

Title Electrical Safety Policy

Applicable Company: Calico Homes

Author: Director of Maintenance and Compliance

Richard Johnson

Signed Off By:

Review Cycle: Bi-Annually

Revision Date: 22/04/2025

Next Review Date: 21/04/2027

Policy Checklist Completed? Yes



Contents

1.0	Introduction and objectives	3
2.0	Scope	3
3.0	Roles and responsibilities	3
4.0	Legislation, guidance and regulatory standards	4
5.0	Obligations	5
6.0	Statement of intent	6
7.0	Programmes	7
8.0	Follow-up work	8
9.0	Data and records.....	8
10.0	Customer engagement	9
11.0	Equality and Diversity	9
12.0	Competent persons.....	10
13.0	Training	10
14.0	Performance reporting.....	10
15.0	Data – the total number of.....	11
16.0	Quality assurance	11
17.0	Significant non-compliance and escalation	11
18.0	Glossary	12
19.0	Appendix 1 - Additional legislation.....	13

1.0 Introduction and objectives

- 1.1 As a landlord, Calico Homes (Calico) 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, equipment and portable appliances.
- 1.2 The key objective of this policy is to ensure our Board, Executive Leadership Team (ELT), Senior leadership team (SLT) employees, partners and customers are clear on our legal and regulatory electrical safety obligations. This policy provides the framework our colleagues and partners will operate within in order to meet these obligations.
- 1.3 This policy forms part of our wider organisational commitment to driving a health and safety culture amongst our colleagues and contractors (as detailed within our corporate Health and Safety Policy). It will be saved on our shared drive and distributed to all relevant colleagues.

2.0 Scope

- 2.1 This policy is relevant to all our employees, customers, 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 Calico to maintain a safe environment for customers and employees, within the home of each customer, and within all communal areas of buildings and other properties we own and manage. Adherence to this policy is mandatory.

3.0 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. As such, the Board will formally approve this policy and review it every year (or sooner if there is a change in legislation or regulation).

- 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 Senior Leadership 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 Managing Director and the Director of Maintenance & Compliance has strategic responsibility for the management of electrical safety, and ensuring compliance is achieved and maintained. They will oversee the implementation of this policy.
- 3.5 The Compliance Contracts Manager and Electrical? Manager has operational responsibility for the management of electrical safety and will be responsible for overseeing the delivery of these programmes.
- 3.6 Housing teams will provide support where gaining access to properties is difficult and will assist and facilitate any controlled access processes, as necessary.

4.0 **Legislation, guidance and regulatory standards**

- 4.1 **Legislation** – The 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.

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).
- 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).
- 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 & 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.

5.0 **Obligations**

- 5.1 The Housing Act 2004 requires that properties are free from Category 1 Housing Health and Safety Rating System (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; and
 - maintained in a safe condition throughout the tenancy so the property is fit for habitation.
- 5.3 To comply with these duties, electrical installations are required to be periodically inspected and tested.
- 5.4 There is no legal requirement setting out how frequently we must carry out inspections and tests in domestic properties. However, best practice guidance from the Electrical Safety Council and from BS7671:2018 recommends that electrical installations are tested at intervals of five years from the previous inspection.

- 5.5 The guidance also states that any deviation from the standard five-year inspection interval should be based on the recommendation of a qualified person such as someone with NICEIC certification or an equivalent qualification, (refer to point 7.1)
- 5.6 All electrical installations should be inspected and tested prior to the commencement of any new tenancies. This means that tests should be carried out whilst properties are void and when mutual exchanges and transfers take place, and a satisfactory Electrical Installation Condition Report (EICR) must be issued to the customer upon moving in.
- 5.7 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.
- 5.8 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.

6.0 **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 We 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 test smoke detectors, as well as carbon monoxide alarms, as part of the annual gas safety check visit or at the void stage. The replacement of these alarms will only occur if they are found to be faulty or not in compliance with industry standards. We will replace

battery operated smoke alarms with hard wired. Any faulty battery-operated carbon monoxide detectors will be replaced

- 6.6 Housing teams will provide support where gaining access to properties is difficult and will assist and facilitate any legal access process as necessary. Where customer vulnerability issues are known or identified, we will ensure the wellbeing of the customer is safeguarded.
- 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 by carrying out an annual testing programme.
- 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.

7.0 Programmes

- 7.1 Calico Homes has committed to a 10-year Electrical Installation Condition Report (EICR) program, with the target of completing inspections and tests on all domestic properties, communal blocks,

and other buildings within a 5-year period. The inspections will be scheduled based on the anniversary of the most recent EICR, and a new satisfactory EICR will be issued after each inspection. If a competent person advises that a property requires testing sooner, that recommendation will take priority. This proactive approach ensures electrical safety across all properties, with the target of maintaining up-to-date and compliant records.

- 7.2 **New builds** – All new builds will receive their first electrical installation inspection and test ten years after the date of installation, and every five years thereafter.
- 7.3 **Rewires** - All properties that have had a rewire will receive the next electrical installation inspection and test five years after the date of installation, and every five years thereafter.
- 7.4 **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.

8.0 **Follow-up work**

- 8.1 We will endeavour to repair all Code 1 (C1) and 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 working days to ensure a satisfactory EICR is produced.
- 8.2 Where any C1 and C2 defects have been repaired, they will be recorded on the satisfactory EICR or other supporting electrical certificate to provide an audit of the work completed.
- 8.3 We will review all Code 3 (C3) and Further Investigation (FI) observations to determine the most appropriate course of action.

9.0 **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 hold electrical safety inspection dates and records against each property we own and manage in Active H and Documotive.
- 9.4 We will keep all records and data for a minimum of ten years and in line with our document retention policy. We will have robust processes and controls in place to maintain appropriate levels of security for all electrical safety related data.

10.0 Customer engagement

- 10.1 We will share information clearly and transparently and will ensure that information is available to customers via regular publications and information on our website. This will assist us in maximising access to carry out electrical inspections, encourage and support customers to report any concerns about electrical safety, and help us to engage with vulnerable and hard to reach customers.

11.0 Equality and Diversity

This policy ensures that all customers are treated equally, with no discrimination or victimisation based on any protected characteristic as outlined in the Equality Act 2010. Calico Homes has considered its public sector equality duties under Section 149 of the Equality Act 2010, which require the following:

- **Eliminating Discrimination:** Taking steps to prevent any form of discrimination, harassment, or victimisation.
- **Advancing Equality of Opportunity:** Ensuring equal opportunities for individuals with protected characteristics compared to those without.
- **Fostering Good Relations:** Promoting positive interactions and mutual understanding between individuals with different protected characteristics.
- **Ensuring Accessibility:** Calico Homes is committed to providing accessible formats of information, such as Braille, large print, and digital formats for those with visual impairments. We also ensure web accessibility for individuals with disabilities and offer translator services to support effective communication for all customers.

- 11.1 Additionally, the policy considers the diversity of customers in terms of their access to and the delivery of services, ensuring fair and inclusive treatment for all.

12.0 **Competent persons**

- 12.1 The Compliance Contracts Manager will hold the Level 4 VRQ Diploma in Asset and Building Management or NEBOSH Construction. If they do not have this already, they will obtain it within 12 months of their appointment.
- 12.2 The Electrical Manager, who has lead responsibility for operational delivery, will maintain Approved Electrical Contractor Accreditation with the National Inspection Council for Electrical Inspection Contracting (NICEIC), or equivalent, for all areas of electrical inspection, testing, installation and repair works that they undertake.
- 12.3 Only suitably competent NICEIC (or equivalent) electrical contractors and operatives will undertake electrical works on our behalf.
- 12.4 Only suitably competent NICEIC (or equivalent) third-party technical auditors will undertake quality assurance checks.
- 12.5 We will check that our contractors hold the relevant qualifications and accreditations upon procurement and then on an annual basis thereafter. We will document these checks and each contractor's certification appropriately.

13.0 **Training**

- 13.1 We will deliver training where required on this policy and the procedures that support it, through appropriate methods including team briefings.

14.0 **Performance reporting**

14.1 We will report robust key performance indicator (KPI) measures for electrical safety. These will be provided to SLT monthly and to the Board on a quarterly basis. As a minimum, we will report:

15.0 **Data – the total number of**

- properties with or without a satisfactory and in date EICR on the 5 and 10 year program

Narrative - an explanation of the:

- current position.
- corrective action required.

In addition:

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

16.0 **Quality assurance**

16.1 We will ensure there is programme of third-party quality assurance audits of electrical safety checks.

- 20 per cent of all new installations in existing homes
- Five per cent sample of field checks.
- Five per cent of all certificates

16.2 Internally we will undertake 100 per cent desktop audits of all EICRs and other electrical safety records and certificates.

16.3 We will carry out an independent audit of electrical safety at least once every two years, to specifically test for compliance with legal and regulatory obligations and to identify non-compliance issues for correction.

17.0 **Significant non-compliance and escalation**

17.1 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 Calico employee becoming aware of it.

- 17.2 Any non-compliance issue identified at an operational level will be formally reported to the Director of Maintenance & Compliance in the first instance, who will agree an appropriate course of corrective action with the Managing Director, Head of Performance and Assurance and the Compliance Contracts Manager and report details of the same to SLT.
- 17.3 In cases of serious non-compliance, the Executive 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.

18.0 Glossary

18.1 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.

19.0 **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 (England) Regulations 2015