

Electrical Safety Policy

Our Vision

Building better lives through social care and housing in local communities.

Our Mission

We co-design and deliver services that offer innovative social care solutions and support people to thrive.

Our Values

We are
caring and
compassionate



We are
inclusive
and **trusted**



We focus on
excellence
and
innovation



We work in
partnership
and are
one-team



Cally Yard
439 Caledonian Road
London N7 9BG
T: 0333 010 4600

lookahead.org.uk

 **Look Ahead**
CARE, SUPPORT AND HOUSING

1. Introduction

- 1.1 This policy sets out our approach to electrical safety and how we will meet our responsibilities and duties as a landlord for safely installing and maintaining electrical installations and equipment owned by us within our housing stock.
- 1.2 This policy aims to:
- Ensure as far as reasonably practicable that customers, employees and visitors to our properties are not exposed to any risks to their health, safety or wellbeing in accordance with legislative requirements
 - Provide clear lines of responsibility across the organisation for the management of electrical safety
 - Clarify our approach to inspection and the management of electrical safety
 - Clarify the method for reviewing and monitoring the compliance of electrical safety programmes.
- 1.3 This policy applies to:
- Unsupported, rented properties
 - Supported housing
 - Market rented properties
 - Temporary accommodation
 - Stock owned but not managed by us
 - Communal areas
 - Commercial properties – offices, depots and shops etc
 - Curtilage

2. Definitions

- 2.1 The term '**customer**' refers to our tenants, leaseholders and licensees as well as members of their household.
- 2.2 The '**Statutory Duty Holder**' is the Executive Director of Asset & Property.
- 2.3 An '**operative**' is a competent person qualified to undertake electrical safety work to the required standard.

3. Electrical Safety

- 3.1 We accept our responsibility under all relevant legislation and statutory code of practice and guidance applicable to electrical safety. We are committed to meeting our obligations as a responsible person to provide safe homes for our customers, safe workplaces for our employees and ensuring safety for visitors.
- 3.2 We will address these responsibilities through:
- The provision of suitable, sufficient and risk appropriate electrical precautions

- Ongoing and continuous risk assessment
- Delivering our individual and collective duties
- Monitoring and challenging our own performance

4. Our Commitments

4.1 We will:

- Comply with all relevant legislation including, but not limited to, the requirements of the Electricity at Work Regulations 1989 and Health & Safety at Work etc Act 1974, and the Electrical Safety Standards in the Private and Social Rented Sector Regulations (England) 2020, including the 2025 extension to social housing.
- Ensure a competent engineer inspects all electrical installations and completes an Electrical Installation Condition Report ('EICR') at least once every five years – or more frequently if recommended – for all communal and domestic areas of our properties
- Provide tenants with a copy of the EICR within 28 days of inspection, ensure new tenants receive the report prior to occupation, and supply it to the local authority within 7 days upon request. All EICRs and associated remedial works must be documented and retained until the next scheduled inspection.
- Any remedial work which is required to make the electrical installations safe – such as findings under:
 - C1 – Danger present, risk of injury, immediate remedial action required
 - C2 – Potentially dangerous-urgent remedial action required
 - C3 – Improvement recommended
 - F1 – Further investigation required without delay, within the EICR are completed within the defined period by suitably competent, qualified electrical installers.
- All C1 and C2 remedial actions identified in an EICR must be completed within 28 days (or sooner if specified by the report). Written confirmation of completed remedial work must be provided to tenants and, if requested, to the local authority.
- All work on electrical installations will be carried out by competent, qualified, electrically skilled persons who are registered under a UKAS accredited electrical safety scheme or equivalent external verification body.
- We will use all recognised and lawful routes to obtain access for completing a compliant EICR, including issuing formal notices, engaging with tenants to resolve access issues, and where necessary taking legal action. In line with current regulations, we will maintain detailed records of all access attempts to demonstrate that all reasonable steps have been taken. Where access is persistently denied, we will escalate to enforcement authorities or pursue civil remedies to ensure compliance and mitigate risk to occupants. We

recognise that failure to comply may result in significant penalties and will act proactively to avoid such outcomes.

- Carry out a full electrical inspection and test whenever we regain possession of a property such as at the end or change of tenancy. This includes when a property will be void, when new tenants are to move in or when a mutual exchange takes place. The inspection includes the completion of an EICR to confirm the electrical installation is safe for continued use. This ensures compliance with the requirement to complete a new EICR at every change of tenancy.
- Test our portable appliances according to a usage as per the schedule detailed below.
- Ensure electrical equipment provided by the landlord as part of the tenancy is visually inspected or tested (or both) as deemed necessary by the qualified person conducting the check to determine whether it is safe for continued use.
- Ensure electrical equipment provided by the landlord is checked at least every five years.
- Obtain an In-service Inspection and Testing of Electrical Equipment (ISIT) record from the person conducting the check, which gives the results and, where the equipment is safe for continued use, sets a date for the next check
- If electrical equipment is found unsafe, notify the tenant immediately and make it safe as soon as reasonably practicable, and either repair or replace the equipment within 28 days. For unoccupied premises, make equipment safe before tenancy starts. Provide a copy of the record to existing tenants within 28 days of a written request, and to new tenants before move-in. Provide a copy of the record to any prospective tenant within 28 days of receiving a written request for it.
- Supply the local council with information identifying the equipment and a copy of the record within 7 days of receiving a written request for it
- Retain a copy of the record until the next check is required or (if later) conducted unless it is superseded by a more recent record
- Supply a copy of the record to the person who will undertake the next equipment check or any remedial work
- Supply information identifying the equipment and a copy of the record to the person who will undertake the next inspection and test of electrical installations in the premises.
- Following remedial work or replacement, obtain another record
- New electrical equipment will be visually checked before use but does not require formal PAT testing
- All PAT inspections and tests will be carried out by competent persons with appropriate training and knowledge
- Maintain accurate asset information.
- Have competent, skilled and well-trained staff.
- Seek independent assurance and challenge on our performance
- Report on our performance regarding electrical safety to our Board

4.2 The Portable Appliance Testing ('PAT') is as follows:

Activity	Frequency	Responsible Party
Inspection of communal electrical appliances owned by us	Annual Inspection	LAC's appointed contractors
Inspection of domestic electrical appliances owned by us	Every five years or when a property is void or at change of occupancy	LAC's appointed contractors

5. Owned, Leased and Managed Properties

- 5.1 Where we own and manage properties we remain the Responsible Person in relation to electrical safety and, as such, we accept our legal duty to risk assess those properties within our control and complete any work arising.
- 5.2 Where we own properties which are not managed by us we remain the Responsible Person in relation to electrical safety and, as such, we accept our legal duty to risk assess these properties and complete any works within our control. The exception to this is where the lease explicitly states otherwise, in which case the managing agent will be the Responsible Person. Where we are not specifically designated as the Responsible Person for a property we will seek assurance from the Responsible Person that the property meets all legislative requirements regarding the management of electrical safety.
- 5.3 Where we manage properties that are not owned by us the Responsible Person will be set out in the Management Agreement. Where we are not specifically designated as the Responsible Person for a property we will seek assurance from the Responsible Person that the property meets all legislative requirements regarding the management of electrical safety.
- 5.4 Where we own a property on a full repairing lease, we will be the Responsible Person unless otherwise specified in the lease. The Lessee will retain responsibility maintenance and safety under the terms of the lease and is legally responsible for electrical safety in relation to all matters under their control. Where we are not the Responsible Person, we will seek assurance from the Responsible Person that all legislative requirements are being met regarding the management of electrical safety.
- 5.5 Where we seek assurance from the Responsible Person and do not receive an adequate response, we will take reasonable further steps to follow this up commensurate with the level of risk to our customers. These further steps may include:
- Further follow-up correspondence seeking the involvement of enforcing authorities such as the local authority or Health & Safety Executive to

establish the position and compel a full and adequate response from the Responsible Person.

- Explore possible legal action/proceedings to compel a response.
- Give consideration – on an exceptional, one-off basis (and by doing so in no way accept future responsibility/liability from the managing agent for the involved fire safety activity/requirement – to completing the activity/requirement involved in the overriding health and safety interests of our customers. In such circumstances the costs of completing such an activity/requirement will be re-charged to the managing agent via their Responsible Person.
- Records will be kept for the current and previous year in relation to all responses received from managing agents and their Responsible Persons.

6. Roles and Responsibilities

- 6.1 The **Chief Executive Officer** retains overall responsibility for the implementation of this policy.
- 6.2 The **Executive Director of Property & Assets** is responsible for ensuring this policy is implemented and will provide adequate resources to implement this policy. They are also responsible for ensuring there are effective processes in place to implement this policy in relation to the function of asset management, repairs, and maintenance where we are responsible.
- 6.3 The **Senior Health & Safety Manager** will ensure that all health and safety requirements are met and that this policy is updated to reflect any new and/or emerging legislation and regulatory requirements and will ensure compliance with this policy in our services.
- 6.4 The **Head of Compliance & Building Safety** is the designated Responsible Person for all properties where we hold legal responsibility. This includes owned, leased, and managed stock unless otherwise specified in lease or management agreements. They will ensure this policy and its associated procedures are adhered to by staff and contractors. They are responsible for keeping this policy up to date.
- 6.5 The **Compliance Contracts Manager** is responsible for the operational delivery of all electrical testing programmes and remedial works where we are the Responsible Person.
- 6.6 The **Head of Housing** is the Responsible Person where we manage or own properties where we are not the Responsible Person and will seek assurance from the Responsible Person that all legislative requirements are being met regarding the management of electrical safety. Where assurance is not received, the Head of Housing will escalate the matter in line with Section 5.5, including correspondence with enforcement authorities or legal action where necessary.
- 6.7 **All members of staff** are responsible for immediately reporting repairs and concerns relating to the safe operation of electrical systems and associated equipment as part of their routine duties and visits to our buildings and

customers' homes. Training is provided, as appropriate, to improve safety awareness across the organisation in accordance with the Training Matrix.

- 6.8 Under the terms of their tenancy agreement, licence or lease, **customers** are required to immediately report any concerns, allow access to accommodation and maintain electrical systems and associated equipment.
- 6.9 **Contractors** and sub-contractors must comply with this policy and demonstrate competency in the management of their work activities in relation to electrical safety.
- 6.10 An appropriately qualified member of staff – or appointed competent contractor – will provide advice and guidance on the appropriate methods of risk assessment and control measures arising and the management of works, as appropriate, relating to electrical safety.
- 6.11 There are numerous operational roles with responsibility for property and tenancy management whose titles vary. These teams support resident liaison and manage the response or completion, as appropriate, of electrical inspections and repairs relevant to the management of our properties or tenancies. This includes managing issues relating to access, anti-social behaviour and repair resolution.

7. Measuring Compliance

- 7.1 Performance reports in relation to electrical safety will be reviewed as follows:
- Weekly Compliance Team meetings
 - Monthly compliance meetings
 - Monthly by the Senior Leadership Team
 - 3 Monthly by the Audit & Risk Committee
 - 6 Monthly by the Board
- 7.2 These reports are in accordance with approved Key Performance Indicators ('KPIs') which include:
- Communal areas with a valid EICR
 - Domestic properties with a valid EICR
 - Progress of actions from EICRs against an action plan for completion
- 7.3 Where remedial actions are not completed at the time of inspection; reports will highlight exceptions and include:
- Evidence of access attempts and escalation actions where EICR completion is delayed due to lack of access
 - Evidence of access attempts and escalation actions where EICR completion is delayed due to lack of access

Reports will include assurance on contractor competency, record-keeping, and compliance with regulatory timelines. Performance will be benchmarked against internal targets and external standards where applicable.

Record Keeping and Confidentiality

We will comply with our Data Protection and Confidentiality Policy which can be found by clicking [Here](#) or visiting our website at www.lookahead.org.uk.

Records will be kept of all EICRs that are undertaken in relation to all electrical testing in accordance with legal requirements. In addition, records will be kept of all periodic inspections, maintenance and repair work that is undertaken.

Records will be kept for the contractor/s competencies for those undertaking electrical installation work in our portfolio and should be in line with the minimum requirements which must be met by an enterprise to be recognised by a UK Accreditation Service Certification body as technically competent to undertake the design, construction, maintenance, verification and/or inspection and testing of electrical installations.

Copies of certificate will be held in an easily accessible location and made known to all relevant parties

Inclusion and Diversity

Services provided should be appropriate to the child and not discriminate for any reason, including - but not limited to - disability, age, gender, sexual orientation, race, religion, culture or lifestyle. We will strive to ensure action taken is sensitive to and takes account of the child's gender, age, stage of development, religion, culture and race.

Policy Sign Off and Ownership

Document Name	041.00_Electrical Safety
Version	4.0
Equality Impact Assessment	N/A
Who was consulted?	This policy sets out our legal and regulatory duties to maintain the health, safety and wellbeing of everyone living in or visiting our properties and is not open to consultation. The following staff were consulted: • Executive Director of Property & Assets • Compliance Contract Manager • Senior Health & Safety Manager • Head of Housing • Head of Repairs and Voids Maintenance • Property Services Director • Fire Safety Manager
Approved By/Date	Policy Group – 26 November 2025

Date for Review	December 2028
Author	Head of Compliance & Building Safety
Compliance Measures	See above
Related Policies/Procedures	Archive, Retention & Disposal Policy Fire Safety Policy
Relevant Legislation and Regulatory Requirements	Landlord & Tenant Act 1985 Housing Act 2004 Health & Safety at Work Act 1974 Electrical Safety Standards in the Private and Social Rented Sector Regulations (England) 2020 – including 2025 extension to social housing Regulatory reform Fire Safety Order 2005, England and Wales Electrical Equipment (Safety) Regulations 2016 Management of Homes in Multiple Occupation (England) Regulations 2006 Electrical Safety at Work Regulations 1989 Workplace (Health, Safety & Welfare) Regulations 1992 (as amended) Defective Premises Action 1972 Code of Practice for the Management of Electrotechnical Care in Social Housing – Jan 2019 IET Code of Practice for In-Service Inspection and Testing of Electrical Equipment, 5th Edition BS 7671:2018 (IET Wiring Regulations, 18th Edition, Amendment 2) Approved Document P - Electrical Safety in Dwellings

Version History

Version	Date	Description of Changes	Author
4.0	26.11.2025	Programmatic review and updates have been implemented to align standards with revised roles, ensuring that current positions and responsibilities are accurately reflected and the overall framework is strengthened.	
3.0	18.5.2022	Programmed review	