



**Housing
Landlord Services
Electrical Safety Policy
2020**

DOCUMENT HISTORY

Name of Policy:	Housing Landlord Services Electrical Safety Policy 2020
Purpose of Policy:	<p>New Forest District Council is committed to its legal obligations and will comply with its statutory duties in relation to electrical safety and in accordance with BS7671: 2018 Electrical Wiring Regulations and the NIC EIC (National Inspection Council for Electrical Installation Contracting). This will ensure that all Council owned properties are maintained to the appropriate standard of health and safety for people in properties owned or managed by the Council.</p> <p>This policy details how the Council, in line with current regulations, will manage and enforce electrical safety and servicing of every residential property owned by the Council and the responsibility of Housing Landlord Services.</p>
Policy Applies to:	This policy and the subsequent arrangements apply to all employed housing staff within New Forest District Council and, where appropriate, tenants, contractors and members of the public.
First Issued:	1 st April 2020
Reviewed:	At least every 2 years from date of issue or as a result of legislative or organisational changes or an incident investigation.

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Section 1 Policy Background & Coverage

1.1. Introduction

New Forest District Council ('The Council') is committed to complying with best practice and its statutory duties in accordance with BS7671: 2018 Electrical Wiring Regulations ("the Regulations") and the NIC EIC, to ensure that all Council owned and managed properties which have electrical wiring installations and/or have been provided appliances, are maintained to the appropriate standard of health and safety.

This policy details how the Council in line with current regulations will manage and enforce electrical safety and servicing of every residential property owned and managed by Housing Landlord Services.

1.2. Scope

The Council will ensure that Electrical Safety for maintenance, repair and servicing will reflect the following overall principles to:

- protect the health and safety of the tenants, residents, visitors, public, employees and contractors so far as is reasonably practicable;
- maintain all electrical appliances that are the Council's responsibilities in safe working order and in accordance to any manufacturer's instructions;
- identify and manage risks involved;
- promote and enforce electrical safety;
- provide relevant electrical safety information and maintain a dialogue with tenants and employees, and to work in partnership with contractors;
- ensure that all Council properties are safe and suitable for letting from a health and safety perspective and comply with all legal requirements;
- raise awareness to residents and staff of smoke detectors and electrical safety including recognising the symptoms of electrical fires and the procedure to follow.

Section 2 Legislative and Regulatory Context

There is significant legislation and regulations around electrical safety in residential and commercial buildings that have been adopted, implemented and reviewed over many years, and gives practical advice and guidance on how to comply with the law.

The Housing Act 2004, which introduced the Housing Health and Safety Rating System (HHSRS)

The Housing Act 2004 introduced the housing health and safety rating system (HHSRS). The HHSRS is a risk-based evaluation tool used to assess potential risks and hazards to the health and safety of occupants from deficiencies identified in residential properties in England and Wales.

- a) The assessment method focuses on the hazards that are present in housing and tackling these making housing healthier and safer to live in;

- b) The assessment covers 29 categories of hazard which includes the threat of uncontrolled fire and smoke.

Other Legislation, Approved Codes of Practice and Guidance Notes

Other legislation, approved codes of practice and guidance notes relating to Electrical Safety, but which is not exhaustive:

Legislation

- a) ss. 9, 10 and 11 of the Landlord and Tenant Act 1985
- b) Occupiers Liability Act 1957 and 1984
- c) The Housing Health and Safety Rating System (England) Regulations 2005
- d) Building Regulations 2010 and its Approved Documents:
 - Part A – Structure
 - Part B – Fire Safety
 - Part F – Ventilation
 - Part G – Particularly Hot water and water Efficiency
 - Part J – Combustion Appliances and Fuel Storage systems
 - Part M – Access to and use of buildings
 - Part P – Electrical safety
- e) Electrical Equipment (Safety) Regulations 2016;

Guidance and Approved Codes of Practices

- a) Electrical Technical Bulletins;
- b) BS 7671:2018 Requirements for Electrical Installations – IET Wiring Regulations (18th Edition);
- c) BS5839: Part 6 Fire Detection and Fire Alarms Systems (“BS5839 part 6”)
- d) Institute of Engineering and Technology (IET) Guidance note 3 – Inspection and Testing
- e) IET On Site Guide 18th Edition
- f) Electrical Safety First - Landlord’s Guide to Electrical Safety

PART 3 Definitions

Term	Definition
Basic protection	Protection against electric shock under fault free conditions.
Circuit	An assembly of electrical equipment supplied from the same origin and protected against overcurrent by the same protective(s).
Circuit breaker	A device capable of making, carrying and breaking normal load currents and making and automatically breaking, under predetermined conditions, abnormal currents such as short-circuit currents. It is usually required to operate infrequently although some types are suitable for frequent operation.
Current-using equipment	Equipment which converts electrical energy into another form of energy, such as light, heat or motive power.
Distribution Board	An assembly containing switching or protective devices, e.g., fuses, circuit breakers, residual current operated devices.
Earth	The conductive mass of the Earth, whose electric potential at any point is conventionally taken as zero.
Electrical Installation	An assembly of associated electrical equipment having co-ordinated characteristics to fulfil specific purposes.
Electrical Installation Condition Report (EICR)	A periodic inspection report on a property's safety relating to its fixed wiring.
Emergency stopping	Emergency switching intended to stop an operation.
Emergency switching	An operation intended to remove, as quickly as possible, danger, which may have occurred.
Fault protection	Protection against electric shock under single fault conditions.
Fire Stop	A non-combustible seal which is designed to prevent the transmission of smoke or fire.
Instructed person (electrically)	Person adequately advised or supervised by a skilled person (as defined) to enable that person to perceive risks and to avoid hazards which electricity can create.
Insulation	Suitable non-conductive material enclosing, surrounding or supporting a conductor.
Isolation	Function intended to make dead for reasons of safety all or a discrete section of the electrical installation by separating the electrical installation, or section thereof, from every source of electrical energy.
Isolator	A mechanical switching device which, in the open position, complies with the requirements specified for the isolating function. An isolator is otherwise known as a disconnect

Landlord	The owner of property (such as houses, land or apartments) that is leased or rented to another.
Luminaire	Equipment which distributes, filters or transforms the light transmitted from one or more lamps and which includes all the parts necessary for supporting, fixing and protecting the lamps, but not the lamps themselves, and where necessary, circuits auxiliaries together with the means for connecting them to supply.
Minor Works	Additions and alterations to an installation that do not extend to the provision of a new circuit.
Mobile Equipment	(Portable equipment). Electrical equipment which is moved while in operation or which can easily be moved from one place to another while connected to supply.
Non-compliance	A non-conformity that may give rise to danger.
Ordinary Person	Person who is neither a skilled person nor an instructed person.
Safety Service	An electrical system for electrical equipment provided to protect or warn persons in the event of a hazard, or essential to the evacuation from the location.
Skilled Person	A person with technical knowledge or sufficient experience to enable him/her to avoid dangers which electricity may create
Tenant	A person who occupies land or property rented from a Landlord
The Responsible Person	The 'responsible person' is the employer and any other person who may have control of any part of the premises. In the case of NFDC the employer is represented by the Chief Executive together with the Executive Heads who collectively form the 'Executive Management Team'.

Section 4 Roles and Responsibilities

We will ensure that all Council housing staff are fully aware of their role enforcing electrical safety and minimising and preventing the risk of electrocution or fire.

Chief Executive
Overall responsibility for complying with the electrical safety in social housing controlled by the Council.
Executive Head of Housing and Regulation
The Executive Head of Housing and Regulation has overall strategic responsibility for the Council's Housing Landlord Services approach to electrical safety in social housing controlled by the Council, and to nominate one or more persons to act on their behalf to discharge their responsibilities.
Housing Service Managers
The Housing Service Managers are responsible for the overall effectiveness of the Housing Landlord Services Electrical Safety Policy in their areas of responsibility.
Electrical Manager
The Electrical Manager is responsible for overseeing the day to day management of electrical works provided within the Council's housing stock, ensuring compliance with electrical safety legislation and relevant standards. They will promote and enforce electrical safety through Housing Landlord Services providing clear, comprehensive and unambiguous systems, procedures, instructions, method statements, risk assessments and quality assurance systems so that the statutory requirements are fully met. They are responsible for all electrical competencies and training for the staff undertaking electrical work and report directly to Service Managers for Housing Maintenance (Asset and Compliance) and (Operations).
Electrical Supervisor
The Electrical Supervisor is responsible for day to day delivery and direct supervision of Electrical Engineers, monitoring electrical activities, action incidents and situations that may arise, assisting with electrical investigations. They will ensure electrical cyclical inspections are delivered in a timely manner and report any shortcoming in servicing that could arise to Legal proceedings and reporting directly to Electrical Manager.
Electrical Engineers
Electrical Engineers are responsible for ensuring all electrical works undertaken in Council properties comply with electrical safety legislation, relevant standards and control measures, making sure all electrical systems and appliances are in safe working order, maintained serviced and used according to any Manufacturer's Instructions. They will escalate any immediate unsafe situations and report any dangerous occurrences to the Electrical Supervisor or Electrical Manager.

Housing (Estates & Management) Team
The Housing (Estate and Management) Team are responsible for assisting the Housing Maintenance Electrical Team where no access to properties has been gained following 3 attempts, providing support in making contact and liaising with tenants for access arrangements, and where no access is gained on the 4 th attempt shall ensure legal escalation and pursue Court Proceedings to enable entry.
Contractor
Contractors are responsible for complying with electrical safety legislation, relevant standards and control measures for dealing with electrical issues, with holding a valid NIC EIC Registration and have the correct competencies in the work activities they are undertaking on electrical installations and appliances. They will ensure that any Electrical Industry Unsafe Situation Procedure is adhered to, in relation to project works and will report to the responsible person of any potential risk to Electrical safety and protect council properties and tenants from harm.
Housing Maintenance
Housing Maintenance (Compliance and Asset Management) is to assign a responsible person for Projects under contract where electrical works are involved, to regularly monitor and inspect electrical activities, and promote Electrical Safety, Health and Safety and relevant standards. They will report all necessary concerns that may require further safety arrangements to the responsible officer.
Corporate Health and Safety
The Corporate Health and Safety team are responsible for ensuring all individual electrical incidents are investigated and relevant action taken accordingly and provide advice and guidance on any electrical safety legislation. They will also undertake regular health and safety auditing of electrical compliance.
Council Staff (Non-Electrical)
All employees that do not hold the competencies to carry out electrical works shall not undertake any such works and are responsible to report immediately any incidents involving electrical safety to their line manager or responsible person.
Residents
Residents are responsible for allowing Council employees or people authorised by the Council, access into their property for essential electrical safety inspection, emergency and responsive repairs. Residents are responsible for the installation, repair and maintenance of their own gas/ electrical cooking appliance and must ensure that any such installation is carried out by a Gas Safe/ NIC EIC Registered engineer or company and in accordance with the Manufacturers Instruction of the appliance/s. Residents must obtain written permission from the Council's Housing Landlord Service for consent to undertake any work involving electrics including alterations or new electrical appliance installation.

Section 5 Arrangements

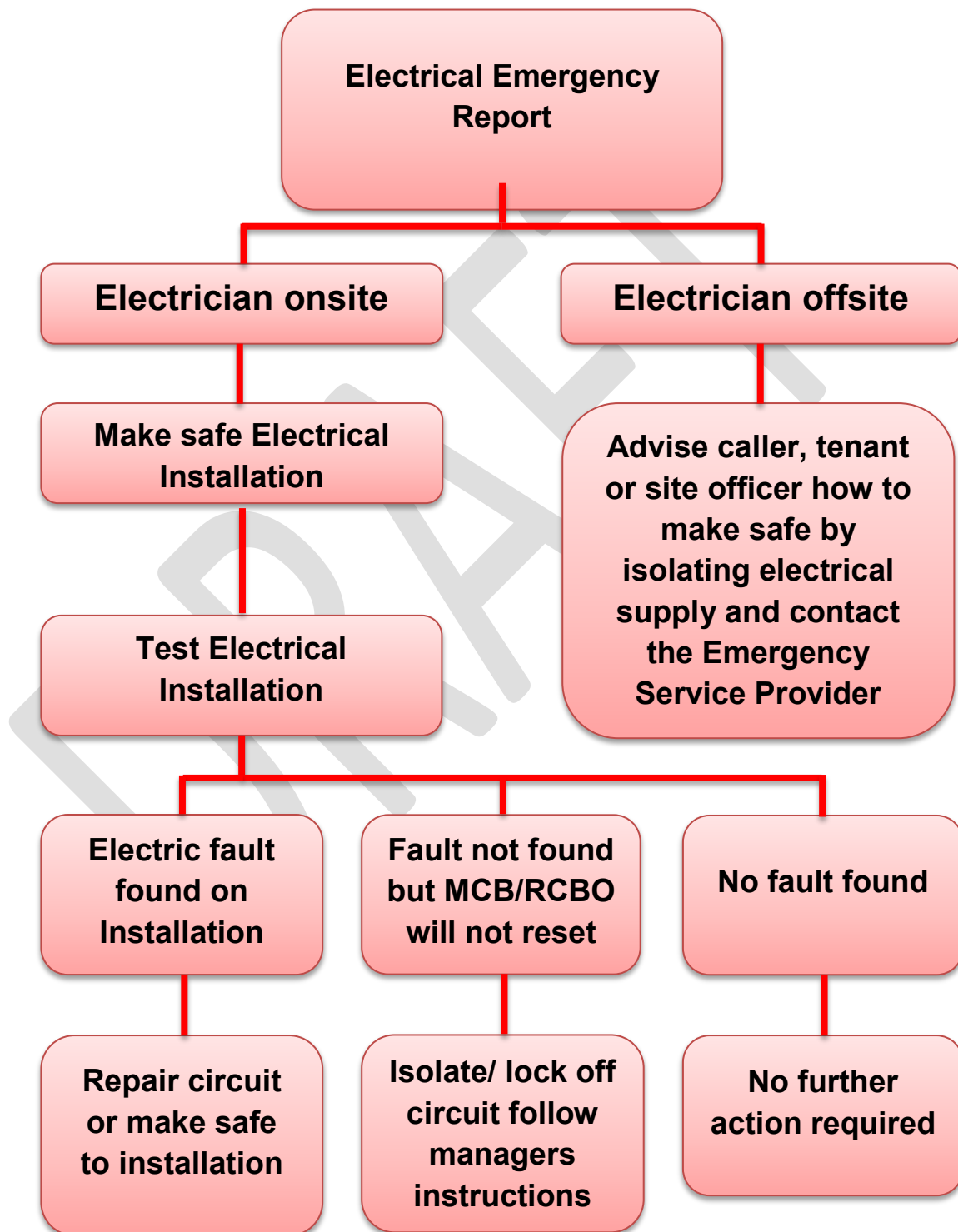
5.1 Electrical Emergency Procedure

What to do when an electrical emergency is reported:

1	Obtain and record the caller's details: <ul style="list-style-type: none">▪ Name;▪ Address;▪ Postcode;▪ Telephone Number.
2	Instruct the Caller <ul style="list-style-type: none">▪ To Turn off the electrical supply immediately at the distribution board via the isolator or to pull the main fuse via the service head▪ To Extinguish all naked flames (if safe to do so);▪ Not to smoke;▪ Not to turn electric switches on or off (including use of telephones or mobiles);▪ To Call the Electrical Emergency Service Provider - UKPN Service Call Centre 0800 3163 105 or 105 from a landline or a mobile
3	In addition, if the caller believes that they have been or are being affected by electric shock, fumes, smells, spillage, or leakage of products of combustion, they must be advised to seek immediate medical attention. This includes symptoms of nausea, dizziness, chest pains, headaches, and/or palpitations, collapse and loss of consciousness.
4	All reports of electrical emergencies are to be escalated to the Council's electrical team to action and inform the Council's Health and Safety Section. Where relevant the HSE shall be notified and there will be NO DISRUPTION to the area that is under investigation.

5.2 Electrical Emergency Procedure

The flow chart below shows the procedure when a report of electric shock or electrical danger has been reported to the Council in respect of council housing properties via Customer Services or to an onsite Electrical Engineer.



5.3 Emergency Repairs and Breakdowns (Out of Hours)

Any faults reported which threatens harm to person, property or emergency repairs shall be responded to within 3 hours from initial call raised from the Tenant, resident or member of the public.

Defect or faults to electrical installation and/or appliances shall be made safe from the installation where they are suspected to cause harm or injury to persons or property. If a temporary repair is made, it shall ensure that all electrical safety has been adhered to and follow up works will be made to replace/repair where a permanent repair is required during normal working hours.

Electrical Callout Emergency:

- Electrical faults (These should be passed straight through to **UKPN Service Centre** on **0800 3163 105 or 105 from a landline or a mobile**;
- Activation of Smoke Alarms or where harm has been caused due to electrical fires, again should be raised through to NFDC emergency call out service centre (CCTV) 023 80 285588 or emergency services 999;
- Total electrical heating failure (winter only and for disabled (badge number. required) vulnerable or elderly residents);
- Any major fault which may cause danger to health, life or the safety of the building.

Service and Repairs to Council Owned Electrical Appliances

The servicing and repairs of the Council's electrical appliance assets and associated electrical heating systems are carried out by in house staff, trained and experienced in these matters. This includes programmers, thermostats etc.

An emergency is when there is total failure of the electrical system between the months of October and April inclusive, or if a person or property is at risk and children under the age of 5, the elderly (retired), the disabled, the sick, or vulnerable are in a situation without electrical/gas heating.

5.4 Repairs and Breakdowns (during working hours)

All Council housing repair requests are reported to the Council via Housing Customer Services. Tenants can report repairs via email, phone or webchat.

Once received jobs are raised, allocated a priority based on the description and urgency and scheduled with the Tenants.

Operatives will attend to the property as per the scheduled appointment and will carry out repair or servicing works.

Where installation and/or appliances are found to be unsafe, then the safe isolation procedure will be adhered to and ensuring installation/appliances are made safe and communicated to the responsible person for further action.

The Priorities are as follows:-

Category	Target	Response
E	3 hours	Emergency Response to make safe/temporary repair only
U	24 hours	Urgent Prevent suffering undue inconvenience or further damage to property
P	5 working days	Priority These are repairs that may affect the comfort of residents and likely to cause damage to the property if not carried out as a priority
R	20 working days	Routine Includes all other minor repairs
PW	90 working days	Programmed Works Major items of replacement or requiring weather or safety dependent work planning
I	28 working days	Inspection Repairs requiring inspection to ascertain nature and to control budgets

5.5 Domestic Electrical Safety Inspection

The Council as 'Landlord', is required by law to keep the electrical installations (that it is responsible for) in any property it rents out, in repair. It can only achieve this by carrying out periodic inspections. The guidance recommends that a safety inspection on electrical installations and appliances provided by the Landlord is carried out every 5 years (or at change of tenancy) in all rented properties. It is important that the Council has effective measures in place to gain prompt entry to carry out these inspections, to comply with its statutory obligations. Under the Regulations it is a requirement that all tenanted properties have a current in date Electrical Installation Condition Report (EICR).

During the electrical safety inspection or at installation, all electrical operatives shall inspect all Smoke, Heat and Carbon Monoxide Detectors to ensure they remain in working order and are within the manufacture's expiry date of the unit.

Smoke detectors will be fitted and hardwired in a suitable place in every rented property (one per floor) and will normally be the hallway and landing.

At void all Smoke and Carbon Monoxide alarms are checked and tested and will be upgraded to meet the requirements of BS5839 part 6.

Smoke detectors will be replaced as part of a 10-year rolling replacement schedule or when a deficiency is identified. Through inspection regimes, where additional risks are identified (i.e. hoarding, specific disability or other risk), additional smoke detectors will be fitted to mitigate the risk.

Carbon monoxide alarms are only required in rooms containing a solid fuel burning appliance (i.e. rooms containing an open fire, log burning stove, etc.). However, as gas appliances can emit carbon monoxide, the Council will fit a Carbon Monoxide detector in every room containing a gas fueled appliance which will be inspected each year as part of the annual gas safety inspection visit. Electrical Installations will be inspected cyclically and attempts to gain access will commence on a 51-month cycle to ensure that every effort has been made to complete the safety inspection by the inspection anniversary. The inspection regime also provides an additional opportunity to check for fire risks. Tenants are written to and offered an appointment for an electrical safety inspection to be carried out. Every effort will be made to work with the tenant to make an appointment at a time that is convenient; including where it is appropriate agreeing to an out of hour's appointment to aid successful access.

Legal action will be taken against tenants who do not respond to requests to complete an electrical safety check, or consistently refuse access to their property. In such cases action will be taken to obtain a court injunction to enter the property. Legal action will only be taken as a last resort.

Where access to a property is obtained through the Courts, Housing Landlord Services will be responsible for securing the property and making good any damage caused by entering the property. The cost of this work will be re-charged to the tenant.

All records will be held electronically for a minimum of 7 years, and upon request, a copy of the EICR will be given to the tenant after the completion.

The Table below shows the process of ensuring the Council obtains access to carry out electrical inspections:



5.6 Commercial Housing Electrical Inspections

All Council housing stock classified as 'Commercial Electrical Installations' (i.e. blocks that have communal areas) that contain electrical installations shall be inspected every 60 months.

The Council will ensure that all Commercial Electrical tests are completed within the 60 month's period alongside the commercial electrical servicing programme to ensure compliance

Each Commercial electrical housing plant room shall contain a schematic chart of all electrical installation circuits & appliances contained with the building.

All future commercial or plant room alterations shall have an updated electrical schematic from the day of the new installation work carried out.

All works will be carried out by our in-house Commercial Electrical Engineers or approved contractor.

5.7 Statutory Electrical Equipment (Multifunction Tester)

Any Electrical Engineer who carries out electrical work will have the use of a multifunction tester to undertake works involved in inspecting & testing.

The use of such equipment will be maintained and recalibrated through our approved external supplier and will maintain all valid compliance certificates, repair sheets or recalibration service sheets of each unit.

5.8 Void Properties

At the earliest opportunity Housing Landlord Services shall ensure that:

- Before any other trades can work in a void property all electrical circuits in the property are assessed, repaired, or renewed due to age or faulty;
- An EICR is produced once all electrical works are fully completed and property is ready for re-letting, and supplied to tenant prior to them being given possession of property;
- All Smoke and Carbon Monoxide alarms are checked and tested, and upgraded to meet the requirements of BS5839 part 6
- Any debt left on electrical meter from previous tenant is cleared, ready for new occupant;

Manufacturer's Instructions for any electrical controls and any other necessary paperwork are provided to tenants upon property handover.

5.9 Capital Expenditure Replacement Programme

The Council will notify tenants of properties due for an electrical rewire or replacement distribution board. A programme of work is scheduled, and appointments will be made with tenants, on a mutually agreed date to complete the work.

All distribution boards work shall be carried out according to Manufacturer's Instructions, complying with the Regulations, building regulations, and any relevant standards and approved code of practice.

Upon completion of all distribution boards installation work, appliances will be registered with the NICEIC building control notification and all paperwork completed and returned to Housing Landlord Services.

5.10 Electrical Competencies

The Council is a registered business with NIC EIC (approved Contractor Scheme) and operates under NIC EIC **No: 500416**. All directly employed electrical engineers operate under this registration.

Under the Regulations, the Council will ensure that all engineers hold the minimum necessary electrical qualifications and competencies to undertake electrical work in domestic or commercial premises and will be deemed competent in the work category they are able to undertake.

As employer, the Council will maintain the electrical qualification and competencies for everyone who undertakes electrical work on behalf of the Council.

Any Contractor who carries out electrical works on behalf of the Council must provide proof of the correct competency and operate under an approved Contractor Scheme Certification in electrical works they are undertaking.

All employees and contractors that do not hold the necessary electrical competencies shall NOT undertake work.