



HOUSING AND PROPERTY SERVICE POLICY	
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Department	: Housing Asset Management
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Procedure Ref:		Owner:	Rob Desbrow
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Please state what policies and strategies (if any) this policy is linked to (a list of policies and procedures can be found at [policies and strategies](#))

Linked to

Asset Management Strategy
Allocations Policy

Version	Date	Details of amendment	Creator/ amender	Approved by	Next review due
1	02/03/2026		R Desbrow		
2					
3					
4					

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HOUSING/PROPERTY SERVICES AIDS AND ADAPTATIONS POLICY

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1. Introduction

1.1 North West Leicestershire District Council (NWLDC) is committed to ensuring the safety and wellbeing of tenants, residents, visitors, staff and contractors in relation to fixed electrical installations and associated equipment across its housing stock and communal areas. This policy sets out the Council's approach to preventing, controlling and mitigating electrical risks by maintaining safe installations, ensuring competent inspection and testing, and acting promptly on any hazards identified. It reflects the **Electricity at Work Regulations 1989 (EAWR)** and their guidance (HSR25), the **18th Edition Wiring Regulations – BS 7671:2018+A2:2022**, and the **Electrical Safety Standards in the Private and Social Rented Sectors** regime, alongside the **Regulator of Social Housing's (RSH) Safety & Quality Standard**.

2. Purpose

2.1 The purpose of this policy is to provide a clear, auditable framework for electrical safety management across all relevant NWLDC homes. Specifically, it aims to:

- Ensure installations meet the safety requirements of **BS 7671** and are **inspected and tested at intervals of at least every five years** (or sooner if an EICR recommends), with reports issued to tenants within statutory timeframes.
- Demonstrate compliance with **EAWR** by ensuring work on or near electrical systems is undertaken safely and by competent persons.
- Evidence delivery against the **RSH Safety & Quality Standard**: identifying legal duties, keeping accurate property-level data, and completing required actions within appropriate timescales.

3. Scope

3.1 This policy applies to:

- **All domestic dwellings** owned or managed by NWLDC, including general needs, supported/sheltered, and temporary accommodation;
- **Internal and external communal areas**, landlord supplies and communal plant; and
- **Electrical installations and Council-provided equipment** supplied with a tenancy, where NWLDC is the duty-holder.

It covers the full lifecycle: new builds and major refurbishments, voids and re-lets, mutual exchanges, cyclical inspection/testing, responsive repairs, and emergency response. Requirements for inspection/testing and remedial action reflect the **Electrical Safety Standards** regime now applying to the social rented sector.

4. Legal and Regulatory Framework

4.1 NWLDC will comply with the following (non-exhaustive) framework:

- **Electricity at Work Regulations 1989** (EAWR) and Health and Safety Executive (HSE) guidance **HSR25**, including duties on competence, safe systems of work, isolation and precautions when working on or near live equipment.
- **BS 7671:2018+A2:2022** – Requirements for Electrical Installations (IET Wiring Regulations): design, installation, inspection, testing and coding conventions for EICR outcomes.
- **Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 as extended to social housing** (Government guidance, 1 Nov 2025): **five-yearly EICR**, provision of reports to tenants and the Council upon request, and completion of remedials within specified timescales.
- **RSH Safety & Quality Standard (Apr 2024)**: identify and meet legal health and safety requirements; maintain accurate asset data; complete required actions within appropriate timescales.
- **RIDDOR 2013** – reporting of certain accidents/incidents, including those arising from electrical systems in workplaces/communal areas, with updated HSE guidance (2024).

5. Operational Commitments

5.1 Inspection and Testing (EICR)

NWLDC will maintain a rolling programme to ensure every relevant property has a **current Electrical Installation Condition Report (EICR) at intervals of no more than five years**, or a shorter interval where the last EICR specifies. For new tenancies, a valid EICR (or appropriate certification for new installations) will be available **before occupation** and provided to tenants within statutory timeframes thereafter.

5.2 Standards and Coding

All inspection, testing, repairs and upgrades will follow **BS 7671**. Where an EICR records **C1 (danger present)**, **C2 (potentially dangerous)** or **FI (further investigation)**, NWLDC will ensure make-safe actions (including isolation where needed) and complete remedial work within the specified or statutory timescales, then issue written confirmation and updated reports to tenants.

5.3 Competence and Safe Systems of Work

Only qualified and competent persons will carry out electrical work. Contractors and staff will follow **EAWR** principles and **HSE HSG85** safe working practices (safe isolation, proving dead, use of suitable test instruments, calibrated equipment).

5.4 Communal and Ancillary Systems

NWLDC will maintain communal landlord supplies and relevant systems (e.g., emergency lighting where present) in accordance with applicable standards and manufacturers' instructions, recording testing and remedial actions in the compliance system. (Where other specific British Standards apply to such systems, these will be observed alongside BS 7671.)

5.5 Integration with Repairs and Capital Investment

Electrical defects identified via EICRs, responsive repairs, complaints or planned works will be assessed and programmed for timely resolution. Upgrades (e.g., RCD/AFDD provision where appropriate) will be considered in line with **BS 7671** and risk.

6. Roles and Responsibilities

6.1 NWLDC as Landlord

NWLDC will keep an accurate **asset-level record** of electrical installations, inspection due dates, outcomes and remedial status, and will monitor delivery against programme and risk. This evidences compliance with the **RSH Safety & Quality Standard**.

6.2 Contractors and Qualified Persons

Contractors must be appropriately accredited, maintain calibrated instruments, and operate safe systems of work. They must produce complete, legible EICRs, classify observations in line with **BS 7671**, and submit documentary evidence of remedials and re-test outcomes.

6.3 Tenants and Residents

Tenants must provide access for inspections and remedial works, and promptly report electrical issues or damage. NWLDC will provide clear information on appointments, access duties and emergency contacts, and will make reasonable adjustments where required.

7. Access and No-Access Management

7.1 NWLDC will implement a structured approach to secure access for EICRs and remedials, including appointment letters and reminders, home visits, welfare checks where needed, and **legal remedies** (injunctions/warrants) as a last resort. All steps, contact attempts and adjustments offered will be recorded. This approach supports the duty to **complete legally required health and safety actions within appropriate timescales** under the **RSH Safety & Quality Standard** and the Electrical Safety Standards regime.

8. Data, Record Keeping and Documentation

8.2 NWLDC will retain EICRs, certificates and related records in its compliance system, including: asset data (UPRN), dates, engineer details, test results, outcomes (Satisfactory/Unsatisfactory), coding (C1/C2/C3/FI), remedial orders, completion evidence, re-test results, and tenant notifications. Data will be used to forecast renewals, target risk, and demonstrate compliance required by the **RSH Safety & Quality Standard**.

9. Emergencies and Incident Response

9.1 Electrical Emergencies (Shock, Fire, Arcing)

In any life-threatening situation: call **999**. NWLDC will instruct residents not to touch a casualty who may still be in contact with live equipment, and—if safe and competent—to switch off the supply. An emergency order will be raised for a qualified person to **safely isolate** and make safe. EAWR principles and safe isolation per **HSE HSG85** will apply.

9.2 Power Cuts (Network Supply Issue)

For area-wide power interruptions, residents will be advised to call **105** to reach their local **electricity network operator** (free, 24/7). NWLDC will undertake welfare checks for vulnerable tenants where appropriate and coordinate with the DNO.

9.3 RIDDOR

Electrical incidents in work/communal areas that meet RIDDOR thresholds will be reported by the **responsible person**, following HSE's updated guidance (2024). Incident investigations, root cause analyses and corrective actions will be documented and reviewed.

10. Quality Assurance, Audit and Continuous Improvement

10.1 NWLDC will operate a proportionate **field audit** and **data validation** regime for EICRs and remedials; verify contractor competence and calibration records; and track non-conformances to closure. Lessons learned from incidents, audits and customer feedback will inform procedural updates and training. This supports compliance with **EAWR**, **BS 7671** and the **RSH Safety & Quality Standard**.

11. Resident Communication, Access and Vulnerability

10.1 NWLDC will provide clear, accessible information on electrical safety responsibilities, appointment processes, emergency contacts, and what to expect during inspections and remedials. Communication will reflect tenants' needs (language/BSL support, easy-read formats) and the requirement to enable repairs to be reported easily and delivered in a timely manner under the **RSH Safety & Quality Standard**.

12. Monitoring, KPIs and Reporting

12.1 NWLDC will report regularly through internal governance on:

- % homes with a **current EICR** (target: 100%);
- % **C1/C2/FI** remedials completed within required timescales;
- First-time access rate;
- Audit pass rate and time to close non-conformances;
- Electrical incident/RIDDOR events and actions; and
- Data quality for compliance records.

This monitoring evidences compliance with the **Electrical Safety Standards** regime and **RSH** expectations.

13. Equality, Diversity and Inclusion

13.1 This policy will be implemented in accordance with NWLDC's Equality, Diversity and Inclusion Policy. The Council recognises that many residents reliant on lifts are

older or disabled; reasonable adjustments will be made and individual needs considered in service planning and communications.

13.2 An Equality Impact Assessment will be maintained for this policy.

14. Review and Document Control

This policy will be reviewed every three years, or sooner if there are significant legislative or best-practice changes, following incidents, audits or resident feedback. The Housing Assets Team Manager is the document owner.

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