



Electrical safety policy

Housing Landlord Services

HLSPOL07

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1 Document history

Name of policy	Electrical Safety Policy
Document ref	HLSPOL07
Purpose of policy	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 NICEIC (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.
Policy applies to	This policy and the subsequent arrangements apply to all directly and indirectly employed housing staff within New Forest District Council and, where appropriate, tenants, contractors, and members of the public.
Lead officer	Service Manager – Housing Maintenance Programmes and Servicing
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Latest update	30 June 2025
Version control	V1.0 1 November 2019 V1.1 30 June 2025
Review period	At least every three years from date of issue or due to legislative, organisational changes or an incident investigation.
Update overview	June 2025, periodic review, update to structure of service arrangements, roles and responsibilities, updated into new policy template.

2 Introduction

- 2.1 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 NICEIC, 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.
- 2.2 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.

Scope

- 2.3 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, members of public, employees and contractors so far as is reasonably practicable;
 - maintain all electrical appliances that are the Council's responsibility in safe working order and in accordance with all 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 employees of smoke detectors and electrical safety including recognising the symptoms of electrical fires and the procedure to follow.

3 Legislative and regulatory context

- 3.1 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.

IET Wiring Regulations

- 3.2 The IET co-publishes BS 7671 with the British Standards Institution (BSI) and is the authority on electrical installation. The IET Wiring Regulations is currently in its 18th Edition. BS 7671:2018+A2:2022 was published in March 2022 and came into effect on 28 March 2022. From this date, all new and amended electrical installations are to conform to the requirements of BS 7671:2018+A2:2022, or superseded versions.

The Building Safety Act 2022

- 3.3 This Act made ground-breaking reforms to give residents and homeowners more rights, powers, and protections – so homes across the country are safer. It delivers far-reaching protections for qualifying leaseholders from the costs associated with remediating historical building safety defects, and an ambitious toolkit of measures that will allow those responsible for building safety defects to be held to account. It overhauled existing regulations, creating lasting change and makes clear how residential buildings should be constructed, maintained, and made safe.
- 3.4 The Act created three new bodies to provide effective oversight of the new regime: the Building Safety Regulator, the National Regulator of Construction Products, and the New Homes Ombudsman.

Together these changes mean owners will manage their buildings better, and the home-building industry has the clear, proportionate framework it needs to deliver more, and better, high-quality homes.

The Social Housing (Regulation) Act 2023

- 3.5 The Social Housing (Regulation) Act 2023 makes provision about the regulation of social housing; about the terms of approved schemes for the investigation of housing complaints; about the powers and duties of a housing ombudsman appointed under an approved scheme; about hazards affecting social housing; and for connected purposes.

The Regulatory Reform (Fire Safety) order 2005

- 3.6 The Regulatory Reform (Fire Safety) Order 2005 (FSO) is the main piece of legislation governing fire safety in buildings in England and Wales.

The FSO applies to all workplaces and the common parts of buildings containing 2 or more domestic premises. It places legal duties on anyone in control of these premises (the Responsible Person - usually the owner or landlord) to undertake and record a fire risk assessment and put in place and maintain general fire precautions.

There is significant legislation and regulation around the prevention of fire in residential buildings that has developed over the years, mainly in response to various fire safety incidents and tragedies that have occurred.

The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022

- 3.7 The Smoke and Carbon Monoxide Alarm (Amendment) regulations 2022 sets out the duties of relevant Landlords in relation to prescribed alarms and to comply with remedial notices and sets out the duties of the local housing authority.

The Housing Act 2004

- 3.8 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

3.9 Other legislation, approved codes of practice and guidance notes relating to electrical safety, but which is not exhaustive:-

Legislation

- a) The Building Regulations 2010:-
- b) BS 7671:2018 Requirements for Electrical Installations – IET Wiring Regulations (18th Edition);
- c) The Electrical Equipment (Safety) Regulations 2016;
- d) The Health and Safety at Work Act 1974, particularly Section 3: - General duties of Employers and Self-employed persons other than their employees;
- e) The Management of Health and Safety at Work Regulations 2009;
- f) The Occupiers Liability Act 1984;
- g) The Landlord and Tenant Act 1985.

Approved Codes of Practices

- a) Approved Document B: (Fire Safety) Volume 1: dwellings (2019 edition incorporating 2020, 2022 and 2024 amendments);
- b) Approved Document B: (Fire Safety) Volume 2: buildings other than dwellings (2019 edition incorporating 2020, 2022 and 2024 amendments);
- c) Approved Document F: (Ventilation) Volume 1: dwellings (2021 edition)
- d) Approved Document G: (Sanitation, hot water safety and water efficiency) (2015 edition incorporating 2016 and 2024 amendments);
- e) Approved Document P: (Electrical safety – dwellings) (2013 edition);
- f) Electrical Technical Bulletins;
- g) BS5839: Part 6 Fire Detection and Fire Alarms Systems;

- h) Institute of Engineering and Technology (IET) Guidance note 3 – Inspection and Testing;
- i) IET On Site Guide 18th Edition;
- j) Electrical Safety First - Landlord's Guide to Electrical Safety.
- k) MIS 3005 – microgeneration installation standard. Check
- l) BS EN 14511 - Air conditioners, liquid chilling packages and heat pumps for space heating and cooling and process chillers, with electrically driven compressors Test conditions.

4 Definitions

Air Source Heat Pump ASHP

- 4.1 A low-carbon heating system that extracts heat from the outside air and transfers it indoors to provide space heating and hot water. It operates efficiently even at low external temperatures and is commonly used as an alternative to traditional gas or oil boilers.

Basic Protection

- 4.2 Protection against electric shock under fault free conditions.

CDM

- 4.3 The Construction (Design & Management) Regulations (CDM 2015) are the main set of regulations for managing the health, safety and welfare of construction projects. CDM applies to all building and construction work and includes new build, demolition, refurbishment, extensions, conversions, repair and maintenance.

Circuit

- 4.4 An assembly of electrical equipment supplied from the same origin and protected against overcurrent by the same protective(s).

Circuit Breaker

- 4.5 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

- 4.6 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.

Distribution Board

4.7 An assembly containing switching or protective devices, e.g., fuses, circuit breakers, residual current operated devices.

Earth

4.8 The conductive mass of the Earth, whose electric potential at any point is conventionally taken as zero.

Electrical Installation

4.9 An assembly of associated electrical equipment having co-ordinated characteristics to fulfil specific purposes.

Electrical Installation Condition Report (EICR)

4.10 A periodic inspection report on a property's safety relating to its fixed wiring.

Electric Vehicle Charging point (EV)

4.11 A designated unit or location equipped to supply electric energy for recharging the batteries of electric vehicles (EVs). Charging points can vary in power output and type, including slow, fast, and rapid chargers, and may be installed at residential, commercial, or public sites.

Emergency Lighting

4.12 Emergency lighting consists of battery powered lighting schemes that power up when the usual power supply to the building is lost.

Emergency Stopping

4.13 Emergency switching intended to stop an operation.

Emergency Switching

4.14 An operation intended to remove, as quickly as possible, danger, which may have occurred.

Fault Protection

4.15 Protection against electric shock under single fault conditions.

Fire Stop

4.16 A non-combustible seal which is designed to prevent the transmission of smoke or fire.

Instructed Person (electrically)

4.17 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

4.18 Suitable non-conductive material enclosing, surrounding or supporting a conductor.

Isolation

4.19 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

4.20 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 disconnecter.

Landlord

4.21 The owner of the property (such as houses, land or apartments) that is leased or rented to another.

Luminaire

4.22 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

4.23 Additions and alterations to an installation that do not extend to the provision of a new circuit.

Non-Compliance

4.24 A non-conformity that may give rise to danger.

Ordinary Person

4.25 Person who is neither a skilled person nor an instructed person.

Photovoltaic (PV)

4.26 A renewable energy technology that converts sunlight directly into electricity using solar panels composed of photovoltaic cells. PV systems can be installed on rooftops, ground-mounted, or integrated into building materials, and are commonly used to reduce reliance on grid electricity and lower carbon emissions.

Portable Appliance Testing (PAT testing)

4.27 A routine inspection and testing process for electrical appliances to ensure they are safe to use. It involves visual checks and electrical tests carried out by a competent person, typically in workplaces or rental properties, to comply with health and safety regulations.

Portable Equipment

4.28 Electrical equipment which is moved while in operation or which can easily be moved from one place to another while connected to supply.

Responsible Person

4.29 The 'responsible person' is the employer and any other person who may have control of any part of the premises.

Safety Services

4.30 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

4.31 A person with technical knowledge or sufficient experience to enable him/her to avoid dangers which electricity may create.

Tenant

4.32 A person who occupies land or property rented from a Landlord.

5 Roles and responsibilities

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

Chief Executive

- 5.2 Responsibility for complying with duties as 'Landlord' and complying with electrical safety standards rests with the 'responsible person'. The 'responsible person' as Landlord is represented by the Chief Executive together with the Strategic Directors who collectively form the 'Executive Management Team'.

Strategic Director Housing and Communities

- 5.3 The Strategic Director Housing and Communities has overall strategic responsibility for the Council's approach in maintaining its social housing assets controlled by the Council and is responsible for ensuring that the requirements of the Housing Act 2004, Landlord and Tenant Act 1985 and supporting electrical safety regulations and standards are applied and implemented and to nominate one or more persons to act on their behalf to discharge their responsibilities.
- 5.4 The Strategic Director Housing and Communities also acts as the registered Lead Officer for health and safety with the Regulator of Social Housing.

Assistant Director - Housing

- 5.5 Nominated Assistant Director to support the Strategic Director Housing and Communities in delivering the Council's strategic housing priorities and approach in maintaining its social housing assets controlled by the Council and is responsible for ensuring that the requirements of the Housing Act 2004, Landlord and Tenant Act 1985 and supporting electrical safety Regulations and standards are applied and implemented.

Service Manager – Housing Maintenance Programmes and Servicing

5.6 Operational responsibility for the overall effectiveness of the Housing Landlord Services Electrical Safety Policy, arrangements and action plan for social housing controlled by the Council.

Housing Service Managers

5.7 Responsible for the delivery of services within their respective areas that impact on the overall effectiveness of the Housing Landlord Services Electrical Safety Policy and will:-

- Support and assist the Service Manager for Housing Maintenance Programmes and Servicing in discharging and undertaking their duties, and respond to matters within their respective service areas;
- Ensure suitable and sufficient information, instruction and training on electrical safety is carried out for staff and contractors;
- Monitor the performance of staff and contractors;
- Ensure that members of the public, staff and contractors are not unnecessarily exposed to unsafe electrical risk;
- Ensure adequate resources are allocated to manage electrical safety risk and monitor the performance of their subordinates against the policy;
- Advise the Strategic Director of Housing and Communities, the Assistant Director - Housing and the Service Manager for Housing Maintenance Programmes and Servicing of any problem arising in connection with the management of electrical safety risk;
- Review and approve/decline 'Permit to Work' requests relating to housing schemes served by communal electrical installations.

Gas and Electrical Manager

5.8 Responsible for overseeing the day-to-day management of electrical work provided within the Council's homes, ensuring compliance with electrical safety legislation and relevant standards, reporting directly to the Service Manager for Housing Maintenance Programmes and Servicing, and will:-

- Manage electrical safety of all electrical installations and fixed and portable electrical appliances identified within the Council's housing to ensure compliance with electrical safety legislation and relevant standards;
- Ensure each person and contractors who undertakes any electrical work within Council housing properties are qualified to do so and registered under an electrical safety competent person scheme and hold the appropriate work category;
- Ensure that 5-yearly periodic electrical safety checks are carried out on electrical installations;
- Ensure that all new electrical works, associated electrical fittings and fixed electrical appliances meet the necessary BS Safety standards, have a CE safety standard marking and are accompanied by the Manufacturer's instructions, where required;
- Provide clear, comprehensive, and unambiguous systems, procedures, instructions, method statements, risk assessments and quality assurance systems so that electrical safety and statutory requirements are fully met;
- Liaise with the responsible person and alert employees and others of risk where electrical work will be taking place;
- Report and investigate any dangerous occurrences involving the installation, service, maintenance or repair of electrical installations or fixed electrical appliances and complete an Incident Report form;
- Investigate and communicate findings when work fails to comply with current legislation;
- Ensure all electrical related certification is collected and updated for record keeping in accordance with retention schedule.

Electrical Supervisor

5.9 Responsible for the day-to-day delivery and direct supervision of employed Electricians, monitoring electrical activities, action incidents and situations that may arise, assisting with electrical investigations, and will:-

- Ensure cyclical electrical safety inspections are delivered in a timely manner and report any shortcoming or risk concern following inspection that could lead to legal proceedings, reporting directly to the Gas and Electrical Manager;
- Assist the Gas and Electrical Manager in providing support to Electricians where electrical safety concerns are raised;
- Provide technical support and knowledge to staff where investigations are carried out following electrical safety concerns;
- Undertake property inspections and associated risk assessments for all planned works;
- Coordinate problematic situations that may arise through day-to-day electrical activity work;
- Carry out periodic internal and external quality assurance checks on Electricians work and report any areas of concerns to the Gas and Electrical Manager.

Electricians

5.10 Responsible for ensuring all electrical works undertaken in Council properties comply with electrical safety legislation, relevant standards and manufacturer's instructions and control measures for dealing with electrical and unsafe situations, and will:-

- Ensure all electrical installations, associated fittings and fixed electrical appliances are in safe working order, maintained, serviced, and used according to any Manufacturer's Instructions;
- Hold relevant qualifications and competencies to undertake electrical work safely in accordance with electrical safety legislation and codes of practice;
- Enforce health and safety for themselves and others at work;
- Escalate any immediate unsafe situations to the Electrical Supervisor or Gas and Electrical Manager;

- Maintain good communication between managers, responsible person, planners, other employees, tenants, and members of the public where electrical safety is involved;
- Report any dangerous occurrence, near miss or accident to the responsible person, Gas and Electrical Manager and Corporate Health and Safety team.

Housing Decarbonisation and Programme Manager and Housing Maintenance Delivery Manager

5.11 Responsible for overseeing the day-to-day management of capital planned maintenance programmes and reactive maintenance and planned empty homes maintenance works respectively, which may impact on fixed electrical wiring within Council owned housing and will:-

- Ensure suitable and sufficient information, instruction and training on electrical safety is carried out for staff and contractors;
- Ensure appropriate vetting of contractors is undertaken prior to any work commencing;
- Monitor the performance of employees against this
- Undertake effective monitoring of contractors in relation to electrical safety;
- Ensure refurbishment works are undertaken in accordance with Building Regulation Approved Documents or other Codes of Practice, risk assessments & method statements and safe systems of work;
- Engage with leaseholders and residents and communicate relevant electrical safety information and advice, prior to commencement of works;
- Ensure all risk assessments take into account the risk from electrocution or electrical fire;
- Report any breaches identified in a timely manner to the Service Manager Housing Maintenance Programmes and Servicing and Gas and Electrical Manager;
- Ensure that electrical safety precautions are maintained effectively;

- Ensure all third-party commissioned electrical contractors provide electrical certification to the Gas and Electrical Manager and Electrical Supervisor.
- Consider, prepare and submit 'Permit to Work' requests.

Tenancy Sustainment Manager

5.12 The Tenancy Sustainment Team are responsible for assisting the Housing Maintenance Programmes and Servicing Electrical Department, and will:-

- In an event of a tenant refusing access to Council staff and/or approved contractors, make every effort to contact tenants to facilitate the necessary access and coordinating a further visit; then;
- Where no access is made on the 3rd attempt, refer to the Council's legal service to commence injunction proceedings via the Courts to force entry;
- Provide support where tenants refuse or identify being unable to facilitate an electrical safety inspection appointment due to affordability, to ensure sufficient credit is on the pre-payment electrical meters for the electrical safety inspection to be carried out.

Electrical Contractors

5.13 Commissioned contractors working on behalf of the Council are responsible for complying with electrical safety legislation, relevant standards and control measures for dealing with electrical installations, and will:-

- Hold registration with an electrical competent person scheme and hold competencies relevant for undertaking the necessary electrical work on electrical systems, fittings, or fixed equipment;
- Enforce the health and safety of themselves and others at work;
- Raise any concerns they may have related to problems or shortcomings they identify with safety arrangements (e.g., information, guidance, local procedure/protocol, equipment);

- Ensure that any alteration or installation work to Council properties are subject to the supply of suitable and sufficient risk assessments and method statement and the Construction (Design and Management) Regulations 2015, where appropriate and the planning of any such work must consider the continued safety of any electrical installations or fittings that are likely to be affected.
- Report any dangerous occurrence, near miss or accident to the responsible person, Gas and Electrical Manager and Corporate Health and Safety team.

Corporate Health and Safety

5.14 The Corporate Health and Safety Team is responsible for guidance and advice in respect of Health and Safety to all Council services, and will:-

- Conduct audits to ensure that the provisions within the Electrical Safety Policy are being enforced to the required standard;
- Investigate accidents and near miss incidents, record findings and root causes to reduce the risk of such incidents reoccurring, to reduce financial loss and to improve electrical risk precautions;

Employees (Non-Electrical)

5.15 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 electricity to their line manager or responsible person.

5.16 Gas engineers that are required to work on gas boilers where gas and electricity are combined are trained and deemed competent to safely carryout the safe isolation of electrics.

Assistant Director - Governance

5.17 The Council's legal team are responsible for the process in which the Council seek a court injunction for access into a landlord property, and will:-

- Support the Gas and Electrical Manager and Tenancy Sustainment Manger in securing right of access;

- Undertake the necessary work to seek an application to the Courts for an injunction.

Tenants

5.18 Under the terms of the tenancy, the contractual arrangement, Council housing tenants are required with notice to give access to Council employees or people authorised by the Council, entry into their property to undertake statutory 'Landlord' electrical compliance functions or activities for the safety and protection of themselves, others and property, including electrical safety inspections, electrical emergencies and responsive repairs, and will:-

- Be responsible for the installation, repair, and maintenance of their own electrical cooking appliance and that any such installation is carried out by a competent person or company registered under a competent person scheme and in accordance with the Manufacturers instruction of the appliance;
- Obtain written permission from the Council's Housing Landlord Service for consent to undertake any work involving electrical installations, fitting of fixed wired appliances, including electrical wiring alterations.

NICEIC Business Registration

5.19 The Principal Duty Holder (PDH) & Qualified Supervisor (QS) are required to ensure the adequate supervision of electrical work undertaken by the Council's business in accordance with the latest revision of the Electrotechnical Assessment Specification (EAS), and will:-

a) Principal Duty Holder

- Ensure that the business carries out work in accordance with the relevant standards, including the issue of appropriate certificates or inspection reports for all electrical work carried out;
- Ensure that the business undertakes the work activity in compliance with all relevant statutory requirements;
- Ensure that any persons undertaking electrical work receive any necessary training;

- Ensure that all electrical work is assigned to the business's QS(s) and ensuring sufficient QS's are employed to effectively manage and supervise electrical work;
- Ensure that where a QS ceases to be employed in that capacity, the PDH will notify NICEIC within 30 days.

Also the PDH will have an understanding of and, be responsible for, the health and safety and other statutory requirements relating to the electrical work being undertaken by the business.

Failure to comply with the requirements and responsibilities of the scheme rules may lead to the business being suspended and / or cancellation of Certification.

b) Qualified Supervisor

- Ensure results of the verification process are accurately recorded on the appropriate certificates or inspection report;
- Undertake supervisory duties of employed persons to ensure they are competent and adequately supervised;
- Have adequate knowledge, experience and understanding of the design, construction, maintenance, verification and/or inspection and testing procedures for electrical work;
- Have adequate knowledge of applicable Building Regulations and Standards where relevant.

The QS's fundamental responsibility lies with the quality and compliance of the day-to-day work of the business and this responsibility may affect the amount of time the QS is engaged directly in electrical work and therefore additional Qualified Supervisors may be required.

Independent Auditor

5.20 An independent commissioned external auditor will work with the Council to provide comprehensive information, instruction, training, and quality assurance supervision to help the Council ensure the health, safety and welfare of its employees or persons who may be affected by

electrical work they undertake, as far as is reasonably practicable, and will, upon request:

- 5.21 Provide competent and appropriately qualified independent external auditor to carry out quality assurance monitoring of work carried out by in house electrical employees, and appointed electrical contractors, and provide a written report to the Gas and Electrical Manager and Service Manager Housing Maintenance Programmes and Servicing, at periodic intervals to identify trends or areas of competency concern.

6 Training and competency

- 6.1 The Council is a registered business with the National Inspection Council for Electrical Installation Contracting (NICEIC), approved Contractor Scheme and operates under NICEIC registration No: **607155**. All directly employed electricians operate under this registration.
- 6.2 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.
- 6.3 As an employer, the Council will maintain the electrical qualification and competencies for everyone who undertakes electrical work on behalf of the Council operating under the Council's NICEIC registered business.
- 6.4 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 Certification Scheme currently NICEIC, for electrical works they are undertaking.
- 6.5 All employees and contractors that do not hold the necessary electrical competencies shall **NOT** undertake electrical works.

Approved Part P Certification Schemes

- 6.6 The competency requirements for Part P schemes are specified in the Electrotechnical Assessment Scheme (EAS). Compliance with the EAS can be achieved through a mix of experience and qualifications.
- 6.7 On the recommendation of BRAC (the Building Regulations Advisory Committee), the Government has approved self-certification schemes to be operated by:-
- BESCA;
 - Blue Flame Certification;
 - Certsure LLP trading as NICEIC and ELECSA;
 - NAPIT Certification Ltd; and
 - OFTEC.

IET - Electrotechnical Assessment Specification (EAS)

- 6.8 The IET Electrotechnical Specification (EAS) sets out the qualifications guide for the requirements for Qualified Supervisors and persons carrying out Electrical Inspection and Testing.
- 6.9 The EAS Qualifications Guide has been developed under the direction of the Electrotechnical Assessment Specification (EAS) Management Committee, to provide supporting information to Appendix 4 of the Electrotechnical Assessment Specification (October 2021). The Guide is to be used by Enterprises, scheme applicants and Certification / Registration Bodies to identify relevant acceptable qualifications, as well as providing guidance for applicants when the required qualifications are not held or when qualifications held alone are insufficient due to the complex historical qualifications landscape.
- 6.10 For more information on the EAS qualifications guide:-

[eas-qualifications-guide-december-2022.pdf \(theiet.org\)](#)

7 Procurement and selection of contractors

- 7.1 The selection and appointment of electrical contractors **SHALL** be undertaken in accordance with the Council's Standing Orders and follow a competitive tender process.
- 7.2 As part of the tendering process, Invitations to Tender include an Outcome Specification and tender submissions must include the following documents:-
- A Supplier self-declaration, or procurement specific questionnaire, setting out the required insurance provisions, and necessary standards of suitability and capability, which may include accreditations;
 - Cost and Service response questionnaire, including a minimum of 2 Client references;
 - Pricing response.
 - Contractors are also required to confirm if the company/organisation have been issued with Prohibition or Improvement Notices by the Health and Safety executive (HSE) within the past 3 years.
- 7.3 Only approved competent electrical contractors and engineers will be allowed to work on or install any associated electrical systems, including fixed wired appliances. Any contractor companies and engineers must be registered with an approved Contractor Certification Scheme for electrical works.
- 7.4 All contractors will be required to show evidence of their Certification Scheme Registration and provide the correct competencies for each individual engineer that will be working on any of the Council's properties at the point of selection. This will also confirm which areas of electrical work the individual engineers are qualified and certified to carry out, and all details of business registrations and competencies will be stored on the Council's SharePoint electronic data records management system (EDRMS) and will be reviewed and updated annually upon anniversary expiry.

- 7.5 Regular contract performance meetings will be held with the contractors for delivery monitoring, quality assurance and KPI's.
- 7.6 Contractor's work will be audited by the Council's employed Electrical Supervisor on a periodic basis, this may also be a service provided by an external commissioned auditing company.

8 Documents and records

- 8.1 The Council will ensure that all documentation and paperwork is compliant with the IET Wiring Regulations (18th Edition). Building Regulations and Manufacturer’s Instructions. All contractors carrying out electrical works will be required to provide the Council with the relevant electrical records and associated paperwork.
- 8.2 All records will be held electronically for a minimum of 6 plus current years, and upon request, a copy of the EICR will be given to the tenant after the completion.
- 8.3 Completed EICR, Minor Electrical Works, Installation, Smoke/ Heat and CO Detector Work,. Installations of Emergency Lighting Certificates and Building Regulations Part P notifications associated with electrical works will be held within the Council’s Housing Asset Management Application

Documentation

- 8.4 The following table sets out the relevant documentation relating to electrical safety:-

Document	Requirement	Frequency
Electrical Installation Condition Report (EICR)	A periodic inspection report on a property's safety relating to its fixed wiring.	Every 5 years or less if specified.
Electrical Installation Certificate	Completing Installation work.	Replacement of equipment, re-wire, or new installation carried out in accordance with Part P.

Minor Electrical Installation Works Certificate	Requirement for electrical installations, not including the provision of a new circuit.	Produced where minor electrical installation work is carried out in accordance with Part P.
Emergency Lighting Certificates and reports	Record the safe working of emergency lighting and record lighting failures.	3 test frequency – Upon failure, monthly and annual ‘full’ duration test.
Engineer Report Form	Carrying out electrical work to an electrical installation or appliance.	After electrical work has been performed.
Electrical Warning do not Use Notice	Warning notice for electrical appliances or installation.	Every time an unsafe situation is identified.
Part P Notification	Notification of works carried out falling under Building Regulations Approved Document P	All electrical work activities required to be notified to the Local Authority Building Control.
DFPM19C NIC EIC	Non gas property smoke alarm inspection	Annually to be completed as part of a cyclical inspection.

8.5 A process map setting out the procedure for notifiable works under Part P of the Building Regulations is set out at **Annex 4**.

9 Electrical repairs

9.1 All Council housing repair requests are reported to the Council via The Housing Support Hub. Tenants can report repairs via:-

- During office hours, by calling (023) 8028 5222. The Housing Support Hub is open on Monday to Thursday between 8.30am and 5.15pm, and on Friday between 8.30am and 4.45pm;
- Outside office hours by calling (023) 8028 5250 or 07771 259098;
- by email (housing.supporthub@nfdc.gov.uk);
- by Web Chat **New Forest District Council - New Forest District Council** Housing Repairs and Maintenance.

Repair Categories and Target Timescales for their completion

9.2 The Council has established categories of responsive repair, these are:-

Category	Target	Response	Repair
E	3 hours	Emergency Response to make safe/temporary repair only	Work necessary to prevent danger to life or extensive damage to property, or if the problem will have an adverse effect on a medical need.
U	24 hours	Urgent Prevent suffering undue inconvenience or further damage to property	Loss of hot water (31 st Oct – 1 st May) Loss of heating (31 st Oct – 1 st May) Defective light fitting to kitchen, bathroom, or stairway.

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	Examples of priority repairs would include:- Loss of hot water (1 st May – 31 st Oct) Loss of heating (1 st May – 31 st Oct) Renew light fitting
R	20 working days	Routine Includes all other minor repairs	All other general repairs

Repair Appointments

9.3 The Council’s Housing Maintenance and Repairs Application records and manages the workflow of repairs from appointment to scheduling.

When repairs are ordered the target timescale for completion is determined by the repair category and Tenants will be offered the first available appointment timeslot which are predefined as:-

ALL DAY 08:00 – 16:30

AM 08:00 – 12:30

SCHOOL RUN 09:30 – 14:30

PM 12:00 – 16:30

9.4 Tenants will be provided with the option to opt into our repairs mobile text messaging service. This service provides mobile text message alerts at key stages in the repair cycle:-

- confirmation of repair appointment;
- 24 hours pre-repair appointment reminder;
- on route.

9.5 A repair ordered will confirm the following details:-

- a summary of the repair ordered;
- contact name, address and telephone number for which the repair relates;
- the timescale for completing the repair.

Should a tenant wish to rearrange an appointment, they are able to contact the Housing Hub.

Out of Hours

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

9.7 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.

9.8 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 285250 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.

9.9 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.

9.10 An emergency is defined as a fault which threatens harm to person(s) or property.

9.11 Emergency repairs shall be responded to within 3 hours from initial call raised from the Tenant, resident, or member of the public.

9.12 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 Emergency

9.13 In the event of a person reporting any of the following electrical emergency:-

- When a call is raised through the council’s customer services or the housing hub, the following process map for electrical emergency procedure will apply;
- 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.

1	<p>Call Handler to obtain and record the Caller’s details:-</p> <ul style="list-style-type: none"> ▪ Name; ▪ Address; ▪ Postcode; ▪ Mobile Telephone Number.
2	<p>Call Hander must instruct the Caller to:-</p> <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);

	<ul style="list-style-type: none"> ▪ Not to smoke; ▪ Not to turn electric switches on or off (including use of telephones or mobiles); ▪ To Call the Electrical Emergency Service Provider; ▪ Make sure access can be gained into the property. <p>The Electrical Emergency Service Provider:-</p> <p>UKPN Service Call Centre on 0800 3163 105 or 105 from a landline or a mobile</p>
3	<p>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.</p> <p>This includes symptoms of nausea, dizziness, chest pains, headaches, and/or palpitations, collapse and loss of consciousness.</p>
4	<p>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.</p>
5	<p>Council employed electrical engineer will visit the property. All works will be documented and stored within the council’s asset management Application (Keystone)</p>

9.14 A flow chart setting out the emergency 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 is set out at **Annex 1**.

9.15 A flow chart setting out the general electrical repairs procedure is set out an **Annex 2**.

10 Electrical installation condition reports

Domestic Electrical Safety Inspection

10.1 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).

Cyclical Servicing Appointments

10.2 An Electrical Installation Condition Report (EICR) will be conducted at a maximum of every 5 years. A 90-day window prior to the anniversary expiry date provides as much time as possible to offer and complete 4 appointments, as set out below:-

- | | |
|---|---|
| ▪ 1st Appointment | 1st attempt |
| ▪ 2nd Appointment | 2nd attempt |
| ▪ Tenancy sustainment team
Referral Assisted | 3rd attempt |
| ▪ Legal Intervention | 4th and final attempt
Injunction letter
before Action |

10.3 Electrical installation condition report appointments are auto generated and appointed via a weekly batch run based on the Electrical appliance servicing due date. The Council's scheduling appointment system is dynamic and appoints job orders in order of due date, priority and location for maximum delivery efficiency and reduced travel time from job to job. Electrical engineers pick up, attend, and deliver appointed cyclical servicing jobs through their Personal Data Assistant (PDA) device.

Cyclical appointments offered:-

ALL DAY	08:00 – 16:30
AM	08:00 – 12:30
SCHOOL RUN	09:30 – 14:30
PM	12:00 – 16:30

10.4 Tenants are written to and offered an appointment for an EICR to be carried out. Every effort will be made to work with the tenant to make an appointment at a time that is convenient:-

- Housing Landlord Services will make every effort in providing an out of hour's appointment where it is required by the tenant to aid successful access;
- Housing Landlord Services will take all reasonable steps to gain access to complete the EICR. Where no access is gained into a tenanted property, all necessary steps under this policy will be adhered to;
- Legal action will be taken against tenants who do not respond to requests to complete an EICR, 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.

10.5 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.

- 10.6 Where installation and/or appliances are found to be unsafe, then The IET Wiring Regulations (18th Edition); will be adhered to and installation/appliances are made safe and communicated to the responsible person for further action.
- 10.7 A process map setting out the electrical installation condition report (EICR) and remedial repairs procedure is set out at **Annex 3**.

1st Appointment

- 10.8 The Council's asset repairs system will auto generate a cyclical batch of jobs 102 days before the 5 yearly inspection expiry due date and appointed within a 90-day scheduling window. Electrical safety inspection appointment letter 1, **Annex 5** will be produced via the Electrical Operational Planner. Where requested, the Council will make every effort to rearrange appointments for another suitable time, including weekend appointments as a last resort.
- 10.9 On the appointment date, the Council's Electrical engineer will undertake the necessary safety checks to complete an Electrical Installation Condition Report under the electrical servicing Procedure. If access is not gained through the 1st visit, the 'no access' procedure will be followed. The visiting electrical engineer will leave a card of the visit instructing the tenant to contact the Council to arrange another appointment convenient to the tenant.

2nd Appointment

- 10.10 Upon a failed 1st appointment visit, a 2nd appointment will be arranged through the Electrical Operational Planner and booked directly over the phone with the tenant at the earliest date. This is to help confirm and secure an appointment with the tenant to prevent any failed attempt to gain access into the property. Electrical safety appointment letter 2, **Annex 6** will be sent to the tenant confirming the appointment date.
- 10.11 Where no contact is able to be made with the tenant, the Electrical Operational Planner will book an appointment at the earliest date and send the appointment letter to the tenant.

10.12 On the day of the 2nd appointment, if access is not gained, the tenant's details will be referred-back to the Electrical Operational Planner to make direct contact via phone and or email contact recorded on Locata. If, on making contact with the tenant, they refuse a proposed further appointment date, then a referral to Tenancy Sustainment Team will be made immediately.

10.13 If the tenant is not at the property on the day of the 2nd appointment, then a card of the visit will be left by the electrical engineer instructing the tenant to contact the Council and an electrical referral produced by the Electrical Operational Planner and submitted to the Tenancy Sustainment Team for further action.

Tenancy Sustainment Team Referral

10.14 The Electrical Operational Planner will compile the relevant information and refer to the Tenancy Sustainment Team using a Legal Services Referral Form, **Annex 8**. This will include a schedule of unsuccessful appointment dates attended and all communication made to the tenant, Information will include:-

- Anniversary deadline date for the electrical inspection;
- Unsuccessful appointment dates the Council have arranged;
- Communication made to the tenant – email and phone;
- All attempts for access are recorded on Locata as evidence of the Council undertaking all reasonable steps to arrange access for an inspection.

10.15 The Tenancy Sustainment Officer will make every effort to contact the tenant of the property to arrange an electrical appointment, being the 3rd and final attempt, including cold calling and joint visits with any secondary or known support agencies and issue Electrical safety appointment letter 3, **Annex 7**. Such attempts to make contact will be recorded in the Tenant's person journal on the Locata Housing Management System (LHMS).

10.16 Any agreed appointment date made will be notified to the Operational Electrical Planner for scheduling. Further evaluation of the tenant may be required where there are welfare concerns. These efforts must continue following a referral to legal services.

102-day access process



Legal Proceedings

10.17 Legal proceedings will commence after all attempts to gain access to a property have failed. The Council will apply to the Court for an injunction on the tenant. Furthermore, it is not uncommon for the Court to order a lifetime injunction for tenants that have historically failed or proved problematic in allowing the Council access to perform the statutory functions required as Landlord. A Legal Services Referral form will be submitted to the legal team via a Legal Service Referral Form, **Annex 8**.

Smoke, Heat and Carbon Monoxide Testing

10.18 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.

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

10.20 When a home becomes empty 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.

10.21 For electrical only properties an annual inspection will be completed by an electrician, they will complete a DFPM19C EICNIC form, this will record the location and date of the alarm. This form will be held on the councils asset management database.

Fire Risk and Safeguarding

- 10.22 As part of the electrical inspection regime, where additional risks are identified by staff (i.e., hoarding, adaptations made to property presenting a fire risk, specific disability, or other fire risk), a safeguarding report must be made to the Tenancy Sustainment Team and Housing Fire Safety Manager.
- 10.23 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 or solid fueled appliance which will be inspected each year as part of the annual gas safety inspection visit. Where properties are identified as heated by other means, i.e. (off gas), and fire detection is standalone under BS5839 part 6, periodic inspections will be carried out annually and attempts to gain access will commence 62 days before the annual inspection expiry due date and appointed within 50 days scheduling window.

Works Resulting from Electrical Installation Condition Reports

- 10.24 The Council 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 or electrical portable appliance.
- 10.25 The council will, repair all code 1 and code 2 defects identified by a periodic electrical installation condition inspection and test before leaving.
- 10.26 The council will establish and implement programmes of electrical installation upgrading works to improve electrical installations, that have been identified as not meeting current standards but are in a satisfactory condition for the purposes of an EICR, up to a standard that meets all current requirements of BS7671.
- 10.27 The council will ensure there is a robust process in place to investigate and manage all RIDDOR notices issued regarding electrical safety.

11 Portable appliance testing

Common rooms within housing schemes

11.1 The council manages multiple residential accommodation types that include common areas, such as shared kitchens. In these areas, the council provides certain electrical appliances for resident use. These appliances will be PAT tested at periodic intervals in accordance with risk-based interval schedule by a competent contractor to ensure continued safety and compliance.

Responsibilities

11.2 The Gas and Electrical Manager is responsible for maintaining a PAT testing schedule and ensuring all appliances are tested in accordance with risk-based interval schedule.

11.3 Staff and residents must report any damaged or faulty appliances immediately and must not use equipment that has not been tested or is past its retest date.

11.4 Residents are not permitted to place, connect or use their own electrical appliances within common rooms without seeking consent from the Council's Housing Landlord Service.

Testing frequency

11.5 Testing intervals will be determined based on the type of equipment, its usage, and the environment in which it is used, with a minimum annual test for council-provided appliances in common areas.

Record keeping

11.6 Records of all portable appliance tests, including test dates, results, and the next due date, will be maintained and stored on the Council's Housing Asset Management Application.

Non-conformity

11.7 Use of untested or failed appliances is strictly prohibited. Any breach of this policy may result in disciplinary action or removal of equipment.

12 Commercial and capital works

Capital expenditure replacement programme

- 11.1 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.
- 11.2 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.
- 11.3 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.

Commercial Electrical Installation Condition Reports

- 11.4 All Council housing classified as 'Commercial Electrical Installations' (i.e. blocks that have common areas serviced by a Landlord electrical distribution board and electrical installation) shall be inspected every 5 years.
- 11.5 The Council will ensure that all commercial electrical tests are completed by the expiry of the 5-year inspection anniversary period to ensure compliance.
- 11.6 Each Commercial electrical housing plant room shall contain a schematic chart of all electrical installation circuits & appliances contained within 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 commissioned contractor.

13 Emergency lighting

Emergency lighting testing and Inspection

13.1 The Council has commissioned a qualified contractor to complete its obligations for testing and inspection of emergency lighting within the communal areas of residential blocks.

13.2 The framework setting out the type and frequency is set out below in **Table 1.**

Test Type	Frequency	Description
Functional Test	Monthly	A short test (typically 30 seconds to 10 minutes) to check that emergency lights illuminate properly.
Full Discharge Test	Annually	A full-rated duration test of 3 hours to ensure the batteries can sustain the required illumination period.
Visual Inspection	Ongoing	Regular checks for physical damage, obstructions, or signs of failure.

Table 1

Testing procedures

13.3 Monthly Functional Test:-

- a) Switch emergency lighting to battery mode using the test switch or breaker;
- b) Verify all emergency lights turn on and stay illuminated;
- c) Check for any flickering, dimming, or non-functional units;
- d) Restore to normal power and confirm lights recharge correctly;
- e) Document findings in the maintenance log.

13.4 Annual Full Discharge Test:-

- a) Simulate a power failure by disconnecting the main supply;

- b) Ensure all emergency lights remain illuminated for the required duration 3 hours;
- c) Inspect battery performance replace if it fails to maintain required illumination;
- d) Restore power and verify the charging process;
- e) Record results.

Record keeping

13.5 Following the monthly function test and the full discharge test, the contractor will send a PDF certificate to the compliance admin email, the test certificate should clearly state pass/fail and the number of lights tested. This will be stored on the Council's Housing Asset Management Application.

Corrective actions

13.6 Failures will be rectified by the contractor while on site, if the value is under the agreed threshold (value agreed with the Contract Administrator). If these cannot be replaced while onsite replacements must be completed within 3 working days from the day during which the failure was ascertained. If the value of the replacement is outside of the agreed cost a quote must be sent for authorisation from the council.

14 Construction management

CDM 2015

14.1 The Construction (Design and Management) Regulations 2015 (CDM) are the main set of regulations for managing the health, safety and welfare of construction projects. The council will work to all regulations set out in the CDM regulations.

Client

14.2 CDM 2015 defines a Client as anyone for whom a construction project is carried out. The Client ensures that the Construction project is set up so that it is carried out from start to finish in a way that adequately controls the risks to the health and safety of those who may be affected.

Designer

14.3 CDM 2015 defines a Designer as an organisation or individual that prepares or modifies a design for any part of a construction project, including the design of temporary works, or who arranges or instructs someone else to do it.

Principal Designer

14.4 The Principal Designer must be appointed by the Client when the project involves more than one Contractor. The Principal Designer has control of the pre-construction phase of the project.

Principal Contractor

14.5 The Principal Contractor is the contractor in overall control of the construction phase of the project with more than one contractor.

Contractor

14.6 A contractor may be an individual, a sole trader, a self-employed worker or a business who carries out, manages or controls construction work in connection with a business.

15 Renewable technology

15.1 In recognition of the transition toward sustainable energy solutions this policy includes provisions for the integration of renewable energy technologies, such as Photovoltaic (PV) solar systems, electronic vehicle (EV) charging points and air source heat pumps (ASHP). These technologies will be installed and maintained in accordance with all current regulations to ensure safety, efficiency and compliance. Renewable works is currently undertaken by a commissioned contractor while the Council's inhouse workforce gain the necessary skills and competencies to undertake such tasks.

Photovoltaic (PV)

15.2 All PV systems will be installed and maintained in line with BS EN 62446-1:2016+A1:2018, this standard specifies requirements for testing, documentation and maintenance of grid connected PV systems including commissioning tests and inspection criteria.

15.3 These systems must comply with BS7671 IET wiring regulations, this standard governs the electrical aspect of the solar panel installation.

Vehicle charging points (EV)

15.4 EV charging points will comply with PAS 1899, this document sets out good practice in delivering inclusive and accessible public charge points for electric vehicles. The Electric Vehicles (smart charge points) Regulations 2021 is the underpinning legislation.

Air source heat pump (ASHP)

15.5 All ASHP's will be installed and maintained in line with BS EN 14511 for testing and performance, BS EN 12102-1 for sound power level determination and MCS standards for certification and eligibility for government funding. ASHP servicing is completed by an approved contractor appointed by the council, this is completed on an annual basis and consist of a visual assessment of the ASHP unit and a full inspection of the unvented cylinder. Further details on this can be found in the Gas Policy section 14 air source heat pumps.

16 Empty homes and homes undergoing mutual exchange

Empty homes

- 16.1 At the earliest opportunity, and before any other trades are allowed to work in an empty property, Housing Landlord Services shall ensure that:-
- Before any other trades can work in an empty property all electrical circuits in the property are assessed;
 - All Electrical Circuits and appliances in the property will be repaired or renewed if scheduled for replacement due to age, fault, or condition;
 - All Smoke and Carbon Monoxide alarms will be checked and tested, or replaced where faulty, missing or passed its expiry date;
 - 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;
 - Any debt left on the electrical meter from previous tenant will be cleared at the end of the empty home process, ready for new occupant;
 - Manufacturer's Instructions for any electrical controls and any other necessary paperwork are provided to tenants upon property handover.

Homes undergoing mutual exchange

- 16.2 An EICR is to be commissioned following receipt of a mutual exchange application. The EICR **MUST** be carried out as soon as reasonably practicable within the 42 days of request and any remedial work completed prior to the exchange taking place. Housing Landlord Services shall ensure that:-
- All Smoke and Carbon Monoxide alarms will be checked and tested, or replaced where faulty, missing or passed its expiry date as part of the safety inspection regime, in gas homes this will be completed by attending gas operatives. In all non-gas homes this will be undertaken by the attending electrician;

- Outgoing tenants' own appliances will not be included in the safety check inspection, as the responsibility of the appliance rests with the tenant;
- It is the responsibility of the incoming tenant to ensure that appliances like free standing cookers are connected safely and where required by a suitably qualified electrician;
- Copies of EICR's will be given to residents on request.

17 Quality assurance

- 17.1 The Council is commitment to ensuring that all electrical work carried out on its housing by employed electrical engineers is undertaken to the highest standard, and that those staff are competent, and such work is carried out in accordance with this policy.
- 17.2 As part of the council membership to the NICEIC. An Accredited Assessor will inspect a small amount of electrical works, completed by the Council's employed electrical engineers.
- 17.3 The third-party inspections will mainly cover the councils EICR regime but may also include an element of reactive repair work and replacement installations dependant on their findings.
- 17.4 The council will use a commissioned contractor to complete a range of electrical auditing programmes for both the in-house electrical team and external contractors.

Performance Reporting

- 17.5 Key Performance Indicators (KPI) measures, using certificate expiry dates and use of M365 Power BI dash boards enable the council to proactively manage certificates expiring to comply with the Tenant Satisfaction Measures.

These KPI measures include:-

- Properties on the electrical inspection and testing programme;
- Properties not on the electrical inspection and testing programme;
- Properties with a valid 'in date' EICR;
- Properties where the EICR has expired and is 'out of date'.

18 Statutory testing of electrical testing equipment

- 18.1 Test Instruments will be regularly tested, and findings recorded to ensure all equipment being used is suitable for the task. Tests leads will comply with HSE guidance. The accuracy of test instruments will be verified through annual calibration of instruments. All compliance certificates, repair sheets or recalibration service sheets will be held for a minimum of 2 years.
- 18.2 The use of testing equipment will be maintained and recalibrated through our approved external supplier.
- 18.3 Relevant legislation to comply with:-
- The electricity at work regulations 1989 requiring all electrical systems to be maintained in a safe order at all times;
 - BS EN 61010- Safety requirements for electrical equipment for measurement, control, and laboratory use;
 - BS EN 50110- Operation of electrical installations.

19 Electrical safe isolation

19.1 All electrical systems must be safely isolated and proven dead before any work is undertaken. Working on live electrical systems is prohibited except in exceptional circumstances, such as essential fault-finding, where isolation is not practical or would prevent diagnosis.

Live Working Conditions

19.2 Live working is only permitted when:-

- a) It is unreasonable to make the system dead (e.g. for diagnostic fault-finding);
- b) It is justified by a risk assessment;
- c) It is carried out in full compliance with the Electricity at Work Regulations 1989 and relevant Gas Safety (Installation and Use) Regulations where applicable;
- d) Suitable precautions are taken, including the use of insulated tools, PPE, and barriers;
- e) The work is carried out only by suitably qualified and competent staff, authorised by the Gas and Electrical Manager.

Key Requirements:

19.3 Safe isolation must be carried out in accordance with industry best practices and relevant regulations (e.g. BS 7671 and Electricity at Work Regulations 1989):-

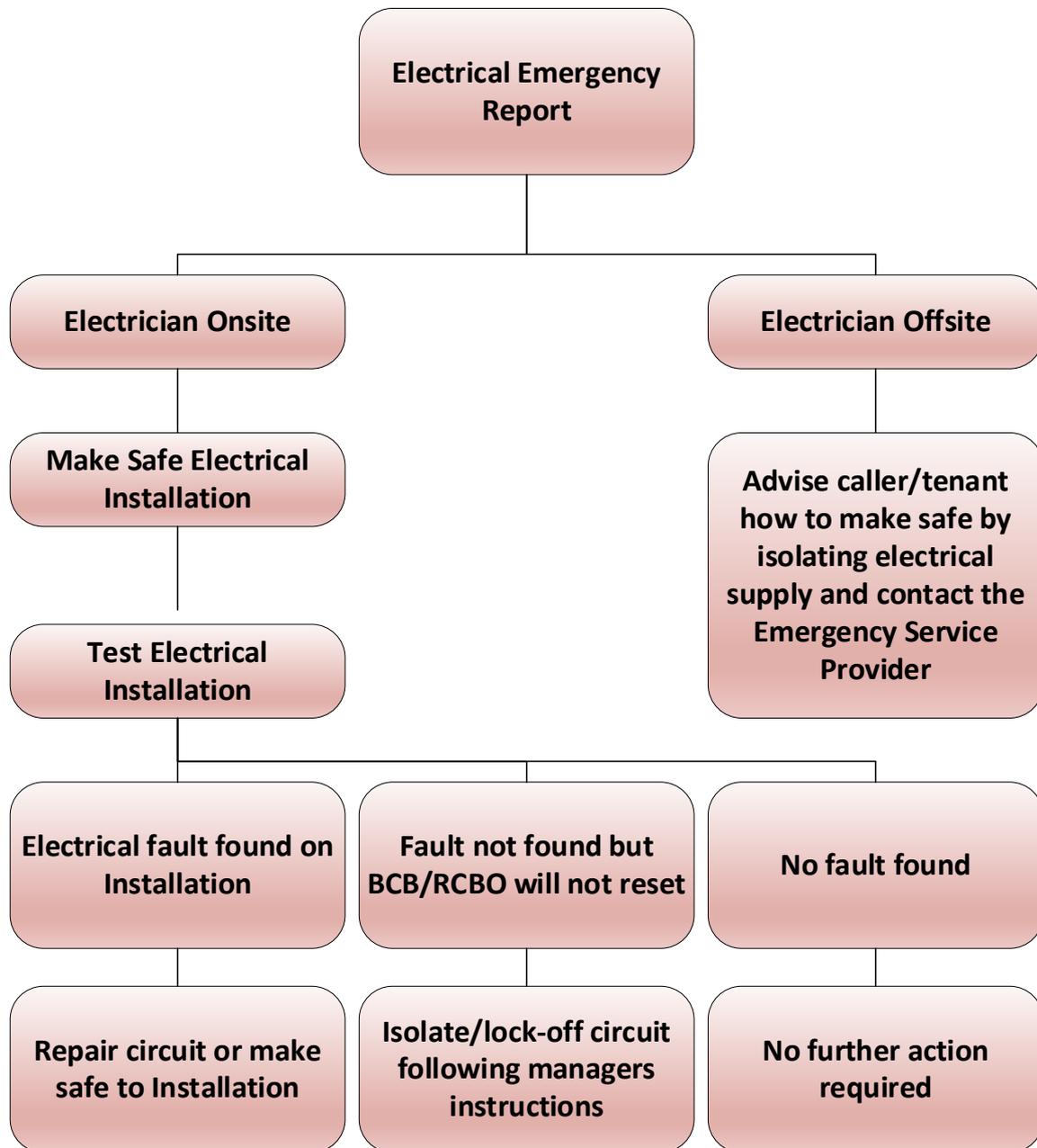
- a) A Lock Out, Tag Out, Try Out (LOTOTO) system must be used where applicable to prevent accidental re-energisation;
- b) Verification of isolation must be performed using approved test equipment before any work begins;
- c) Documentation of isolation procedures must be maintained where required, especially for high-risk or complex systems.

Training and Competency

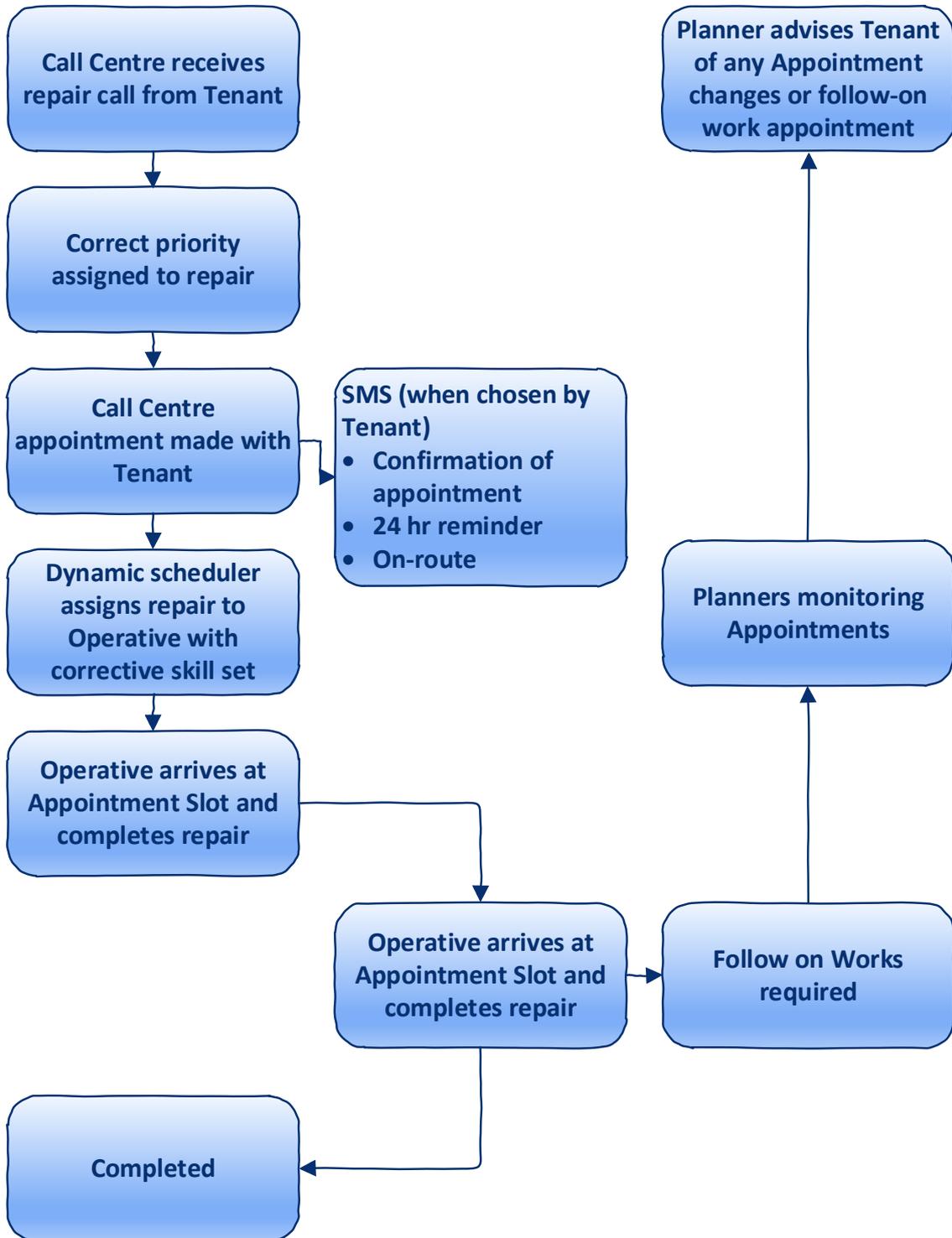
- 19.4 Only those who have completed recognised training in safe isolation of electrical techniques and are deemed competent by the council or their employer may carry out this work. Evidence of training and competency must be held by the council before any works can be carried out.

20 Appendices

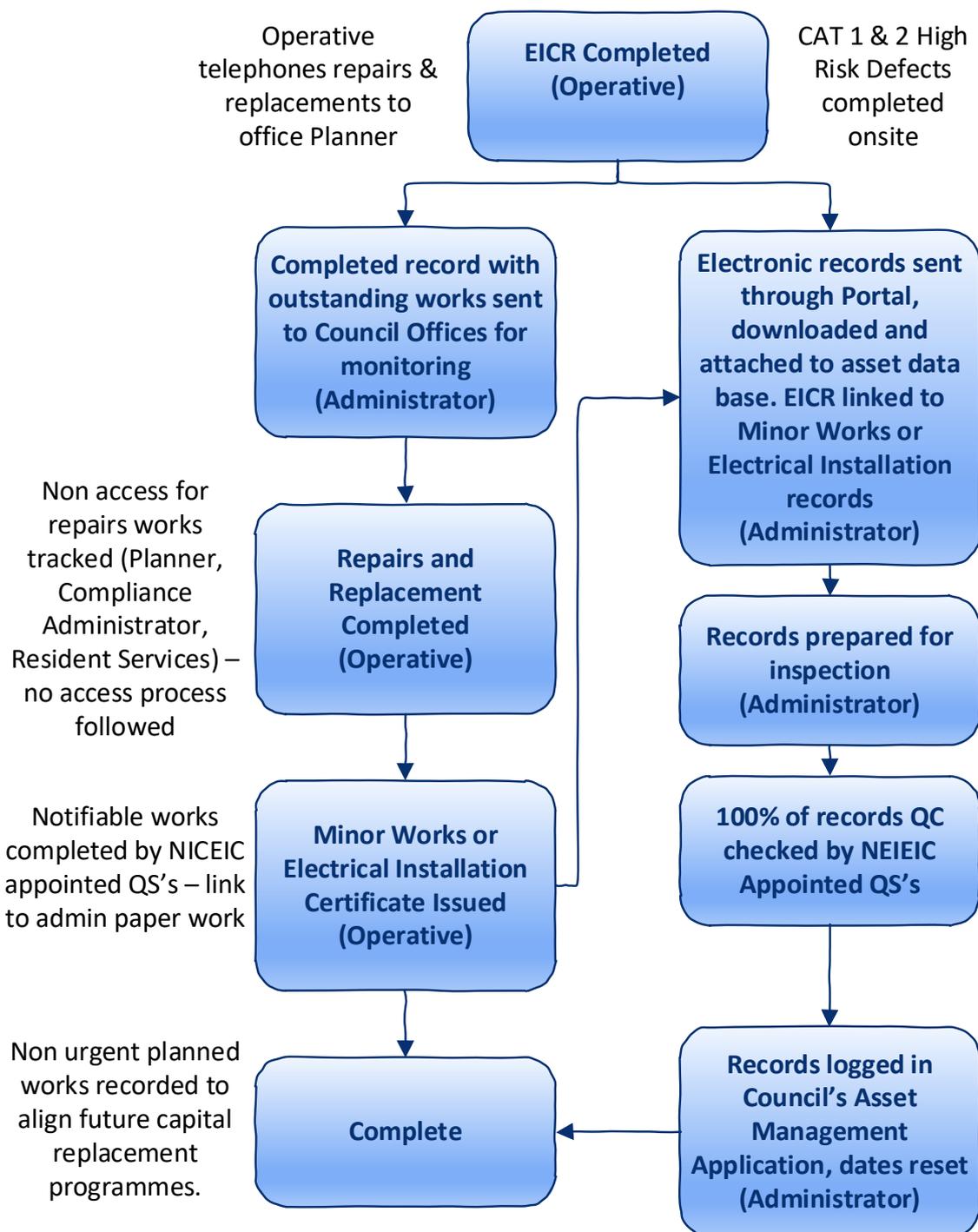
Annex 1 Process map - emergency procedure



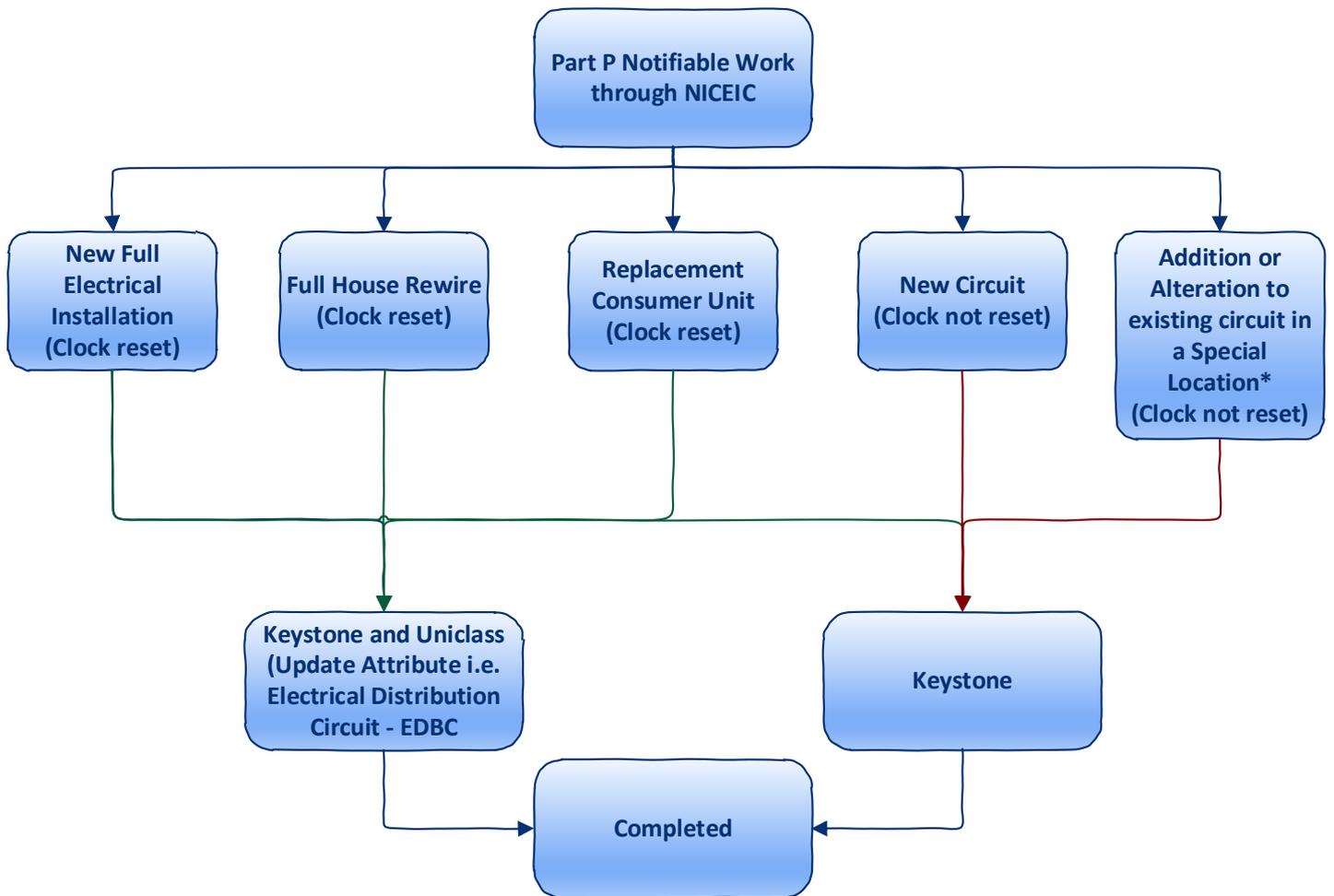
Annex 2 Process map – general electrical repairs



Annex 3 Process map – electrical installation condition report (EICR) and remedial work



Annex 4 Process map - electrical installation and Part P notification



Yours sincerely

A handwritten signature in black ink, appearing to read 'Bliss', written in a cursive style.

Gas and Electrical Manager

Tel: (023) 8028 5222

Email: Housing.supporthub@nfdc.gov.uk

New Forest District Council is committed to protecting and respecting your privacy.
For further information go to www.newforest.gov.uk/privacy

Yours sincerely

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Annex 8 Legal service referral form

Tenant name:-

Property address:-

Tenure:-

Tenancy commencement date:-

Who is living at the address?

Name	DOB	Relationship to Tenant

Tenant income details/financial hardship?

--

Date of last electrical safety inspection and due date?

Last inspection date	Due date

Policy processing summary?

Model Letter	Date of letter	Date of visit	Visit outcome
Electrical safety inspection Appointment letter 1			
Electrical safety inspection Appointment letter 2			
Electrical safety inspection Appointment letter 3			
Electrical safety inspection Appointment letter 4			

Other contact by Electrical Team?

Aside from the standard policy processing letters, please detail all other recorded contact/attempted contacts made. (Please use the box to set out whether there has been any contact with the tenant. For example, has access been explicitly refused? Or has the tenant made no contact at all? Please include with your instructions copies of any record/notes made of contact/attempted contact.)

Other contact by Resident Services?

Aside from the standard policy processing letters, please detail all other recorded contact/attempted contacts made. (Please use the box to set out whether there has been any contact with the tenant. For example, has access been explicitly refused? Or has the tenant made no contact at all? Please include with your instructions copies of any record/notes made of contact/attempted contact.)

Has the Council encountered problems accessing the property for safety inspections in previous years?

No Yes

If yes, please provide details.

Is the Tenant vulnerable/do they have capacity issues?

No Yes

If yes, please provide details.

Please provide any further information that may be relevant?

CHECKLIST

Checklist of enclosures for this referral.

A copy of the tenancy agreement?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Copies of all letters sent by Electrical Team?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Copies of all letters sent by Resident Services?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Copies of any notes/records of other attempts made to contact Tenant?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
A draft witness statement from the Electrical Supervisor or Gas and Electrical Manager?		

A draft witness statement from the Tenancy Management Officer?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prior to instructing Legal Services, have you considered whether the Tenant may be vulnerable, may lack capacity?	Yes <input type="checkbox"/> No <input type="checkbox"/>
<p>Have you raised a cheque in the sum of £280 in respect of the Court issue fee, payable to HMCTS?*</p> <p>*To be provided if 'Letter before Action' sent by Legal Services proves unsuccessful.</p>	Yes <input type="checkbox"/> No <input type="checkbox"/>

Annex 9 Empty property electrical standards specification

Introduction

This Empty Property Electrical Standards Specification document has been produced to set a general standard for quality of workmanship and electrical requirements within properties owned or maintained by the Council.

When delivering services in any discipline, it is important that relevant British standards and legislations be maintained. This document does not replace or has not been designed to be used as an alternative to any other British Standard document. It is important that tradesmen understand their duties within their roles when delivering their services.

General standards have been agreed with relevant clients & bodies representing NFDC. It is now a requirement that all properties that have been handed to tenants be and left with the following level of services set out in this document.

Electrical Layout

The following items are to be executed prior to the commencement of new tenancies. All proposed items are to be considered indicative.

General

- To carry out an electrical installation condition report;
- Remove all D.I.Y wiring & electrical installations where these are found to be unsafe, including metal accessories, lamp shades, and any other non-standard items.

External (Front & Back)

- Flushed lights to remain;
- No electrical services. Remove any lights or sockets.

Ground Floor Hall

- 1x Double Socket;
- 1x Pendant/ Batten Holder;
- 1x One gang light switch or;

- 1x 2 gang 2 way light switch for up hall light only (If applicable).

Reception Room(s)

- 2x Double Socket Outlets;
- 1x Electric heater. (Not required if gas heating is provided);
- 1x Fused connection unit for electric heater;
- 1x Light pendant;
- 1x One gang light switch (Additional 2way switching to be used if room has two entrances).

Kitchen

- 1x Cooker Isolator + outlet (40amp 10mm T&E cabling in the event of a new circuit being required);
- 4x Double socket outlets;
- 1x Fused connection unit & single socket outlet for each under counter appliance;
- 1x 1500mm or 1800mm fluorescent LED;
- 1x One gang light switch (Additional 2way switching to be used if room has two entrances);
- 1x extractor fan.

First Floor Hall

- 1x Double Socket;
- 1x Pendant/ Batten Holder;
- 1x One gang 2way light switch for up hall light only.

Bedroom(s)

- 2x Double Socket Outlets;
- 1x Light pendant;
- 1x One gang light switch.

Bathroom

- 1x Shower (Wet room only);

- 1x Shower isolator (external) or Pullcord;
- 1x I.P Rated light;
- 1x Light switch (external) or pullcord;
- 1x Electric Heater (if the property does NOT have gas central heating);
- 1x power supply for electric heater. Instant heat. (Not required if gas heating is provided);
- 1x Extractor fan;
- 1x Triple pole isolator for fan (switch or pullcord).

Loft

- 1x light (If Boiler is located in loft);
- 1x light switch.

Room containing a Boiler, solid fuel, or open fire facility

- CO (battery operated).

Room Containing an Immersion tank

- 1x 20amp double pole isolator.

Fire Detection

All empty properties, requiring standalone fire detection in accordance **with BS 5839 part 6** will be upgraded to **Grade D1, LD2** medium protection standard, being hardwired with sealed battery backup and interlinked.

Escape routes and high-risk areas, such as:-

- Hallways;
- Landings on each floor;
- Kitchen;
- Living room;
- Loft conversions



Examples of scenarios within the Council's housing are set out below:-

Property Layout Type	BS 5839 Part 6 Grade D1, LD2 Fire Detection	
Self-contained bedsit	Hall Bed/sitting room Kitchen	Smoke detector Smoke detector Heat detector
Single storey bungalow	Hall Lounge Kitchen	Smoke detector Smoke detector Heat detector
Two storey house	Hall Landing Lounge Kitchen	Smoke detector Smoke detector Smoke detector Heat detector
Three storey house	Hall First floor landing Second floor landing Lounge Kitchen	Smoke detector Smoke detector Smoke detector Smoke detector Heat detector
Two storey house with integral garage	Hall Landing Lounge Garage Kitchen	Smoke detector Smoke detector Smoke detector Smoke detector Heat detector
Single level flat (all rooms accessed via entrance hall)	Hall Lounge Kitchen	Smoke detector Smoke detector Heat detector
Single level flat	Entrance hall Further bedroom lobby hall	Smoke detector Smoke detector

(Bedrooms accessed via an inner hall)	Lounge Kitchen	Smoke detector Heat detector
Upper-level flat accessed via ground floor direct entrance lobby	Ground floor entrance lobby Upper floor hall Lounge Kitchen	Smoke detector Smoke detector Smoke detector Heat detector
Maisonette (two storey)	Hall Landing Lounge Kitchen	Smoke detector Smoke detector Smoke detector Heat detector

Certification

All works & notifications to be carried out with in and adhere to BS 7671: current amendments. Relevant works shall be certified to and within the following regulations:-

- BS 7671 – Electrical Installation condition report;
- BS 5839 (Part 6) – Fire alarm installations;
- Minor works (if applicable)