

Electrical Installation Safety Management Policy

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Owner: Compliance & Building Safety	Next Scheduled Review: 17/06/2029

1. Purpose

- 1.1 This Policy outlines how Flint Housing will fulfil its statutory duties as required under current primary and secondary legislation and comply with the regulatory framework for social housing in England.
- 1.2 Flint Housing aims to protect the occupiers of its properties, visitors, staff, contractors and the public, from the risks associated with electricity so far as is reasonably practicable. Flint Housing fully accepts its duty of care to all tenanted units with regards to ensuring that all electricity wiring and fittings provided for their use are maintained in a safe condition so as to prevent the risk of injury to any person.
- 1.3 Flint Housing also recognises and accepts its responsibilities under the Health and Safety at Work etc. Act 1974, and the Management of Health and Safety at Work Regulations 1999 and acknowledges its commitment to health and safety as set out in the Health and Safety Policy.
- 1.4 This Policy sets out key policy objectives, control measures and accountabilities to protect residents, staff, contractors and the public from harm.
- 1.5 In this Policy 'electrical installations' means the electrical wiring and fittings within a dwelling or within common parts of buildings.
- 1.6 For the purposes of this Policy, any reference to Flint Housing or "our" or "we" shall be relevant to all its associated entities and administered, where applicable, by its housing management provider(s).

2. Scope

- 2.1 This Policy applies to all Flint Housing fixed electrical installations, equipment and infrastructure within properties owned and managed by Flint Housing including properties managed by third parties such as managing agents.
- 2.2 This Policy does not apply to:
 - cases where Flint Housing does not hold the landlord's duty of care for communal systems.
 - testing, maintenance and/or repair of any electrical installations in leaseholders' or shared owners' homes unless the lifetime of the lease is less than seven years, although we will periodically communicate with them to remind them of the importance of undertaking these checks.
 - the testing, maintenance and/or repair of residents' own appliances.
 - Portable Appliance Testing (PAT) (further information can be found in our Portable Electrical Safety Policy).

3. Legislation and guidance

- 3.1 This Policy will ensure Flint Housing's compliance with, but not limited to, the following legislation:
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- Health and Safety at Work etc. Act, 1974
- Management of Health and Safety at Work Regulations 1999
- The Housing Act 2004
- The Electrical Equipment (Safety) Regulations 1994
- The Electricity at Work Regulations 1989
- Building Regulations 2010
- Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025

3.2 To meet the aims set out above Flint Housing will also take account of the following:

- 18th Edition of the Institution of Engineering and Technology Wiring Regulations (BS 7671:2018). Note: testing frequencies are derived from table
- 3.2 of Guidance Note 3 Inspection and Testing by the Institute of Engineering Technology.
- The Code of Practice for the Management of Electrotechnical Care in Social Housing published in January 2019
- The government consultation on extending application of requirements to the social housing sector

4. Monitoring and quality control

4.1 We will monitor implementation of this Policy using the following performance measures:

Measure	Target	Reviewed by / interval
No. of blocks with satisfactory EICR	100%	<u>Monthly</u> <ul style="list-style-type: none"> • Compliance & Building Safety team
No. of dwellings with satisfactory EICR	100%	
No. of EICRs completed on time in the last 12 months	100%	<u>Quarterly</u> <ul style="list-style-type: none"> • Board of Directors

4.2 Flint Housing’s housing management provider(s) will be required to maintain the above KPI targets as part of the housing management services provided.

4.3 Housing management providers will submit monthly reports to Flint Housing’s Compliance & Building Safety team for ongoing review and periodic discussion by the Flint Housing board of directors, at least twice a year, showing performance against targets and explaining any variance from the agreed service delivery standards.

5. Policy implementation and responsibilities

5.1 Flint Housing’s Compliance & Building Safety team retains overall accountability for this Policy. Flint Housing is the duty-holder.

5.2 The Compliance & Building Safety team is responsible for:

- Monitoring the consistent implementation of this Policy and ensuring adequate resources are made available to meet the policy objectives;
 - The delivery of the key policy objectives and for achieving the associated targets;
 - Overseeing the operational delivery of this Policy, including through housing management agreements entered into by Flint Housing;
 - monitoring performance of housing management providers against this policy;
 - ensuring the policy is reviewed and updated in line with legislation; and
 - reporting any breaches in the regulatory standards to the board of directors and to the Regulator of Social Housing.
- 5.3 Flint Housing's housing management provider(s) will be responsible for the implementation of this Policy within the housing management services provided to Flint Housing and for commissioning the required Electrical Installation Condition Reports (EICR) and implementing recommendations within such surveys as part of the repairs and maintenance programme, subject to required sign-offs from Flint Housing's Compliance & Building Safety team.
- 5.4 The relevant housing management provider(s) will oversee and manage contractors undertaking electricity related repair and maintenance works.

6. Objectives

- 6.1 Flint Housing will:
- Carry out EICRs for all relevant fixed electrical installations every five years;
 - Ensure all properties have a valid Electrical Installation Certificate (EIC) or EICR that is no older than five years and a copy of the certificate/report will be provided to the resident within 28 days of the checks;
 - Ensure all communal areas will have a valid Electrical Installation Certificate (EIC) that is no older than five years;
 - Ensure all buildings with Lightning Protection will have an annual inspection by a specialist;
 - Provide a comprehensive service to deal with all electrical supply repairs;
 - Ensure all newly acquired properties have evidence in place to demonstrate that all electrical installations meet the requires standards and regulations;
 - Ensure that an EICR is completed at the commencement of any new tenancy, mutual exchange and/or transfer and that the resident receives a copy of the EICR or EIC prior to, or immediately after moving in.
 - Maintain a register (the EICR Register) listing:
 - All Flint Housing's electrical safety records;
 - Installations Flint Housing is responsible for in all properties, whether owned or managed;
 - The date of the last EICR; and
 - Date of next EICR.
- 6.1.1 Promptly repair or renew any defective part of an installation. Complete serious deficiencies (codes C1 and C2) as soon as practicable (see section 17). In the event of significant risk, the equipment will be isolated and made safe pending repair'
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- 6.1.2 Ensure any unauthorised and defective alterations or additions to electrical installations are rectified or removed on discovery;
- 6.1.3 Ensure that all electrical installations, maintenance, and safety checks are conducted by a suitably qualified and registered engineer; and
- 6.1.4 Periodically inform residents of the importance of safety and emergency procedures through the provision of information via our website, newsletters and leaflets.

7. Policy implementation plan

7.1 Flint Housing will implement this policy by way of a set of documented procedures.

7.2 The procedures will cover, amongst other things, the following areas:

- Allocation of specific roles and responsibilities to staff and contractors
- The means of populating and disseminating the EICR Register
- The competencies and responsibilities of contractors
- Reviewing unsatisfactory EICR reports and establishing follow-on action
- Training requirements
- Processes for incident management / emergencies
- Arrangements related to enforcement
- Technical protocols / specifications to be followed

8. Electrical Inspection Condition Reports (EICRs)

8.1 Based on an assessment of risk (as recommended by Guidance Note 3 to IEE Wiring Regulations BS7671), we will test all installations and produce a satisfactory EICR report:

- Every five years (unless required earlier by exception as noted by the EICR assessor);
- During major upgrade works where electrical installations are affected e.g. kitchen replacements;
- After any significant work is carried out to the electrical installation; and
- (Dwellings only) when granting a new tenancy, apart from when one or more existing residents remain in occupation.

8.2 Records of the last five EICRs will be retained.

8.3 Each existing resident of a premises will be supplied with a copy of the EICR within 28 days of the inspection being completed. New or mutually exchanged residents will be provided with a copy on occupation.

8.4 We will store all EICRs centrally, in electronic format, logged to the EICR register, and linked to the relevant property record by Asset ID.

8.5 We will only accept satisfactory certification as a result of any of our periodic inspections. This means any contractor/ service provider must complete any identified remedial actions (Codes 1 and 2) before issuing the certification.

9. Access for EICR checks

- 9.1 Insofar as it is applicable, Flint Housing shall fully comply with its housing management provider's Access Policy in relation to carrying out its electrical safety obligations.
- 9.2 It is an explicit condition of the tenancy agreement that tenants are required to grant access to the premises for the purpose of safety checks and maintenance work, and Flint Housing has a legal duty to ensure that all reasonable steps are taken (as per the Access Policy) to secure access to each property for these to be carried out, which will include, as a minimum (via our contractors, housing management providers or otherwise):
- 9.3 We will make three attempts to contact you. This may include contacting your next of kin or other household members (anyone listed on your tenancy file).
- 9.4 Following three unsuccessful attempts to gain access to a tenant's accommodation, where all other efforts have failed, it will be necessary to move to legal processes available within the Housing Act and the tenancy contract to gain access in order to complete the inspection. Tenants may be liable for costs associated with commencing the legal process.
- 9.5 Flint Housing will act appropriately, in accordance with legal requirements and the Access Policy in gaining access to properties. We will take into account any special needs, or vulnerability issues, before initiating legal action against a resident.

10. Equality and diversity

- 10.1 Flint Housing is committed to making sure all services are accessible to all our residents. Our staff will be trained to make sure they are communicating appropriately with our customers, and they have the relevant information.
- 10.2 This Policy will be applied in a way which makes sure we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy and maternity, marriage and civil partnership and any other protected characteristic defined within the Equality Act 2010.
- 10.3 On request we will provide translations of our documents, policies and procedures in various languages and formats including braille and large print, where a request in respect of each individual item is demonstrably reasonable (and not, for example, vexatious).

11. Review

- 11.1 This policy will be reviewed in conjunction with our housing management providers to address legislative, regulatory, best practice or operational issues at least every 3 years or more frequently where:
- Legislation/regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice; and/or
 - We identify any problems or failures in this procedure as a result of customer and stakeholder feedback, complaints, or findings from any independent organisations; and/or
 - We become aware of any other circumstances which may affect the content of this policy.
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Appendix A: Housing management providers – implementation requirements

12. Performance monitoring

- 12.1 EICRs confirm the completion of electrical safety checks and required maintenance and repairs. For monitoring purposes, a copy of each EICR should be forwarded to Flint Housing, and details entered onto an internal recording database to confirm that a service has taken place. Such data will then be used to produce regular monitoring reports by the housing management provider as well as Flint Housing to chart contract progress, and to identify any problems.

13. Appointment and supervision of electricity contractors

- 13.1 The housing management provider will be required to appoint a sufficient number of adequately resourced contractors to ensure that the EICRs and any responsive electrical repairs that may be required can be carried out safely, efficiently and within the required response times. The number of contractors appointed should also ensure that there is an adequate contingency available to maintain service delivery in the event of problems with the performance of one of the contractors.
- 13.2 Landlords are required to employ only competent registered engineers who are registered with appropriate bodies. Competence is determined on the level of training, experience and practical skills demonstrated by engineers.
- 13.3 The Electrical Service Level Agreements should be prescriptive in requiring contractors to adhere to the requirements of relevant legislation and all other relevant health and safety legislation, procedures and British Standards. Contractors will be required to carry out risk assessments and provide method statements for the main types of work to ensure that safe systems of work are used and that there are no significant risks to contractors, housing management employees, Flint Housing or tenants.
- 13.4 The Electrical Service Level Agreements should be written with the aim of ensuring that Flint Housing, the housing management provider and their contractors meet their statutory obligations under Health and Safety legislation and specifically The Electrical Equipment (Safety) Regulations. It is essential that the contractors are adequately supervised and specifically, any allegations of unsafe working practices must be investigated.
- 13.5 Measures must be put in place to rigorously scrutinise contractors prior to appointment. Once appointed, housing management providers should implement a range of measures to ensure that contractors adhere to the terms and conditions of the service level agreement, and always work safely in our tenants' homes, as set out below.
- 13.6 Contractors should also be required to attend regular contractors' meetings with key personnel from the housing management provider.
- 13.7 The contractor should provide a list of all operatives working on the contract, including manager and supervisor, together with evidence of technical qualifications and photocopies of relevant registration/identity cards. The contractor must update the housing management provider regarding changes to personnel and their technical qualifications as and when these occur.
- 13.8 Contractors should be encouraged to provide evidence of their commitment to staff training and, ideally, that they have an ongoing programme of technical and health and safety training.

14. EICRs

- 14.1 All EICRs should be checked to ensure that they have been fully and correctly completed by contractors, and that any necessary remedial works are identified, agreed and programmed, in consultation with Flint Housing according to agreed notification / pre-authorisation levels. Certificates must be kept for a minimum of 15 years. (These must be made available to the HSE or the tenant if they make a request.)
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15. Staff and Resources

- 15.1 Our housing management provider (and Flint Housing) must ensure that adequate resources are available to enable the electricity contract to be effectively administered and the performance of the contractors to be properly monitored. Staff must be provided with the appropriate level of information, instruction, training, supervision and resources such as software, to enable them to carry out this role efficiently and effectively.

16. Electrical Safety Procedures

- 16.1 Our housing management provider must take all necessary steps required to ensure statutory compliance and the safety of our tenants. Our housing management provider must have documented a series of electrical safety procedures to supplement this policy statement (and their own policy statements) and specifically to demonstrate how they intend to achieve compliance with our statutory duties under relevant electrical safety legislation. These procedures must be publicised widely throughout our housing management provider's organisation and copies should be available to all staff (on an Intranet or otherwise).
- 16.2 Briefing sessions should be provided by an electricity safety expert to all relevant frontline staff on these procedures and on the issue of electrical safety generally on a regular basis.

17. Replacement of electrical systems

- 17.1 Electrical systems in need of repair or replacement should be replaced as soon as possible, in consultation with Flint Housing according to agreed procedures and notification/approval requirements.
- 17.2 Replacement programmes will be based on the:
- Recommendation code and level of risk (see below), location, any other special hazards
 - Scheduling of the major works programme
 - Degree of vulnerability of the residents.

Recommendation Code	Comment
Recommendation Code 1 (Requires urgent attention)	The engineer is advised to take action without delay to remedy the observed deficiency in the installation, or take action (such as switching off and isolating the affected part(s) of the installation to remove the potential danger. Recommendation Code 1 requires remediation without delay.
Recommendation Code 2 (Requires improvement)	Whilst the safety of those using the installation may not be at immediate risk, remedial action should be taken to improve the safety of the installation. Items which have been attributed to Recommendation Code 2 should be remedied as soon as possible.
Recommendation Code 3 (Requires further investigation)	The inspection has revealed an apparent deficiency which could not, due to the extent or limitations of this inspection be fully identified. Recommendation Code 3 should be investigated as soon as possible.

Recommendation Code 4 <i>(Does not comply with BS 7671: as amended)</i>	Will have been given to observed non-compliance with current safety standards which do not warrant one of the other Recommendation Codes. It is not intended to imply that the electrical installation inspected is unsafe, but careful consideration should be given to the benefits of improving these aspects of the installation.
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18. Promotion and Training

- 18.1 Our housing management provider should seek to promote the issue of electrical safety and the importance of undertaking EICRs within the required timeframe amongst tenants.
 - 18.2 This will be achieved through information provided to tenants on our website or other documentation on specific aspects of electrical safety.
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