

ELECTRICAL SAFETY

FEBRUARY 2026



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HOUSING ASSOCIATION LTD



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ELECTRICAL SAFETY POLICY

(*Note Lanarkshire Housing Association hereinafter referred to as LHA)

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1.0 INTRODUCTION

This policy covers domestic, communal and commercial electrical supplies where LHA is responsible for ensuring all electrical installations and relevant electrical appliances are checked in line with current electrical safety legislation. This policy covers:

- New or replacement electrical installations
- Periodic electrical testing (including producing a valid EICR)
- Portable electrical appliance testing
- Void property electrical safety inspections.

2.0 SUPPORTING DOCUMENTS

The implementation of this policy is supported by the following policies and procedures.

- Property Services Policies and Procedures
- Electrical Safety Procedure
- Tenancy Management Policy and Procedures
- Termination and Void Management Procedures
- Supporting and Sustaining Tenancies Policy
- Tenant Participation Strategy and Complaints Handling Procedure

3.0 PURPOSE

The aim of this Policy is to ensure the effective inspection, maintenance, and management of electrical installations and relevant electrical appliances within premises owned by LHA.

All electrical servicing, maintenance and repair work will be sub-contracted to a competent external body.

4.0 POLICY OBJECTIVES

This policy contributes to LHA's delivery of the following current Corporate Objectives:

- **Objective 1** - To meet or exceed the requirements of the Scottish Social Housing Charter (the Charter) and deliver fair, accessible and responsive customer services.
- **Objective 2** - To ensure all of our homes meet or exceed the Scottish Housing Quality Standard (SHQS) and the Energy Efficiency Standard for Social Housing (ESSH)
- **Objective 6** - Achieve our Corporate and Social Responsibilities (CSRs) through excellence in governance and financial management, linked to ethical codes of practice.

5.0 LEGISLATION, REGULATION AND GOOD PRACTICE

LHA will comply with all relevant electrical safety legislation, performance standards and any requirements of the Scottish Housing Regulator.

The following list is to reference and signpost to legislation most relevant to this policy and is not necessarily an exhaustive list. LHA will ensure that electrical safety procedures are amended to reflect any updates to electrical safety legislation and guidance.

- Health and Safety at Work etc. Act 1974
- Electrical Equipment (Safety) Regulations 2016
- The Electricity at Work Regulations 1989
- The Provision and Use of Work Equipment Regulations 1998
- Management of Health and Safety at Work Regulations 1999
- Housing (Scotland) Act 2014 (as amended)
- The Housing (Scotland) Act 1987 (Tolerable Standard) Order 2019
- The Scottish Housing Quality Standard (SHQS) Repairing Standard
- Scottish Secure Tenants (Right to Repair) Regulations 2002
- Construction (Design and Management) Regulations 2015
- Corporate Manslaughter and Corporate Homicide Act 2007
- RIDDOR 2013
- Building (Scotland) Regulations 2014 (as amended)
- BS7671 – IET 18th Edition Including amendments
- IET Guidance Note 3: Inspection & Testing including amendment A2:2022
- INDG 236 – Maintaining Portable Electrical Equipment in Low-Risk Environments
- HSE HSG85 – Electrical Safety at Work
- SFHA: Derek O’Carroll, Advocate, Counsel’s opinion “Forced Entry” 2009
- SFHA: TC Young opinion “Gaining access to meet legislative requirements” 2023.

6.0 EQUALITY

LHA is committed to providing fair and equal treatment to all our current and prospective customers. An Equalities Impact Assessment has been undertaken alongside the review of this policy. The assessment deemed that there are no negative impacts of this policy on any protected groups as outlined in the Equality Act 2010. As with all LHA policies and practices, we ensure these adhere to Outcome 1 of the Scottish Social Housing Charter (Equalities).

We are happy to make this policy, and any associated documents, available in alternative formats to assist customers with needs e.g. large print, braille, audio etc. In addition, and supporting our equality commitment, we have adopted the ‘Happy to Translate’ service, which bridges communication gaps for service users who struggle to communicate in English.

7.0 OBJECTIVES

Legal and Regulatory

LHA will strive to meet all legal and regulatory obligations and ensure best practice is followed in relation to electrical safety. The Landlord's specific legal responsibilities include:

- provision of Electrical Installation Certification for all new installations;
- delivery of five yearly Periodic Electrical Inspection (Electrical Installation Compliance Reports – EICR) of all electrical installations and resolution of faults identified;
- compliance with BS7671;
- regular Portable Appliance Testing (PAT);
- EICRs before a property is relet;
- delivery of responsive repairs to electrical installations including the provision of an out of hours emergency service;
- delivery of remedial repairs, full or partial rewires of electrical installations where determined necessary through a periodic inspection or other electrical inspection;
- reflect statutory requirements and best practice;
- complete a electrical visual condition report at every void property to ensure the installations and relevant electrical appliances are safe to use before every new tenancy;
- have appropriate procedures in place to implement this policy;
- deliver effective monitoring of both staff and contractor performance while considering tenant and resident feedback;
- inform tenants through correspondence or newsletters on the safe use of electric installations and relevant electrical appliances;
- be flexible and adaptable to changing needs;

New or Replacement Electrical Installations

Only qualified, registered and competent employees, contractors, or sub-contractors will be permitted to carry out installation work. LHA will ensure signed completion / commissioning certificates are received for each install prior to handover. The certification must confirm that the installation has been:

- installed by an qualified and registered electrician;
- installed and commissioned in line with the manufacturer's instruction and in accordance with the latest edition of BS7671.

Landlord's 5 Yearly Electrical Installation Condition Report (EICR)

To ensure LHA meet the legal and regulatory obligations relating to electrical safety we will:

- perform a 5 yearly EICR in every home (domestic) where electrical installations and relevant electrical appliances are present on, or before, the anniversary date of the previous check;
- perform an 5 yearly EICR on all commercial, communal domestic installations and relevant electrical appliances wholly owned by LHA;
- ensure good communication with tenants to obtain access for electrical safety compliance;
- follow LHA electrical safety procedures, including a minimum of four-stage voluntary access and no access procedures;
- check all electrical safety records for accuracy and compliance;
- maintain high quality record keeping for auditing purposes;
- operate a robust reporting cycle of regular KPIs provided to the Association's Management Committee, or delegated Sub Committee, for internal assurance;
- maintain records of all EICR checks that have missed their anniversary date with detailed reasons of the failure; and

Electrical Repairs and Maintenance

Repairs to electrical installations and relevant electrical appliances and associated heating systems are classed as a reactive repair / maintenance and will be carried out in line with the standard repair timescales as set out in LHA's Property Services Policy.

8.0 ACCESS APPROACH AND METHODOLOGY

Access

LHA follows a robust tenant communication and access procedure to ensure the Landlord's 5 yearly EICR is successfully carried out before the anniversary date to ensure safety. Access procedures allow as much flexibility as possible to reduce impact on tenant's lives, while ensuring the electrical installations and relevant electrical appliances remain safe and compliant. The Electrical Safety Procedure details the communication level and methods used to ensure tenants are aware of the appointments, importance of the service being carried out and the results of not allowing access at each stage.

If voluntary access to the property is not granted, the Association will notify tenants that forced access, in accordance with the tenancy agreement, may be carried out. Forced entry will occur only when suitable evidence of tenant communication and engagement has been recorded by the Housing Services Officer, who will also be notified when entry warnings are issued. A charge may be applied to the tenant's account if forced access is required.

Enforcement

The Landlord's 5 yearly EICR is a responsibility that LHA must carry out to fulfil its legal duties as a landlord and property owner under the Scottish Housing Quality Standard (SHQS) Repairing Standard. The Association will take all reasonable steps to carry out Landlord's 5 yearly EICR before the anniversary date. To ensure consistency in carrying out electrical safety LHA will follow robust procedures and encourage tenants to provide access for the safety checks at the first appointment provided, where possible.

9.0 MONITORING OF THE POLICY

Any matter which demonstrates a serious failure of internal controls should be reported immediately to the Chief Executive Officer.

The performance on our compliance with The Scottish Housing Quality Standard (SHQS) Repairing Standard will be reported to the Association's Management Committee, or delegated Sub Committee.

The report will include:

- the number of properties which require a Landlord's 5 yearly EICR during the reporting period;
- the number of properties where a Landlord's 5 yearly EICR was carried out during the reporting period;
- the number of forced access visits, and
- an analysis on properties which failed to have a Landlord's 5 yearly EICR prior to the anniversary date.

10.0 ROLES AND RESPONSIBILITIES

The Association has defined the following roles with accountability and responsibility for the following aspects of the EICR management system:

Overall accountability	Chief Executive Officer
Overall responsibility	Property Services Director
Delivery of the EICR programme	Property Services Director Senior Property Officer
Administration of the EICR programme	Senior Property Officer Property Services Officer Property Services Assistant
Repairs	Property Services Officer Maintenance Officer Property Services Assistant
Communications with tenants	Property Services Officer Housing Services Officer Property Services Assistant
Emergencies	Senior Property Officer Housing Services Manager

11.0 RISK

LHA takes a proactive approach to the management of risks – at both a strategic and operational level. Key risks that this policy seeks to mitigate:

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

12.0 COMPLAINTS

LHA values complaints and we endeavour to use the learning from complaints to help us improve our services.

Any complaint arising from our implementation of this policy, will be addressed through our complaints handling process.

A copy of our Complaints Policy is available on our website:
<https://www.lanarkshireha.com>

13.0 REVIEW

LHA undertakes to review this policy regularly, at least every three years, with regards to:

- Applicable legislation, rules, regulations, and guidance
- Changes in the organisation
- Continued best practice

Lanarkshire Housing Association Limited Equality Impact Assessment Tool

Name of the policy / proposal to be assessed	Electrical Safety Policy	Is this a new policy / proposal or a revision?	New Policy
Person(s) responsible for the assessment	Property Services Director		
1. Briefly describe the aims, objectives and purpose of the policy / proposal	The Electrical Safety Policy aims to ensure that the Association meets all legal and regulatory obligations and ensure best practice is followed in relation to electrical safety. It therefore aims to: Keep the general public, tenants, and employees safe from the risks associated with faults or issues arising with electrical installations and appliances, so far as reasonably practical.		
2. Who is intended to benefit from the policy / proposal? <i>(e.g. applicants, tenants, staff, contractors)</i>	The policy sets out to benefit tenants to ensure risk of harm from faulty electrical equipment is minimised. It further intends to benefit staff, contractors and members of the public who are visiting and working within LHA properties. It will also benefit the association in ensuring legal obligations are met and protecting assets.		
3. What outcomes are wanted from this policy / proposal ? <i>(e.g. the benefits to customers)</i>	To ensure that the association is compliant with electrical safety legislation and regulatory guidance and through annual safety checks, monitoring and maintenance, our procedures and programmes continue to be compliant and managed thus mitigating the risks to staff, tenants' contractors and the general public relating to injuries or fire caused by electrical faults or issues.		

4. Which **protected characteristics** could be **affected** by the proposal? (*tick all that apply*)

- Age Disability Marriage & Civil Partnership Pregnancy/Maternity Race
 Religion or Belief Sex Gender Reassignment Sexual Orientation

5. If the policy / proposal is not relevant to any of the **protected characteristics** listed in part 4, state why and end the process here.

The policy is applied equally to all properties with the aim of maintaining electrical equipment and ensuring safety for all equally and therefore has no positive or negative impact upon any of the above.

	Positive impact(s)	Negative impact(s)
6. Describe the likely positive or negative impact(s) the policy / proposal could have on the groups identified in part 4		
7. What actions are required to address the impacts arising from this assessment? (<i>This might include; collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts</i>).		

Signed:  (Job title): Property Services Director

Date the Equality Impact Assessment was completed: 16 February 2026

Please attach the completed document as an appendix to your policy / proposal report