aware of it.
- 15.2 Any non-compliance issue identified at an operational level will be formally reported to the Head of Operations in the first instance, who will agree an appropriate course of corrective action with the Chief Executive.
- 15.3 In cases of serious non-compliance, the Management Team and Board will consider whether it is necessary to disclose the issue to the Regulator of Social Housing as required by the regulatory framework, or any other relevant organisation such as the Health and Safety Executive.

## 16 REVIEW

- 16.1 The Board will formally approve this policy and review it every two years (or sooner if there is a change in legislation or regulation).

## 17 GLOSSARY

- 17.1 This glossary defines key terms used throughout this policy:
- **EICR:** Electrical Installation Condition Report - a formal document that is produced following an assessment of the electrical installation within a property (domestic or communal). It must be carried out by an experienced qualified electrician or approved contractor.
  - **NICEIC:** National Inspection Council for Electrical Installation Contracting – an organisation which regulates the training and work of electrical contractors in the UK. The NICEIC is one of several providers given Government approval to offer Competent Person Schemes to oversee electrical work within the electrical industry
  - **PAT:** Portable Appliance Testing, or PAT testing as it's more commonly known, involves examining all portable electrical appliances in a property to ensure they are safe to use.

Version	Date	Author	Rationale	Board Approved
V1.0	December 2023	Emma Keegan	NEW Policy	24 January 2024
V1.1	April 2026	Emma Keegan	Scheduled review plus a change in legislation	29 April 2026



## APPENDIX 1. ADDITIONAL LEGISLATION

This policy also operates within the context of the following legislation:

- The Defective Premises Act 1972
- Health and Safety at Work Act 1974
- The Occupiers' Liability Act 1984
- Workplace (Health Safety and Welfare) Regulations 1992
- Health and Safety (Safety Signs and Signals) Regulations 1996
- Provision and Use of Work Equipment Regulations 1998
- Management of Health and Safety at Work Regulations 1999
- Regulatory Reform (Fire Safety) Order 2005
- Corporate Manslaughter and Homicide Act 2007
- Building Regulations 2010 (England and Wales) - Part P
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Construction, Design and Management Regulations 2015
- Data Protection Act 2018
- Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022

