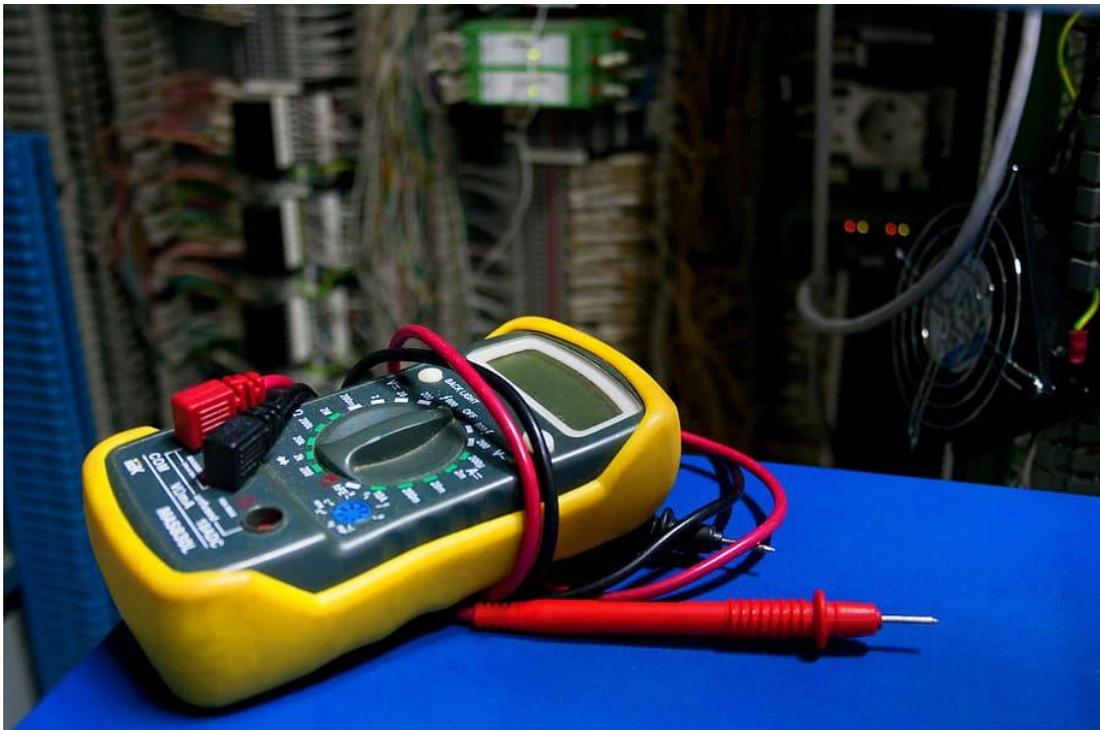

Electrical Safety Policy



February 2026 | This policy relates to Elmbridge Borough Council Residential Properties



Elmbridge
Borough Council

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1. Introduction

We care about our tenants and want to ensure that everyone lives in a safe and healthy environment.

This policy explains how we manage electrical safety across all our homes. It sets out what tenants can expect from us, what the law requires, and how we ensure compliance through planned checks, responsive repairs, and ongoing monitoring.

Most of the services you receive are delivered by a managing agent. This is currently Pinnacle, www.pinnaclegroup.co.uk

We provide planned maintenance and improvements to your home and are your landlord.

Where a service is not provided directly by us, we remain responsible for ensuring it meets all Regulatory and legal standards and provides the good level of service that our tenants want to receive.

2. Scope

This policy applies to all general needs and temporary accommodation properties that we own and manage. It covers fixed electrical installations, communal systems, and any appliances provided by us in communal areas or as part of a tenancy (for example, white goods). It does not extend to tenant-owned appliances.

3. Aims of this Policy

Our aim is to make sure electrical installations and appliances are managed safely and responsibly and in full compliance with recognised statutory and technical standards.

We do this by keeping accurate and up-to-date Electrical Installation Condition Reports (EICRs), maintaining a clear Electrical Management Plan, and ensuring that electrical work is only carried out by qualified professionals.

We will provide tenants with clear information, make sure staff and contractors are competent and monitor performance to achieve compliance.

4. Legal and Regulatory Framework

The principal legislation and regulation:

Legislation

- Health and Safety at Work etc. Act 1974
- Landlord and Tenant Act 1985
- Housing Act 2004
- Social Housing (Regulation) Act 2023
- Regulator of Social Housing Safety and Quality Standard
- Management of Health and Safety at Work Regulations 1999
- Electricity at Work Regulations 1989
- The Electrical Equipment (Safety) Regulations 1994
- The Building Regulations 2010
- IET Wiring Regulations BS7671 (18th Edition)

Regulation

- Electricity at Work Regulations 1989 (EAWR)
- Standards of BS 7671 (the IET Wiring Regulations for Electrical Installations)
- Electrical Installation Condition Reports (EICRs)

5. Roles and Responsibilities

As a landlord, we are defined as a duty holder by the Electricity at Work Regulations 1989 (EAWR), ensuring that all checks and repairs are carried out by competent, appropriately accredited engineers (NICEIC, NAPIT, ECA, or equivalent) and that all

records are properly maintained.

Our Managing Agent, Pinnacle, is responsible for delivery of the Electrical Safety Plan.

Contractors must demonstrate competence, treat tenants with respect, and follow correct procedures if they encounter an unsafe situation.

Our staff support tenants with access arrangements, monitor compliance, and escalate risks where necessary.

Tenants are expected to allow access for checks and repairs, and not to carry out unauthorised electrical work. We will provide support where there are barriers to access, such as language, disability or vulnerability.

6. Electrical Safety Checks and Certificates

Every property will have a valid Electrical Installation Condition Report (EICR) at all times. These are carried out at least every five years, and additionally:

- At change of tenancy (voids, except in our temporary accommodation properties, and mutual exchanges)
- Following major works affecting electrical installations
- Following incidents such as fire or flood
- Temporary accommodation properties will have a visual safety check when void and if this raises any concerns or the property has been occupied for a considerable period of time an EICR will be completed.

Tenants will receive a copy of their certificate within 28 days of the inspection or before moving in. We retain certificates centrally for at least 12 years.

All portable electrical equipment that we own or manage will be subject to an annual portable appliance test (PAT). Appropriate labelling of equipment and recording of all equipment will be undertaken in accordance with current legislation, standards and approved codes of practice. Tenants' portable electrical equipment is not the responsibility of Elmbridge Borough Council and will not be PAT tested.

7. Access to Homes

Access is critical to maintaining electrical safety. We begin contacting tenants well in advance of the due date for their next EICR. Appointments are arranged at convenient times, and if access is difficult, we will try repeatedly using different methods of contact. We record all attempts, including letters, phone calls, visits and, if necessary, legal action. We will always take account of tenant vulnerabilities when arranging access. All data collected during this process will be recorded and managed in compliance with applicable data protection legislation.

8. Repairs, Maintenance and Planned Works

Our repairs service, provided by Pinnacle, operates 24/7 for emergencies, with safe temporary arrangements provided where necessary. We prioritise vulnerable tenants in all cases.

Planned works, such as rewiring or upgrades, are carried out to strict standards. Each installation is commissioned, certified and checked for compliance with Building Regulations and BS7671. Our asset data is updated as soon as works are completed, keeping records accurate and up to date.

9. Tenant Commissioned Works

If you want to make changes to the electrics in your home, you must get our permission first. If approved, you'll need to ensure that the work is completed by an accredited engineer and provide us with the correct safety certificates after the work is done. Any work that is not carried out in line with electrical safety standards will be rectified by Elmbridge Borough Council and this will be recharged back to you.

10. Monitoring, Assurance and Performance

We monitor performance closely. Every EICR is validated and reconciled against our master property database. We carry out regular reconciliations, on-site audits

covering at least 5% of works, and independent checks of contractor competence.

We aim for 100% compliance with electrical safety checks, and this is monitored by the Housing Contracts and Compliance Manager and the Head of Housing. Performance is reported to Members every 6 months.

Performance data includes the percentage of properties with valid EICRs, the number of properties in legal access processes, and completion of remedial works within timescale.

11. Training and Competence

All staff and contractors involved in electrical safety receive training appropriate to their role. The Managing Agent will ensure that only competent, accredited electricians with current, valid qualifications carry out electrical work. We also test and refresh competence regularly through audits and independent reviews.

12. Policy Review

This policy will be reviewed every two years, or sooner if there are significant changes to legislation, guidance or good practice.