

# Electrical Inspection and Testing Policy

## 1. Purpose

- 1.1 Although the UK has a fairly good record of electrical safety, there are still over 30 deaths and nearly 4,000 injuries from electrical accidents that occur in the home each year. A large number are related to electrical maintenance or DIY activities. The major dangers to health from electrical accidents are from shock, burns, electrical explosion or arcing, fire, and mechanical movements initiated by electricity.
- 1.2 Connexus is responsible for the maintenance and repairs to its homes and other buildings, all of which will contain electrical installations and appliances. The Landlord and Tenant Act 1985 and the Housing Act 2004 place duties on landlords to ensure that these electrical installations are safe at the start of any tenancy and are maintained in a safe condition throughout the tenancy.
- 1.3 Connexus is also responsible for maintaining electrical installations and equipment in non-domestic (communal blocks) and 'other' properties (offices, commercial shops etc.) under the Electricity at Work Regulations 1989 and the Electrical Equipment (Safety) Regulations 2016.

## 2. Scope

- 2.1 Connexus must establish a policy which meets the requirements for electrical safety under the Landlord and Tenant Act 1985, the Housing Act 2004, the Electricity at Work Regulations 1989 and the Electrical Equipment (Safety) Regulations 2016. In addition to this the policy must provide assurance to Connexus that measures are in place to ensure compliance with these regulations and to identify, manage and/or mitigate risks associated with electrical installations and electrical portable appliances.
- 2.2 Connexus must ensure compliance with electrical safety legislation is formally reported at Senior Management Team (SMT) and Board level, including the details of any non-compliance and planned corrective actions.
- 2.3 The policy is relevant to all Connexus employees, tenants, contractors and other persons or other stakeholders who may work on, occupy, visit, or use its premises, or who may be affected by its activities or services.
- 2.4 It should be used by all to ensure they understand the obligations placed upon Connexus to maintain a safe environment for customers and employees within the homes of each

customer, and within all communal areas of buildings and 'other' properties (owned and managed).

- 2.5 **Scope:** The policy applies to the whole of the Group. This means Connexus Homes Limited, (ultimate parent) and all of its subsidiaries.

### 3. Regulatory Standards, Legislation, and Codes of Practice

- 3.1 **Regulatory Standards** - the application of this policy will ensure compliance with the regulatory framework and consumer standards (Home Standard) for social housing in England, which was introduced by the Regulator of Social Housing (RSH).
- 3.2 **Legislation** - the principal legislation applicable to this policy is the Landlord and Tenant Act 1985; the Electricity at Work Regulations 1989 and the Electrical Equipment (Safety) Regulations 2016. Section 8 of the Landlord and Tenant Act 1985 sets out implied terms as to fitness for human habitation and Section 11 of the Landlord and Tenant Act 1985 places repairing obligations in short leases. The Electricity at Work Regulations 1989 places duties on employers to ensure that all electrical equipment used within the workplace is safe to use. The Electrical Equipment (Safety) Regulations 2016 requires Landlords to ensure that any appliances provided as part of a tenancy are safe when first supplied. Connexus is the 'Landlord' by virtue of the fact that they own and manage homes and buildings housing tenants/leaseholders through the tenancy, lease and license agreement obligations it has with the tenants/leaseholders.
- 3.3 **Sanctions** - Connexus acknowledges and accepts its responsibilities in accordance with the regulatory standards, legislation and approved codes of practice and that failure to discharge these responsibilities properly could lead to a range of sanctions including prosecution by the Health and Safety Executive under the Health and Safety at Work Act 1974, prosecution under the Corporate Manslaughter and Corporate Homicide Act 2007 and via a serious detriment judgement from the Regulator of Social Housing.
- 3.4 **Tenants** - Connexus will use the legal remedies available within the terms of the tenancy agreement, lease or license should any tenant refuse access to carry out essential electrical safety checks, maintenance and safety related repair works.
- 3.5 **Code of Practice** - the principal approved codes of practice applicable to this policy are:
- IET Wiring Regulations British Standard 7671: 2018 (18th edition)
  - The Code of Practice for In-Service Inspection and Testing of Electrical Equipment (ISITEE) 2012 (4th edition)
  - HSE INDG236: 'Maintaining portable electrical equipment in low-risk environments' (as amended 2013)
  - Electrical Safety Council: 'Landlords' Guide to Electrical Safety 2009'.
  - Code of Practice for the Management of Electrotechnical Care in Social Housing (January 2019)

### 4. Additional Legislation

- 4.1 This Electrical Safety Policy also operates in the context of the following additional legislation:

- Health and Safety at Work Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Workplace (Health Safety and Welfare) Regulations 1992
- Management of Houses in Multiple Occupation (England) Regulations 2006
- Housing (Scotland) Act 2006
- Regulatory Reform (Fire Safety) Order 2005
- The Building Regulations for England and Wales (Part P)
- The Housing Act 2004
- The Occupiers' Liability Act 1984
- Health and Safety (Safety Signs and Signals) Regulations 1996
- Provision and Use of Work Equipment Regulations 1998
- Construction, Design and Management Regulations 2015
- Data Protection Act 2018
- RIDDOR 2013- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- Homes (Fitness for Human Habitation) Act 2018

## 5. Obligations

- 5.1 The Landlord and Tenant Act 1985 places duties on landlords to ensure that electrical installations in rented properties are:
- Safe when a tenancy begins, Section 8
  - Maintained in a safe condition throughout the tenancy, Section 11
- 5.2 In order to be compliant under these duties electrical installations are required to be periodically inspected and tested. The intervals between inspections are not absolutely set within any regulations, however, best practice guidance from the Electrical Safety Council and from BS7671:2018 states that electrical installations should be tested at intervals of no longer than 5 years from the previous inspection. Any deviation from these intervals should be at the recommendation of a competent NICEIC qualified (or equivalent) person and should be backed up by sound engineering evidence to support the recommendation.
- 5.3 All electrical installations should be inspected and tested prior to the commencement of any new tenancies (void properties), decants, mutual exchanges and transfers and a satisfactory Electrical Installation Condition Report (EICR) should be issued to the tenant prior to them moving in.
- 5.4 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 (Section 16).
- 5.5 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. Statement of Intent

- 6.1 Connexus acknowledge and accept its responsibilities with regard to electrical safety under the Landlord and Tenant Act 1985, the Housing Act 2004, the Electricity at Work Regulations 1989 and the Electrical Equipment (Safety) Regulations 2016.
- 6.2 Connexus will hold accurate electrical safety inspection records against each property it owns or manages, identifying when the electrical installation was last inspected and tested.
- 6.3 Inspection and recommended re-inspection dates, will be held electronically on MRI. The EICR will be held in a central document storage solution.
- 6.4 Connexus has opted to deliver a comprehensive programme of testing and inspection to their different property types on a five-year cycle. This includes domestic properties, communal blocks and 'other' properties, as well as all new build properties.
- 6.5 A safety inspection will be undertaken sooner than the stated period if recommended by the competent person.
- 6.6 Connexus will ensure that all electrical installations shall be in a satisfactory condition following completion of an electrical installation inspection and test.
- 6.7 Connexus will ensure that a full electrical installation inspection retest is undertaken in the case of a change of occupancy (void properties, decants, mutual exchanges and transfers) for all properties on the date of change of tenancy.
- 6.8 In properties where the occupiers have short life licenses e.g. The Foyer, Leveson Mews and The Refuge, due to the turnover of occupiers, staff based at the site will carry out a check of the electrical sockets, switches, light fittings etc. to ensure that they are not damaged and are in working order when a room is vacated.
- 6.9 Connexus will ensure that only suitably competent NICEIC electrical contractors and engineers (or equivalent) undertake electrical works for the organisation.
- 6.10 Connexus will carry out electrical installation inspection and tests and issue new satisfactory EICRs when completing planned component replacement works within domestic properties.
- 6.11 Connexus will ensure that all properties have a working hard-wired smoke alarm system.
- 6.12 Connexus will have a robust process in place to gain access should any customer or leaseholder refuse access to carry out essential electrical safety related inspection and remediation works.
- 6.13 Connexus will have a robust process in place to gain access to properties where customer vulnerability issues are known or identified whilst ensuring the organisation can gain timely access to any property in order to be compliant with this policy and safeguard the wellbeing of the customer.

- 6.14 Connexus will ensure that robust processes and controls are in place to manage the completion of follow up works identified during inspection and testing of electrical installations.
- 6.15 Connexus will ensure that all contractors' employee and public liabilities are up to date on an annual basis.
- 6.16 Connexus will ensure contracts/service level agreements are in place with the contractors responsible for delivering the compliance service.
- 6.17 Connexus will ensure there are effective contract management arrangements in place, in the form of client-led meetings taking place regularly, with standard agendas and minutes produced, key performance indicators analysed and programmes and performance scrutinised.
- 6.18 Connexus will ensure that measures are in place to identify, manage and/or mitigate risks related to electrical portable appliances in the properties Connexus are responsible for.
- 6.19 Connexus will ensure that there is a robust process in place for the management of immediately dangerous situations identified from the electrical safety check.
- 6.20 Connexus will implement a robust process to deal with all changes to programme numbers, including new property acquisitions, disposals and stock transfers, in order to ensure that properties are not omitted from the compliance programme, and to ensure the programme remains up to date.

## 7. Compliance Risk Assessment / Inspection Programmes

- 7.1 **Risk assessment** - Connexus will establish and maintain a risk assessment for electrical safety management and operations. This risk assessment will set out the organisations' key electrical safety risks together with appropriate mitigations.
- 7.2 **CDM** - to comply with the requirements of the Construction, Design and Management Regulations 2015 (CDM) a Construction Phase Plan will be completed for all void properties (at the start of the contract and annually thereafter), component replacement and refurbishment works where applicable.
- 7.3 **Domestic properties** - Connexus will carry out a programme of electrical installation inspection and testing to all domestic properties. This inspection and test will be carried out at intervals of no less than 5 years (unless the competent person recommends the next test must be done sooner than this) and will include the issuing of a new satisfactory EICR. This inspection and test are driven from the anniversary date of the most recent EICR which may have been carried out at the start of a new tenancy or following planned component replacement works.
- 7.4 **Communal Blocks and 'Other' properties** - Connexus will carry out a programme of electrical installation inspection and testing to all 'communal blocks' and 'other' properties (shops, offices, HMO's, etc.), where there is a landlords' electrical installation (and Connexus has the legal obligation to do so). This inspection and test will be carried out at

intervals of no more than 5 years (unless the competent person recommends the next test must be done sooner than this) and will include the issuing of a new satisfactory EICR. This inspection and test are driven from the anniversary date of the most recent EICR which may have been carried out following planned component replacement works.

- 7.5 **Properties managed by others** - Connexus will ensure they have records of a valid EICR where properties they own are managed by others (commercial leaseholders and managing agents). These properties will be included on the Connexus electrical inspection and testing programme, so a new EICR can be requested from the commercial leaseholder or managing agent prior to the existing one expiring. If the commercial leaseholder or managing agent fails to carry out the electrical inspection and test, Connexus will step in and carry out the test and re-charge them for the cost of this work.

## 8. Compliance Follow-Up Work

- 8.1 Connexus will ensure there is a robust process in place for the management of any follow-up works required following the completion of a periodic inspection and test of an electrical installation.
- 8.2 Connexus will ensure there is a robust process in place to collate and store all EICRs and associated records and certification of completed remedial works.
- 8.3 Connexus will repair all code 1 and code 2 defects identified by a periodic electrical installation inspection and test before leaving site after completing the inspection and testing works and an EICR will be issued stating that the installation is in a satisfactory condition. Code 3 and F1 type works will be referred back to Connexus for a decision.

## 9. Record Keeping

- 9.1 Connexus will hold accurate records against each property it owns or manages, identifying when the electrical installation was last inspected and tested.
- 9.2 Inspection and recommended re-inspection dates, will be held electronically on MRI. The EICR will be held in a central document storage solution.
- 9.3 Connexus will establish and maintain accurate records of all completed EICRs, Minor Electrical Works Certificates (MEW) and Building Regulation Part P notifications associated with remedial works from these reports and Electrical Installation Certificates and keep these as per the organisation's Data Retention Policy.
- 9.4 Connexus will hold and maintain accurate records on the qualifications of all engineers undertaking electrical safety works for the organisation.
- 9.5 Connexus will ensure robust processes and controls are in place to provide and maintain appropriate levels of security for all electrical safety related data.

## 10. Key Roles and Responsibilities

- 10.1 Connexus Board will have overall governance responsibility for ensuring the Electrical Inspection and Testing Policy is fully implemented to ensure full compliance with the regulatory standards, legislation and approved codes of practice. SMT will formally approve this policy and review it every two years (or sooner if there is a change in regulation, legislation or codes of practice).
- 10.2 The Board and SMT will receive regular updates on the implementation of the Electrical Inspection and Testing Policy and electrical safety performance along with notification of any non-compliance issue which is identified. This is so they have assurance that the policy is operating effectively in practice.
- 10.3 SMT will receive reports in respect of electrical safety management performance and ensure compliance is being achieved. They will also be notified of any non-compliance issue identified.
- 10.4 The Property Director has strategic responsibility for the management of electrical safety and ensuring compliance is achieved and maintained. The Head of Building Safety and Compliance will oversee the implementation of the Electrical Inspection and Testing Policy.
- 10.5 The Compliance Manager will be responsible for overseeing the delivery of the agreed electrical safety programme, and the prioritisation and implementation of any works arising from the electrical safety inspections. They will ensure Connexus Repairs and/or external contractors deliver the programme in accordance with this policy.
- 10.6 The housing teams will provide key support in gaining access into properties where access is proving difficult and use standard methods to do so. They will also facilitate the legal process to gain access as necessary.
- 10.7 The Head of Building Safety and Compliance will be responsible for ensuring the policy is reviewed every two years, and will notify the Board, SMT and operational team responsible for the delivery of the compliance programme, of the upcoming review. The Head of Building Safety and Compliance will ensure that this review process takes place before the policy expires in April 2024.
- 10.8 The Head of Building Safety and Compliance will ensure that this policy is saved on the organisations shared drive and distributed to all relevant members of staff.

## 11. Competent Persons

- 11.1 Connexus will ensure that the manager with lead responsibility for operational delivery is appropriately qualified, holding a recognised electrical safety management qualification. They should have or be working towards gaining the Level 4 VRQ in Electrical Safety Management (or equivalent). If they do not have this already, they should obtain it within 12 months of the approval of this policy.



- 11.2 Connexus will ensure that the manager with lead responsibility for operational delivery maintains 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.
- 11.3 The operational team with responsibility for delivery will check the relevant accreditations for the work that contractors and operatives are carrying out. These checks will be undertaken on an annual basis and will be evidenced appropriately.

## 12. Training

- 12.1 Connexus will ensure that all operatives working for, or on behalf of the organisation have the relevant training required for their role. This will be managed via periodic assessments of training needs and resulting programmes of internal and/or external training.

## 13. Performance Reporting

- 13.1 Robust key performance indicator (KPI) measures will be established and maintained to ensure Connexus is able to report on performance in relation to electrical safety.
- 13.2 KPI measures will be produced and provided at SMT level on a monthly basis and Board level on a quarterly basis. As a minimum, these KPI measures will include reporting on:
- 13.3 Data – the total number of:
- Properties on the electrical inspection and testing programme
  - Properties not on the electrical inspection and testing programme
  - Properties with a valid 'in date' EICR. This is the level of compliance expressed as a number and a %
  - Properties where the EICR has expired and is 'out of date'. This is the level of non-compliance expressed as a number and a %
- 13.4 Narrative - an explanation of the:
- Current position
  - Corrective action required.
  - Anticipated impact of corrective action
  - Progress with completion of follow-up works.

## 14. Quality Assurance

- 14.1 Connexus will carry out 100% desktop audits on the documentation produced by the in-house operatives delivering the inspection and testing programme. In-house electrically qualified staff will also undertake monthly work in progress/post inspections.
- 14.2 Connexus will appoint a third-party independent auditor to undertake quality assurance audits on a risk-based approach of a sample of electrical works and supporting documentation.



14.3 Connexus will carry out an independent audit of electrical safety at least once every two years. This audit will specifically test for compliance with the regulation, legislation and codes of practice and identify any non-compliance issues for correction.

## 15. Non-Compliance/ Escalation Process

15.1 Any non-compliance issue identified at an operational level will be formally reported to the Director of Property in the first instance.

15.2 The Property Director will agree an appropriate course of corrective action with the operational team in order to address the non-compliance issue and report details of the same to SMT.

15.3 SMT will ensure the Board is made aware of any non-compliance issue so they can consider the implications and take action as appropriate.

15.4 In cases of a serious non-compliance issue SMT and Board will consider whether it is necessary to disclose the issue to the Regulator of Social Housing in the spirit of co-regulation, or any other relevant organisation such as the HSE, as part of the Regulatory Framework.

## 16. Glossary

16.1 This glossary defines the key terms used throughout this electrical safety 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.

## 17. Document Control

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1.0	Head Of Building Safety and Compliance	26 Sep 24	31 Aug 26	Update to existing procedure.
1.1	Property Data Manager	12 Sep 25	31 Aug 26	Update to 6.3 and 13.2