

# **ELECTRIC SHOWERS AND PUMPS POLICY**

## **Responsible Officer**

Director of Property and New Business

## **Aim of the Policy**

This policy aims to ensure Phoenix:

- Carries out the testing, inspection, repair and installation of electric showers and associated equipment including electric waste pumps.
- Minimises and responds quickly to the loss of showering facilities to all residents where electric showers and pumps are installed.
- Complies with all the relevant regulations and requirements relating to electric showers and pumps installations; as far as is reasonably practicable.

## **Section 1 – Policy Statement**

- 1.1 The Landlord and Tenant Act 1985 sets out rights and responsibilities of Landlords and Tenants. Outlined in this act is Phoenix's responsibility to maintain installations for the supply of water, electricity, sanitation and heating water.
- 1.2 Phoenix will ensure so far as is reasonably practical, that all its existing electric showers and pumps are serviced, repaired and installed to a satisfactory standard and servicing is carried out by manufacturers when attending under the warranty period.
- 1.3 Phoenix will maintain records of all its servicing carried out by manufacturers, repairs, and installations of electric showers and pumps. This includes level access showers installed as part of aids and adaptations.
- 1.4 Phoenix will ensure only competent persons are used in the servicing, repair, and installation of its electric showers and pumps.

## **Section 2 – Policy Scope**

- 2.1 Phoenix has several models of electric showers and waste pumps installed within its properties. Most electric showers come with a minimum warranty period of two years. Waste pumps normally come with a minimum warranty of five years.
- 2.2 Phoenix will not service or repair any electric showers or pumps installed by residents unless in accordance with our Enhanced Repairs Policy.

## Section 3 – Policy

- 3.1 Phoenix will maintain all electric shower and pumps that it installs. This includes managing warranty call requests passed on to relevant shower/pumps manufacturers. Phoenix will endeavour to track these warranty call requests with the manufacturer passing on any information to the resident.
- 3.2 Phoenix will ensure the electrical installation, supply cable and circuit protection conforms to quality standard BS 7671 (IET wiring regulations) and be sufficient for the shower used.
- 3.3 Phoenix will ensure the water supply installation conforms to water byelaws/regulations.
- 3.4 Phoenix will ensure contractors and manufacturers used to install, service and repair electric showers and pumps have sufficient understanding and knowledge to carry out this work. This also applies to any key information Phoenix considers to be important that contractors and operatives may require to provide a better service to residents. Phoenix will also ensure contractors follow manufacturer's instructions and fault finding/trouble shooting.
- 3.5 Phoenix will audit the work of its contractors used to install its electric showers and pumps. Phoenix will, where practical, carry out checks to any repairs carried out to ensure work is completed to a satisfactory standard.
- 3.6 Phoenix will record details relating to electric showers and pumps in its database and ensure they are kept up to date.

## Section 4 – Competence

- 4.1 Phoenix will only use competent people and companies to carry out its testing, repairs and installation of showers and pumps
- 4.2 Phoenix will only use suitable contractors for any electric shower installation works. All contractors will be subject to Phoenix approval procedures. As a minimum this will include them providing:
  - *Details of their professional, public and employer liability insurances.*
  - *Training records for all their employees.*
  - *Details of their Constructionline membership.*
  - *Details of any action taken against them by HSE/LA (prosecutions, improvement notices or prohibition notices) in the past five years.*

## Section 5 - Monitoring and Review

- 5.1 This policy will be reviewed every three years or sooner whenever there are changes to legislation, good practice or other learning. This includes updating contractors on better ways of inspecting and rectifying problems with electric showers and pumps.

## Section 6 - Quality Control

6.1 Phoenix will, where practical carry out checks to any repairs/installations carried out to ensure work is completed and to a satisfactory standard.

## Section 7 – Legislation

Including:

- Health & Safety at Work etc Act 1974
- Landlord and Tenant Act 1985
- The Management of Health & Safety at Work Regulations 1999
- Equality Act 2010
- Data Protection Act 2018
- Coronavirus Act 2020
- British Standard 7671
- Water Byelaws/Regulations

## Reference to other documents and associated policies and procedures

Including:

- Contractors, Suppliers and Service Providers Charter
- Enhanced Repairs Policy
- Group Electrical Safety Policy
- Group Health & Safety Statement of Intent
- Group Data Protection Policy
- Mutual Exchange Policy
- Phoenix Standards
- Responsive Repairs Policy
- Voids Policy

## Definitions

| Term/acronym | Description                             |
|--------------|---|
| Resident     | Includes tenants and leaseholders.      |
| Phoenix      | Phoenix Community Housing.              |
| IET          | Institute of Engineering and Technology |
| BS           | British standard                        |
| KPI          | Key Performance Indicator               |

|                                    |  |
|------------------------------------|--|
| Document Type:                     | Policy   |
| Title:                             | Electric Showers & Pumps Policy  |
| Author:                            | Senior Compliance Manager  |
| Department Owned By:               | Property and New Business  |
| Data Protection Impact Assessment: | No   |
| Equalities Impact Assessment:      | No   |
| Approval Date:                     | 2021-11-25   |
| Approved By:                       | Board  |
| Implementation Date:               | 2021-11-29   |
| Status:                            | FINAL  |
| Version No:                        | V3   |
| Last updated:                      | 2021-11-18   |
| Issue Date:                        | 2021-11-29   |
| File Path:                         | <a href="#">PNB ELECTRIC SHOWERS AND PUMPS POLICY FINAL V3 November 2020 revised November 2021</a> |