



## **Provanhall Housing Association Limited**

### **POLICY**

#### **Electrical Servicing**

##### **AUTHOR**

**Mark Quigley, Technical Services Manager**

<b>DRAFTED</b>	<b>APPROVED</b>	<b>NEXT REVIEW</b>
<b>August 2024</b>	<b>August 2024</b>	<b>August 2027</b>

# Contents

1.0	Introduction.....	3
2.0	Policy Context.....	3
3.0	Policy Objectives .....	3
4.0	Legislation and Best Practice .....	3
5.0	Equal Opportunities .....	4
6.0	Complaints.....	4
7.0	Delegated Authority .....	4
8.0	Key Performance Indicators (KPI's) .....	5
9.0	Annual Return on the Charter (ARC) Indicators .....	5
10.0	Landlord Responsibilities.....	5
11.0	Tenants Responsibilities.....	6
12.0	Quality Assurance .....	7
13.0	Business Plan.....	7
14.0	Risk Strategy .....	7
15.0	Measuring Outcomes of the Policy .....	8
16.0	Policy Review .....	8
17.0	Cross reference: Documents.....	8

## **1.0 Introduction**

Provanhall Housing Association (PHA) is a community based not-for-profit organisation located in the Provanhall area of Easterhouse. The Association is run by an elected and voluntary Management Committee. Policies of the Association are agreed and approved by the Management Committee with the implementation of these policies the responsibility of staff.

This document sets out the Association's policy on Electrical Servicing in line with best current practice, guidance, and legislation.

## **2.0 Policy Context**

Electricity can kill or severely injure people and cause damage to property. The main hazards of electricity are:

- electric shock and burns from contact with live parts
- injury from exposure to arcing (when electricity jumps circuits)
- fire from faulty electrical equipment or installations
- explosion caused by unsuitable electrical apparatus
- static electricity igniting flammable vapours or dusts
- Electric shocks can also lead to other types of injury, for example by causing a fall when working from ladders or scaffolds etc.

Even incorrectly wiring a plug can be dangerous and lead to fatal accidents or fires.

## **3.0 Policy Objectives**

The objective of this policy is to ensure that the Association complies with its legal obligations for Electrical Safety as a landlord under the Scottish Housing Quality Standard (SHQS) and the Scottish Government's Repairing Standard.

## **4.0 Legislation and Best Practice**

The Association's Electrical Servicing Policy complies with all legislation; guidance and best practice encompassed in the current editions of:

- Scottish Housing Quality Standards
- Building (Scotland) Regulations
- The Health & Safety at Work Act
- The Housing (Scotland) Act
- BS 7671:2018 Requirements for Electrical Installations, IET Wiring Regulations 18th Edition
- Electrical Equipment (Safety) Regulations

## **5.0 Equal Opportunities**

Provanhall Housing Association is an equal opportunities organisation. The Association's Equality and Diversity Policy seeks to ensure that all suppliers are treated equally. The Electrical Servicing Policy will not unfairly discriminate against any suppliers, individual, or group of persons dealt with on the grounds of:

- Race, ethnicity, national or social origin.
- Disability including physical, learning or mental health.
- Gender or marital status.
- Sexuality or sexual orientation.
- Religion, religious beliefs or opinions such as political opinions.
- Age, appearance or financial status.

PHA wishes to ensure there are no barriers in accessing its services. Relevant documents can be translated into a range of languages or formats on request. We will also make available translation services for those who wish more detailed information and to assist those who wish to make personal enquiries. For anyone with visual or hearing problems, documents can also, on request, be made available in larger print, on tape, in Braille or on any other format required.

All suppliers will be required to accept the association's Equalities Policy or to have developed policies of their own which are acceptable to PHA.

Any complaints received in relation to breach of this policy will be addressed via the Association's Complaints Policy.

(Cross reference: Equality and Diversity policy, Complaints policy)

## **6.0 Complaints**

The Association has a Complaints Policy and Procedure which explains how tenants or suppliers who are dissatisfied with the operation of any service PHA provides may make a formal complaint. This policy also includes an appeals process.

(Cross reference: Complaints Policy)

## **7.0 Delegated Authority**

Delegated authority for monitoring and evaluating Compliance has been passed to the Technical Services sub-committee.

The Technical Services Manager is responsible for ensuring that this policy and the Electrical Service Procedure is followed by all appropriate staff and that regular progress and KPI reports are submitted to the Management Committee through its Technical Services Sub-committee.

(Cross reference: Standing Orders)

## **8.0 Key Performance Indicators (KPI's)**

The Association is aware of the importance of close monitoring of the cost, quality and performance of service provided. To this end, careful consideration will be given, in the preparation of each Key Performance Indicator (KPI), to the setting of targets and the method of monitoring performance in relation to the service requirements to demonstrate continual improvement. The following information will be provided to the Technical Services Sub-committee during and on completion of service contracts.

- Percentage of properties, which require an Electrical Installation Condition Report completed by the 5-year anniversary date of the previous record.
- Forced access occurrences
- Contract issues with the contractor
- Results of quality assurance checks

## **9.0 Annual Return on the Charter (ARC) Indicators**

The following Annual Return on the Charter (ARC) Indicators are relevant to the Electrical Servicing Policy:

### **9.1 Charter Indicator 6**

“Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)”

## **10.0 Landlord Responsibilities**

As a landlord, the Association has responsibilities to comply with the relevant legislation and regulatory guidance on the installation, inspection, repair, testing and certification of electrical systems in the domestic properties that it owns.

An electrical installation is made up of all the fixed electrical equipment that is supplied through the electricity meter. It includes the 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.

## **Landlord Responsibilities (continued)**

The Association aims to ensure that its electrical installations should 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.
- satisfactory bonding arrangements.
- enough circuits to avoid danger and minimise inconvenience in the event of a fault.

To determine if an electrical installation is safe and free from significant faults the association shall commission a suitably qualified electrical contractor to carry out an Electrical Inspection Condition Report (EICR) to each domestic property.

As recommended by Guidance Note 3 to IEE Wiring Regulations BS7671 the Association has decided on the following intervals of testing: In line with recommendations, domestic dwellings are to be tested and a satisfactory EICR produced as follows:

- Every five years.
- During major upgrade works where electrical installations are affected e.g. kitchen replacement.
- After any significant work is carried out to the electrical installation.
- At every change of occupancy.
- At the time of any mutual exchange.

Commercial Office EICR's will be scheduled every 5 years with PAT testing annual or biannual depending on appliance.

## **11.0 Tenants Responsibilities**

It is the tenant's responsibility to allow the association to undertake these tests.

As a final mechanism to ensure the Association's compliance with its statutory obligations, we will consider forcing entry to carry out this work. Every effort will be made to avoid this, through written correspondence and other appropriate methods of communication.

## 12.0 Quality Assurance

All contractors instructed by the Association to work with Electrical Servicing will demonstrate to the Association that they are members of SELECT or NICEIC Approved Contractor schemes.

In accordance with the Association's procurement policy, contractors who work with Electrical Servicing will have adequate and relevant insurance cover. This will be checked annually to ensure compliance.

## 13.0 Business Plan

In keeping with the Associations Business Plan the approach to Electrical Safety should reflect the Associations core values, in particular;

- Open and accessible
- Accountable to the community
- Responsible
- Fair & trustworthy

Our Business Plan reflects that electrical servicing is a key landlord responsibility. We seek to mitigate against business risk through managing our electrical maintenance service in an efficient, effective and economic manner.

(Cross reference: Business Plan)

## 14.0 Risk Strategy

All aspects of this policy will be undertaken using current legislation and good practice to ensure exposure to risk is kept to a minimum. In accordance with the Association's 30-year financial projections clear amounts of capital have been budgeted for to allow the repair, servicing and renewal of components.

As with all other aspects of the business activity the Association wants to ensure that meeting our Electrical Safety obligations is carried out in a safe and cost effective manner. Actions to minimize risk include;

- Procuring appropriately qualified contractors to service Electricals within the homes of tenants in line with legislative requirements;
- Ensuring that essential remedial works are instructed so that the homes of tenants are safe to occupy in terms of legislative requirements;
- Operating an effective electrical servicing monitoring system, including audit trails and reporting systems that ensure compliance with the electrical servicing process;
- Applying the same process to Commercial properties in keeping with Health & Safety at Work legislation.

(Cross reference: Risk Assessment and Strategy)

## **15.0 Measuring Outcomes of the Policy**

Provanhall Housing Association will use the following measures to ensure as far as possible that the best value outcomes are achieved.

- Programme and progress monitoring
- Evaluation of current & future contracts
- Health & Safety monitoring.
- Quality Assurance feedback & reports.

When the policy requires amendment the Technical Services Sub-committee will receive a report assessing the outcomes of the policy and confirming the rationale for any proposed revisions.

## **16.0 Policy Review**

The Policy and related procedures will be reviewed 3 years from the date of approval, or earlier should the need arise to reflect changing circumstances or changes in legislation or good practice standards. The next review will take place in August 2027.

## **17.0 Cross reference: Documents**

Standing Orders

Conditions of Contract

Complaints Policy

Electrical Safety Procedure

Procurement of Suppliers Policy

Equalities Policy