

GROUP ELECTRICAL SAFETY POLICY

Responsible Officer

Executive Team Lead for Landlord Health and Safety

Aim of the Policy

This policy outlines our approach to and arrangements for the management of electrical safety within our buildings.

Through the implementation of this policy we will ensure we:

- Comply with our legal duties relating to electrical safety.
- Takes reasonably practicable steps to protect residents, employees, contractors and others affected by our work activities, from the hazards of electricity.
- Demonstrates that the ongoing electrical safety of our properties is being managed effectively.

This policy links to Phoenix's overall vision *'Together, we are building a better future for our Phoenix Community'*

Policy Scope

This document covers how Phoenix will manage its electrical safety responsibilities in tenants' homes, housing blocks, community facilities and commercial properties.

This document does not cover the internal areas of lessee properties apart from any mains electricity supply cables supplied by Phoenix from a communal area.

Policy Statement

Electrical safety is an important obligation for all Landlords. We fulfil our obligations by being committed to taking all reasonable steps to manage electrical safety in accordance with the relevant legislation and approved codes of practices.

We will implement arrangements for the management of electrical safety that comply with our statutory duties. Where reasonably practicable, we will meet any good practice recommendations associated with electrical safety.

We are committed to engaging with residents and stakeholders and will use a range of communication methods to consult with, listen to and promote awareness of electrical safety to ensure they are safe, and feel safe in their homes.

The Policy

1.0 Responsibilities

We recognise the importance of clearly defined responsibilities with commitment at all levels of our organisation including Board, Executive Team, Senior Managers, Team Members and Contractors we work with.

We will ensure these responsibilities are documented, embedded and demonstrated by means of a golden thread of leadership and commitment from senior management to employees through to engagement with our residents and contractors.

All members of staff are expected to follow this policy and associated procedures in relation to electrical safety.

Levels of accountability

- The Board has a role in providing safety leadership and ensuring Board decisions reflect the intentions outlined in the Electrical Safety Policy.
- The Board and the Chief Executive delegate responsibility for achieving the objectives to the Director of Property and New Business.
- The Director of Property and New Business is accountable for ensuring that Phoenix fulfils its legal obligations regarding the implementation of the Electrical Safety Policy and ensuring that adequate resources and support are made available to deliver against the arrangements for the management of electrical safety. The operational lead for Electrical Safety is Corporate Lead – Homes and Safety.
- The Executive Team assists the Board and Chief Executive in fulfilling their responsibilities and have extensive safety responsibilities of their own within their directorates.
- Heads of Service and Senior Managers are responsible for compliance with the Electrical Safety Policy and procedures within their service area.
- Every employee must ensure they are aware of and follow the Electrical Safety Policy and procedures. They will inform their managers of any concerns and contribute to the development of a positive safety and compliance culture throughout Phoenix.
- Residents and stakeholders also have a vital role to play in making sure the buildings they live in or use are safe. Through positive engagement residents and stakeholders will be encouraged to take an active interest in safety and compliance at Phoenix.
- Contractors and subcontractors must comply with the arrangements of this policy and demonstrate competency in the management of their work activities, in relation to Electrical Safety.

Arrangements for Electrical Safety

We will ensure that all electrical installations within our domestic and commercial properties are installed, certified and maintained to the relevant standards and are sufficient to meet the needs of tenants and staff.

Installations

We will endeavour to ensure all installations meet the requirements of BS 7671 including residents having:

- A reasonable number of socket outlets installed within dwellings.
- Have adequate circuit protection within the consumer unit
- Sufficient circuits installed to avoid danger and minimise inconvenience in the event of a fault.
- Cables, fittings and equipment correctly specified and installed.

External lighting

We will only consider installing external lighting when:

- Carrying out refurbishment works and/or rewires to properties where it is deemed appropriate.
- A Crime Reference Number is produced by the tenant or our employee. This number will relate to a crime where security lighting may be considered to help the situation.
- A Phoenix employee deems it necessary to have installed due to the vulnerability of the resident.
- We will repair or replace any defective external lighting we previously installed.
- Tenants will be responsible for replacing failed lamps to any internal or external lighting we install.

Fire safety

We will:

- Not authorise the installation of recessed downlights or any other type of electrical accessory that breaches compartmentation relating to fire safety.
- Check any recessed lighting found within our properties during an electrical inspection to ensure they are fire rated to meet the requirements of the Building regulations.
- Look to recover costs from you if any recessed lighting that does not meet the requirements of the Building regulations and so requires replacement or removal.

Frequency of testing

We will undertake an Electrical Installation Condition Report (EICR) to our properties and any that we manage on behalf of others at one of the following options:

| Tenanted properties | Communal areas of blocks | Offices, Community Centres and Welfare Facilities |
|----------------------------|----------------------------|---|
| Completed every five years | Completed every five years | Completed every five years |

2.0 Requirements

We will ensure:

- That on completion of an inspection, test and any necessary remedial works a satisfactory condition report is issued.
- Any unsatisfactory condition reports requiring major remedial works are reviewed by us and the necessary works prioritised accordingly.
- That all tenanted homes that we own or manage have a valid National Inspection Council for Electrical Installation Contracting (NICEIC), or equivalent, certificate or condition report.
- That all electrical installations, for which we are responsible, meet the current statutory and non-statutory requirements.

Procurement of competent contractors

We will ensure:

- All contractors procured and appointed are registered with an approved contractor scheme. Our preferred scheme is the National Inspection Council for Electrical Installation Contracting (NICEIC).
- Only people with the relevant knowledge, skills, experience and training carry out work on the electric installations that we are responsible for.

Voids and mutual exchanges

We will carry out an electrical condition report to any property that becomes void and any property that is a mutual exchange.

Portable appliances

We will:

- Be responsible for any portable appliances that we own.
- Ensure that portable appliances are safe when first supplied. Appropriate labelling of equipment and recording of all equipment will be undertaken in accordance with the Electrical Equipment (Safety) Regulations 1994 and Electricity at Work Regulations 1989.
- Develop a schedule of portable appliance testing for all equipment we own.
- Prevent employees from using their own electrical equipment for work activities.

Specifications

We will develop and maintain an Electrical Works Standard and any other relevant specifications to act as a specification of how we want others to carry out electrical works within our properties.

Access

We will:

- Take reasonable steps to gain access to our properties so we can carry out our legal responsibilities relating to electrical safety.
- Work with our tenants under the terms of your tenancy agreement, to allow access to their home for maintenance and/or safety checks to be carried out.
- Take account of the needs of residents that are at risk when attempting to gain access.
- As a last resort, will use your tenancy agreement, to force entry into properties where you are not providing access.
- We will look to recover from you the legal fees incurred when following the forced entry procedure.

3.0 Data management

We will:

- Maintain an asset register of properties that require an electrical condition report on CRM.
- Maintain accurate records of all completed electrical condition reports and associated completed remedial works from these reports and keep these for a period of not less than 10 years.
- Maintain records of any electrical safety related training undertaken by staff.
- Ensure robust processes and controls are in place to provide and maintain appropriate levels of security for all electrical safety related data.

4.0 Communication and information

Phoenix will:

- Develop a Health and Safety communications plan that sends out a positive message to ensure all residents are fully aware of the importance of electrical safety.
- When requested, send residents copies of the electrical information we hold on their home in printed or digital form as appropriate.
- Openly share information regarding Electrical compliance with Phoenix staff, residents and contractors.
- Consult with employees on matters that affect their health and safety and consult with its employees on the development of this policy and procedure.

- Communicate and make residents aware of electrical safety within their home through the portal and website.
- Make residents aware of their responsibility to request written permission from Phoenix to carry out any improvement works to their home.

5.0 Training and competency

We will:

- Employ qualified and experienced persons competent to fulfil the requirements of specific electrical safety roles.
- Develop a training matrix which will identify and provide electrical safety training to staff that is relevant to their roles.

Monitoring and review

We will:

- Undertake monthly active monitoring tasks to ensure the integrity of data held in the CRM system and to ensure compliance with the standards set out in the Group Electrical safety policy;
- Report and monitor monthly performance related to electrical safety through key performance indicators as determined by the Board. Incidents of non-compliance will be reported or escalated to the Executive Team and Board as appropriate;
- Undertake periodic third party quality checks on electrical condition reports carried out on programmes of work. Any issues found will be monitored by Phoenix until they are completed. Any issues not completed will be escalated accordingly.

Policy review

We will review this policy every three years or sooner if there are changes to legislation, good practice or other learning.

Legislation

We are committed to achieving compliance against all our statutory, non-statutory and regulatory electrical safety responsibilities, including the following:

- Building safety Act 2022
- Fire Safety Act 2021
- Defective Premises Act 1972
- Landlord and Tenant Act 1985
- Housing Act 1988
- Health and Safety at Work etc Act 1974
- Workplace (Health, Safety and Welfare) Regulations 1992
- Management of Health and Safety at Work Act 1999
- Electricity at Work Regulations 1989
- Environmental Protection Act 1990

- Workplace (Health, Safety and Welfare) Regulations 1992
- Provisions and Use of Work Equipment Regulations 1998
- Housing Health and Safety Rating System – Housing Act 2004
- Building Regulations including Part P & Part B
- British Standard 7671 – 18th Edition Wiring Regulations
- Homes (Fitness for Human Habitation) Act 2018
- Data Protection Act 2018

Associated documents, policies and procedures

Including:

- Phoenix Standards
- Phoenix Electrical Works Standard
- Group Fire Safety Policy
- Group Asbestos Policy
- Health and Safety Policy
- Mutual Exchange Policy
- Translation and Interpretation Policy
- Responsive Repairs Policy
- Recharges to Residents Policy
- Lateral Mains and Communal Lighting Specification
- Procurement Policy, Strategy and Toolkit
- Contractors, Suppliers and Service Providers Charter
- Asset Management Strategy
- Tenancy / Lease Agreement
- Supporting Residents ‘At Risk’ Policy
- Voids Policy
- Tenants Handbook

Definitions

| Term/acronym | Description |
|---------------------|---|
| Resident | Includes tenants and lessees. |
| Phoenix | Phoenix Community Housing. |
| We/us/our | Refers to Phoenix Community Housing. |
| You/your | Refers to Phoenix tenants and lessees. |
| CRM | Customer Relationship Management system |
| NICEIC | National Inspection Council for Electrical Installation Contracting |

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