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Policy:	Electrical Safety Policy
Legal Requirements:	<p>The Health and Safety at Work etc. Act 1974 The Management of Health and Safety at Work Regulations 1999 The Scottish Housing Quality Standard (SHQS) The Housing (Scotland) Act 1987 The Housing (Scotland) Act 2001 The Housing (Scotland) Act 2010 The Housing (Scotland) Act 2014 BS 7671:2018+A2:2022 Requirements for Electrical Installations (IET Wiring Regulations Eighteenth Edition Amendment 2) BS 7671:2018+A3:2024 Requirements for Electrical Installations (IET Wiring Regulations Eighteenth Edition Amendment 3)</p>
Regulatory Standards:	<p>The Scottish Housing Regulator has set out Regulatory Standards for all Registered Social Landlords (RSLs) to ensure that RSLs deliver good outcomes and services for its tenants and service users through good governance and financial management.</p> <p>This policy evidences that the following Regulatory Standards are being met:</p> <p>Standard 1. The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p> <p>Standard 2. The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.</p> <p>Standard 5. The RSL conducts its affairs with honesty and integrity.</p>
Notifiable Events Guidance:	In compiling this policy, consideration has been given to the Notifiable Events Guidance issued by the Scottish Housing Regulator and the impact of that guidance on the policy.
Equality and Diversity:	<p>The Association is committed to Equal Opportunities and will endeavour to ensure that all services are carried out in an undiscriminating manner in line with the Association's Equality and Diversity Policy.</p> <p>In particular, the Association will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, gender reassignment or sexual orientation.</p>
Human Rights:	<p>In compiling this policy, consideration has been given to "The Right to Adequate Housing" (Fact Sheet No. 21/Rev.1) published by the Office of the United Nations High Commissioner for Human Rights and the impact of that guidance on the policy.</p> <p>In particular, the Association is satisfied that this policy promotes the key aspects of the right to adequate housing – that it contains freedoms; entitlements; provides more than four walls and a roof; and protects against forced evictions.</p>
Complaints:	Although the Association is committed to providing high levels of service, we accept that there may be occasions where customers may not be satisfied with the service they have received. The Association values all complaints and uses this information to improve the services that it provides.

POLICY STATEMENT

	The Association's Complaints Policy describes our complaints handling procedure and how to make a complaint.
General Data Protection Regulation (GDPR):	The Association will treat all customers' personal data in line with its obligations under the current data protection regulations and our Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in the Association's Fair Processing Notice.
Policy Author:	Kevin Freeman
Policy Review:	In order to ensure that any change in circumstances is accommodated this policy will be subject to review every three years in the month of June.
Policy Approval:	This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Thursday the 26th of June 2025.



Introduction

Yoker Housing Association Limited ("the Association") is committed to protecting the health and safety of its employees, tenants, other residents, visitors, contractors and the general public from the risks associated with electrical hazards.

The Association has a duty as a landlord to ensure that the electrical installation within its tenants homes are regularly inspected, tested and where applicable, carry out remedial works where installations are not compliant with the current electrical regulations which are commonly known as the "IET 18th Edition".

Purpose of the Policy

The purpose of this policy is to ensure the effective inspection, maintenance and management of all electrical installations within properties owned by the Association.

This policy sets out how the Association will ensure that the electrical installations within its properties are tested and recorded on an individual basis, over a five year period. The policy will also ensure that electrical installations are safe in order to minimise the risk of fire, injury and / or death.

This policy ensures that the Association is compliant with the outcomes of the Scottish Housing Regulator (SHR) – specifically in relation to the 'Health, Safe and Secure' elements of the Scottish Housing Quality Standard (SHQS).

Aims and Objectives

The overall aim of this policy is to ensure the safety of those living, visiting or working in the Associations' properties from electricity or fire caused by electrical faults.

The key objectives of this policy will ensure that the Association will:

- Carry out Electrical Inspection Condition Reports (EICRs) for all fixed electrical installations at suitable intervals as described herein and undertake the necessary work to remediate any C1 or C2 deficiencies found within a reasonable timescale;
- Develop and maintain a register listing all properties with electrical installations that the Association is responsible for, and the date of the last EICR;
- Promptly repair or renew any defective part of an installation in accordance with priority repair timescales;
- Ensure that any unauthorised and defective additions to electrical installations are rectified or removed on discovery;
- Only appoint competent electrical contractors registered with the National Inspection Council for Electrical Installation Contracting (NICEIC) or the Electrical Contractors Association of Scotland (SELECT);
- Ensure that detailed records in relation to electrical Installations are kept and maintained; and
- Ensure that contracts with external contractors are managed effectively and robust contract monitoring is in place to monitor performance and promote continuous improvement.

Legal and Regulatory Framework

The following list represents the most relevant legislation and regulatory guidance in relation to electrical installations:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Housing (Scotland) Act 1987
- Housing (Scotland) Act 2001
- Housing (Scotland) Act 2010
- Housing (Scotland) Act 2014
- The Scottish Housing Quality Standard (SHQS)
- The Scottish Social Housing Charter (SSHC)
- Building (Scotland) Regulations 2004
- Electricity at Work Regulations 1989



Legal and Regulatory Framework (Continued)

- BS 7671:2018+A2:2022 Requirements for Electrical Installations (IET Wiring Regulations Eighteenth Edition Amendment 2)
- BS 7671:2018+A3:2024 Requirements for Electrical Installations (IET Wiring Regulations Eighteenth Edition Amendment 3)
- Electrical Equipment (Safety) Regulations 1994
- Electrical Equipment (Safety) Regulations 2006

Scottish Social Housing Charter

The Association has taken due consideration of the outcomes and standards within The Scottish Social Housing Charter (SSHC) in the development and implementation of this policy. The outcomes and standards that cover the remit of this policy are:

Outcome 4 – Quality of Housing:

Social landlords manage their businesses so that:

- *Tenants' homes, as a minimum, when they are allocated are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS), and any other building quality standard in place throughout the tenancy; and also meet the relevant Energy Efficiency and Zero Emission Heat Standard.*

Outcome 5 – Repairs, Maintenance and Improvements:

Social landlords manage their businesses so that:

- *Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.*

Contractors

To ensure the effective management of electrical safety, all electrical repair work and all EICRs will be sub-contracted to an external competent person.

A "Competent Person" is defined with the Scottish Governments SHQS Technical Guidance for Social Landlords as an "appropriate skilled electrician competent to prevent danger and injury from electricity".

Roles and Responsibilities

The Association's Director and Management Committee have overall responsibility for ensuring that adequate resources are readily available to enable the objectives of the policy to be met.

The Housing Manager is the person responsible for the implementation of this policy. The Property Services Officer is the depute responsible person. Their responsibilities include:

- Delivery of the key policy objectives, including, the implementation of procedures, arrangement of relevant staff training and effective communication to customers;
- The management of electrical contractors carrying out electrical works; and
- Ensuring that detailed records are kept and administered.



The Association's Responsibilities

An electrical installation is made up of all the fixed electrical equipment that is supplied through the electricity meter. This includes cables that are usually hidden in the fabric of the building (walls and ceilings), accessories (sockets, switches and light fittings) and the consumer unit (fuse box) that contains all the fuses or circuit breakers.

The Association aims to ensure that its electrical installations have:

- Sufficient sockets for the number of portable appliances likely to be used, in order to minimise the use of multi-socket adapters;
- Covers in place to ensure that fingers cannot come in contact with live parts;
- Residual Current Device (RCD) protection where appropriate;
- Satisfactory earthing arrangements; and
- Satisfactory bonding arrangements;

The Association will ensure that all electrical installations, fixtures, and any electrical equipment provided is safe, in a reasonable state of repair and in proper working order at both the start of and throughout the duration of tenancy.

To determine if an electrical installation is safe and free from significant faults, the Association will commission a suitably qualified contractor to carry out an Electrical Installation Condition Report (EICR) to each property.

The Association will ensure that all its properties will receive an inspection and test on the following frequencies as a minimum:

- Every five years.
- Void property – Prior to allocation.
- Mutual Exchange – Prior to the signing of the tenancy agreement.
- Succession of Tenancy – Prior to the signing of the tenancy agreement.
- Assignment of Tenancy – Prior to the signing of the tenancy agreement.
- Following the completion of any significant work carried out to the electrical installation.
- Following major upgrade works where electrical installations have been affected.

In addition to its domestic properties, the Association will carry out an EICR for landlords supply for each communal block every five years.

EICR's should also be undertaken at any time for instances where a specific property may be considered electrically unsafe, such as after a minor fire or due to recurring defects.

Tenant Responsibilities

In accordance with the terms of the Scottish Secure Tenancy Agreement (SST) and Short Scottish Secure Tenancy Agreement (SSST) tenants must obtain written permission from the Association to undertake any electrical works or alterations within their home. Permission will not be withheld unreasonably, however, a condition of approval will be for the works to be undertaken by a competent person.

In accordance with the terms of the SST and SSST tenants are responsible for reporting electrical faults to the Association. Tenants are also responsible for providing access in order that the Association can undertake inspections, tests and repairs to electrical installations.

It is the tenants responsibility to allow access for the Association to carry out an EICR to their property. When making arrangements the Association should inform the tenant that the electricity supply to the property will be de-energised for the duration of the works.

In the event that a tenant repeatedly fails to provide access to carry out an EICR or remedial works to make an electrical installation safe, tenants should be made aware that this is a breach of tenancy. In accordance with the SST or SSST the Association will arrange forced access in cases of repeated no access with the costs incurred being recharged to the tenant.



Tenant Responsibilities (Continued)

The Association accepts no responsibility for any loss or damage associated with the de-energising of the electrical supply required for the works to be undertaken. Accordingly, the tenant should:

- Identify and save IT software before the start of the electrical work.
- Make their own contingency arrangements for the absence of electrical supplies (e.g. no power to freezers).
- Ensure access and the relocation / removal of obstacles before the contractor arrives.

Where electrical installations have been undertaken without the Association's permission and are found to be defective at the EICR inspection, the contractor will terminate the supply and make recommendations for the works required to rectify the issue. Costs associated with repairs to damaged electrical installation caused by faulty self-installed appliances and wiring will be recharged to the tenant.

The Association is not responsible for the safety of any fixed or portable electrical appliance not provided by the Association. The responsibility for these items rests solely with the tenant.

In the case of mutual exchanges, the Association will recommend to outgoing tenants that they should not gift any appliance to the new tenant without having them subject to Portable Appliance Testing (PAT).

EICR Codes

EICRs will show whether the electrical installation is in a 'Satisfactory' or 'Unsatisfactory' condition. The EICR will also detail a list of observations affecting the safety of the installation or issues requiring improvement.

The observations detailed will be supported by the following Codes:

C1 – Danger Present, risk of injury and immediate remedial action required

A C1 observation represents an immediate threat to safety and should be rectified as a matter of urgency. Examples of C1 codes include:

- Exposed live parts.
- Conductive parts that have become live as part of the fault.
- Incorrect polarity.

C2 – Potentially dangerous – urgent remedial action required

A C2 observation is not as severe as a C1, but is still a potentially dangerous defect. They may not pose an immediate threat but are likely to become a danger in the future and should be rectified as soon as possible. Examples of C2 codes include:

- Absence of a reliable and effective means of earthing.
- A metallic pipe of a water utility supply being used for earthing.

C3 – Improvement recommended

A C3 observation means non-compliance with the current safety standard has been revealed. While this does not present immediate or potential danger, it would result in a significant safety improvement if remedied. Examples of C3 codes include:

- Absence of a RCD periodic test notice.
- Absence of a 'Safety Electrical Connection – Do Not Remove' notice.
- Socket outlet mounted in a position that may result in potential damage to a socket, plug or flex.

If there are C3 observations on the EICR the Association will decide whether it is appropriate to instruct further works. A report containing C3 observations is categorised as 'satisfactory'.



EICR Codes (Continued)

F1 – Further investigation required without delay

F1 codes are those observations that are departures from the requirements of the current edition of BS 7671 and therefore need to be recorded separately as F1 and rectified as soon as practicably possible. Examples of F1 codes include:

- Use of unsheathed flex for lighting pendants.
- Cable core colours complying with a previous edition of BS 7671.
- Circuits that are not verified at the time of testing.

Where an EICR contains either a C1, C2 or F1 observation, the electrical installation will be categorised as 'unsatisfactory'.

Record Keeping

All EICRs will be held in electronic format and centrally stored within the Maintenance Scheme files and the details including when the check was completed will be logged on the Property Ledger file for each individual property. The latest certificate will also be linked to the Property Ledger file or each individual property.

A paper copy of the latest EICR for each property will also be held and stored by the Association.

The date of the latest inspection should be inserted into the Property Ledger file for each individual property in order that the anniversary date for next EICR can be tracked.

Observations or defects noted during the testing and inspection process will be recorded on the EICR. The contractor should notify the Association of Unsatisfactory installations at the time of inspection and instruction should be given to repair the defect on site or if this is not possible, make the installation safe. To track the instruction and progress of remedial works, details of the defect should be recorded on the Repair Log and repair lines issued to the contractor with timescale for completion in accordance with the Association's repair categories.

In some circumstances works to an electrical installation may be included in a minor works certificate. Where a minor work certificate is provided detailing the works undertaken, this will be stored electronically in the Maintenance Scheme file for the property to which it relates.

Quality Assurance

To ensure compliance, the Association will audit 10% of all EICRs carried out. These inspections will be carried out by a competent person who is qualified and has the necessary experience to inspect the work undertaken. Quality Assurance checks will be carried out across:

- Properties subject to their five year check.
- Void properties.

Quality Assurance Certificates are stored electronically within the Maintenance Scheme files.

Portable Appliance Testing

The Association generally does not provide appliances (e.g. cookers, white goods or electric heaters) as part of its tenancy agreement.

In the event that the Association does provide appliances to tenants, the appliances provided will have the CE Mark, the British Standard Kitemark or the BEAB Approved mark. Where appliances are provided as part of a tenancy, the Association will ensure that these are subject to Portable Appliance Testing (PAT) on an annual basis.



Training

The Association is responsible for ensuring that staff are adequately trained in relation to electrical awareness and safety issues.

Advice and Guidance

The Association uses the following methods to provide residents with advice and guidance on electrical safety:

- Provide information on the Association's website in relation to electrical safety.
- Publish the Association's Tenant Health and Safety Handbook on the Association's website.
- Provide tenants with a copy of the Tenant Health and Safety Handbook upon request.
- Provide new tenants with a copy of the Association's Tenant Health and Safety handbook at tenancy sign-up which:
 - Reminds tenants to provide access for electrical safety checks;
 - Advises tenants to ensure that the electrical board in their property is clear of belongings and accessible at all times;
 - Advises tenants not to overload power circuits;
 - Reminds tenants not to carry out electrical works themselves; and
 - Reminds tenants to switch off electrical items when they are not in use and check that electrical items do not overheat.

Monitoring of the Policy

The Association met the Scottish Government's timescale for ensuring that every property had a valid EICR by 31 March 2022.

To ensure compliance with the Scottish Quality Housing Standard (SHQS), properties must have Safe Electrical Systems in accordance with Element 45 of Annex E (Must be Health, Safe and Secure) of the Scottish Governments SHQS Technical Guidance for Social Landlords.

Compliance with this policy is measured in accordance with overall SHQS compliance on a quarterly basis. Element 45 (Safe Electrical Systems) is a primary element of the SHQS and therefore, failure to comply with this element would result in a property failing to meet the SHQS. To measure performance, Management Committee are presented with the following Key Performance Indicator (KPI) information on a quarterly basis:

- Proportion of housing stock meeting SHQS by year end.
- Number of electrical installation condition reports (EICRs) not undertaken and completed by the statutory deadline date.
- Number of forced entries carried for the purpose of completing EICRs.

In addition to the KPI, compliance with regard to electrical safety will be specifically measured by the Scottish Housing Regulator (SHR) within the Annual Return of the Charter (ARC) from April 2026. Within the ARC the Association is required to report:

- How many times in the reporting year it failed to meet the requirement to complete an electrical installation condition report (EICR) within five years of the last EICR.