



Electrical Safety Policy

POLICY IMPLEMENTATION CHECKLIST	
Policy Guardian:	PAUL MURPHY
Author:	MAINTENANCE TEAM
Approved by Director:	JANUARY 2025
Effective From:	JANUARY 2025
Date of Next Review:	JANUARY 2030
Diversity compliant:	YES
Equality Impact Assessment:	LOW
Data Protection compliant:	YES
Health & Safety compliant:	YES
Procedure implemented:	YES
SDM system changes made:	N/A
Training Completed:	
Posted on Sharepoint:	
Posted on website:	

CONTENTS

1	PURPOSE
2	DEFINITIONS
3	REFERENCES
4	ELECTRICAL CHECKS
5	PORTABLE APPLIANCES
6	REPAIRS AND EMERGENCIES
7	TENANT RESPONSIBILITIES
8	PROCEDURE FOR OBTAINING ACCESS
9	REVIEW PERIOD
10	EQUALITY & DIVERSITY

Appendices

11	APPENDIX 1 - 1st Letter
12	APPENDIX 2 - 2nd Letter
13	APPENDIX 3 - 3rd Letter
14	APPENDIX4 - Pro Forma for Authorisation to Force Entry E.I.C.R.
15	APPENDIX 5 - 4th Letter Advising of Notification of Forced Entry
16	APPENDIX 6 - Notice to be pinned to door following Forced Entry & Lock change

1. Purpose

1.1 The aim of this Policy is to ensure the effective inspection, maintenance and management of all electrical installations, fixtures and relevant appliances within premises controlled by the Co-operative.

1.2 All electrical repair work and Electrical Installation Condition Reports will be subcontracted to an external competent body.

1.3 The procedures detailed within this section are intended to facilitate the effective management of electrical safety, ensuring that all reasonable steps are taken to comply with the Consumer Protection Act 1987 and the Electrical Equipment (Safety) Regulations 1994.

2. Definitions

“Competent Person” – person suitably trained and qualified by knowledge and practical experience, and provided with the necessary instructions, to enable the required task (s) to be carried out correctly.

3. References (see also Section 8.4 – Guidance)

- British Standard BS7671:2008
- The Consumer Protection Act 1987
- The Electrical Equipment (Safety) Regulations 1994

4. Electrical Checks

4.1 The Co-operative will ensure that all electrical installations, fixtures, fittings, and any electrical equipment provided by us, is safe, in a reasonable state of repair and in proper working order at the start of the tenancy and throughout its duration. This will be done by instructing an appropriate electrical void check to be carried out.

4.2 The Co-operative will ensure that service contractors carrying out Electrical Installation Condition Reports (EICR) are competent within the terms of the Regulations and are members of recognised professional bodies.

4.3 The EICR will be carried out every five years.

4.4 The Co-operative will retain a copy of the Electrical Installation Condition Report for six years. A copy of the most recent report will be issued to the tenant before a tenancy starts. If an inspection is carried out during a tenancy, a copy relating to that inspection will also be given to the tenant.

5. Portable Appliances

5.1 The Co-operative will take reasonable steps to ensure that all appliances provided as part of the tenancy agreement are safe.

5.2 An appropriate portable appliance testing (PAT) regime will be implemented for any appliances issued by the Co-operative.

5.3 All portable appliances issued by the Co-operative will have the CE Mark, the British Standard Kitemark or the 'BEAB Approved' mark.

5.4 The Co-operative will issue tenants with a copy of the manufacturer's instructions for all appliances provided.

6. Repairs and Emergencies

6.1 Should any faulty equipment provided by the Co-operative be observed, the Cooperative will take them out of service if deemed necessary until it is repaired or replaced.

6.2 The Co-operative will use a competent service contractor to carry out repairs and emergency responses.

7. Tenant Responsibilities

7.1 Tenants will be issued with information on electrical safety.

7.2 Tenants will be advised to report any electrical faults immediately.

7.3 Tenants will be informed of any electrical items which are prohibited within Cooperative premises

7.4 Tenants must provide access when requested for the 5 year Electrical Installation Condition Report (EICR) Inspection. The procedure for obtaining access is outlined in section 8.

8. Procedure For Obtaining Access

8.1 The Co-operative will maintain a database detailing, property addresses, the date of the last Electrical Installation Condition Report (EICR) Inspection, the due date for the next inspection and any reactive repairs instructed.

8.2 Maintenance staff will letter all tenants due an EICR within the financial year informing them of the name of the successful contractor for this year's program and their EICR expiry date. (Appendix ES1 Letter)

8.3 The Contractor is responsible for initial access arrangements to conduct the EICR inspection. They will attempt to gain access on two separate occasions.

This process will not begin until 4 years and 8 months after last EICR.

Records of no accesses will be advised to the Co-operative. In the event of a second no access, they will pass the matter to the Co-operative to progress.

8.4 The Co-operative will then issue a series of three letters as outlined below. Failure to respond to any of these letters will ultimately result in a decision being taken to force access to the tenants' home. This is carried out in accordance with the section 5.12 of the Scottish Secure Tenancy Agreement.

8.5 Action 1 - When the Contractor advises that the second access attempt has been unsuccessful, The Co-operative will issue a ES2 notification letter to the tenant at this point requesting that they make contact to make appropriate access arrangements.

8.6 Action 2 - If the tenant does not respond to the ES2 letter, within 5 days, maintenance staff will attempt to contact the tenant by phone, and/or email to make arrangements for access for this work. When calling by telephone, 3 attempts will be made (one a.m., one p.m. and one late call, and dates/times recorded).

The Co-operative maintenance staff will also contact the Housing Officer to ascertain if there are extenuating circumstances such as

- Serious health issues which may impair the tenant's ability to allow access,
- To assess any risks which may be present during forced entry,
- To gain alternative contact numbers/email addresses or
- To ascertain any other circumstances why access has not been provided – such as abandonment, custodial sentences or long term hospital stays.

8.7 Action 3 - If the tenant does not respond to any messages within 5 days, an ES3 letter will be issued advising the tenant of a new appointment date and time to complete the works. Should we fail to get access at this appointment a No Access Card should be left at the property.

8.8 Action 4 Following a no access to Action 3 - Where the intended action is to be taken to force entry, the standard pro forma (Appendix ES4) should be fully completed and countersigned by Housing Manager or the Depute Director of the Cooperative prior to proceeding with arrangements to force entry.

8.9 Action 5 – On approval of a completed Appendix ES4 form, the Co-operative maintenance staff will issue a Force Access letter (Appendix ES5) giving at least 5 days' notice of the Co-operative's intention to force entry will be hand delivered to the tenant.

These letters will note the Co-operative's intention to gain entry by force if no access is provided on a specified date and time, the consequences and costs associated with non-cooperation and also the tenant's legal obligations under their tenancy agreement with the Co-operative.

8.10 Action 6 – Ensure that Forced Entry Procedure is fully adhered to during the action to force entry and carry out the EICR. In addition to this, the following actions should be carried out:

1. The lock changed (if tenant not present and entry has been forced).
2. Notification left pinned to the door (Appendix ES6) that the locks have been changed and the service/safety check carried out, along with details of what the tenant must do next (contact the office to retrieve the new keys).
3. Minimum 2 staff members (inclusive of Electrician) to remain in attendance whilst EICR is carried out, property vacated and secured all as Forced Entry Procedure.

8.11 Action 7 – When forcing entry a member of the Co-operative staff present will photograph any pre-existing damage as well as record what was done in the house and any damage caused by the HC and/or its contractors as a result of the process of breaking in.

8.12 Action 8 – If a tenant makes, then breaks an arrangement for access the Maintenance staff will move on to the next stage as if no arrangement had been made.

8.13 Upon completion of the EICR Inspection, the Contractor will issue the record of this check to the Co-operative immediately thereafter and in any case within 3 days. The Contractor will have delegated authority consistent with the current Electrical Wiring Regulations to carry out any remedial works required of a C1 or C2 nature to ensure that a satisfactory inspection report can be provided.

Any C3 recommendations will be considered and actioned if appropriate.

A copy of the Electrical Test Certificate will be filed in the Property Diary within the SDM Appliance Tab.

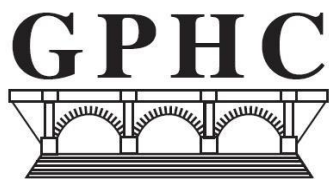
9. Review Period

9.1 This policy will be reviewed every 3 years or sooner if required to ensure that the Co-operative complies with up-to-date legislation and guidance.

10. Equality & Diversity

10.1 This policy has been developed in recognition that we have a pro-active role to play in valuing and promoting diversity, fairness, social justice and equality of opportunity by adopting and promoting fair policies and procedures.

APPENDIX 1



GARRION PEOPLE'S HOUSING CO-OPERATIVE LTD.

CentrePoint, 70 Smith Avenue, Wishaw ML2 0LD

Telephone: (01698) 687222

Fax: (01698) 357209

Email: enquiries@gphc.org.uk

www.gphc.org.uk

Date Tenant Address 1 Address 2 Address 3 Post Code

Dear Tenant, Electrical Inspection Condition Report (E.I.C.R)

As your landlord we are legally required to make sure that an E.I.C.R is carried out on the electrical system within your home every 5 years. The inspection will identify what, if anything, needs to be done to keep the electrical system in a safe working condition.

E.I.C.R will only be carried out by a registered electrician. The test will take approximately 2 hours. Disruption is minimal, and the checks are vital to keep your home, family and community safe

Your E.I.C.R is due to expire on the **DATE**. We will start the process for access 4 months before the expiry date.

We have instructed Sight & Sound to carry out this work for us. Sight & Sound will be in contact with you over the next few months, alternatively please phone our office on 01698 687222 to make a suitable appointment.

Please remember that you should not attempt to do any electrical work yourself. If you would like to make changes to the electrics within your home you must complete an Application for Alterations Form before any work takes place.

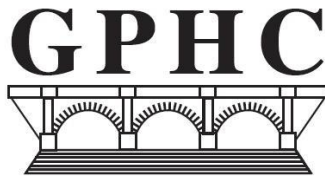
If you require any further information, please do not hesitate to contact me. Yours sincerely,

Kieron Sheehan

Maintenance Officer

01698 687222

APPENDIX 2



GARRION PEOPLE'S HOUSING CO-OPERATIVE LTD.

CentrePoint, 70 Smith Avenue, Wishaw ML2 0LD

Telephone: (01698) 687222

Fax: (01698) 357209

Email: enquiries@gphc.org.uk

www.gphc.org.uk

Date

Tenant

Address 1

Address 2

Address 3

Post Code

Dear **Tenant**,

Our electrical contractor was unable to gain access to your property on two occasions for your compulsory Electric Inspection Condition Report (E.I.C.R). We are legally required to carry out this test to your home every 5 years.

First no access – xxxxxxxxx

Second no access – xxxxxxxxx

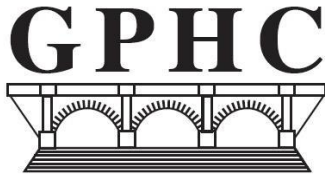
Please contact our office within 5 days of this letter to arrange a suitable appointment.

We thank you in advance for your cooperation in this matter.

Yours sincerely,

Kieron Sheehan
Maintenance Officer
01698 687222

APPENDIX 3



GARRION PEOPLE'S HOUSING CO-OPERATIVE LTD.

CentrePoint, 70 Smith Avenue, Wishaw ML2 0LD

Telephone: (01698) 687222

Fax: (01698) 357209

Email: enquiries@gphc.org.uk

www.gphc.org.uk

Date

Tenant

Address 1

Address 2

Address 3

Post Code

Dear **Tenant**,

Our electrical contractor has been unable to gain access to your property on a few occasions for your compulsory Electric Inspection Condition Report (E.I.C.R). We are legally required to carry out this test to your home every 5 years.

First no access – xxxxxxxxx

Second no access – xxxxxxxxx

Members of our staff team have also tried to contact you by telephone and email over the past few weeks without any success.

We have now arranged your E.I.C.R to take place on xxxxxxxxxxxxxxxx. If you are not at home we will make arrangements for a final visit which would involve us forcing access to the property should you not be at home.

Please contact our office on 01698 687222 should you need to make any changes to this appointment.

We thank you in advance for your cooperation in this matter.

Yours sincerely,

Kieron Sheehan
Maintenance Officer
01698 687222

APPENDIX 4

ES 4 – Pro Forma for Authorisation to Force Entry E.I.C.R.

Authorisation for access by forced entry to carry out E.I.C.R

To: _____ *Housing Manager/
Director*

The following tenant has failed to give us access to their home to enable us to carry out an E.I.C.R. Authorisation is sought to force entry to the property to carry out the outstanding electrical works. The information provided below details our attempts to inform the tenant of our requirements to access their home.

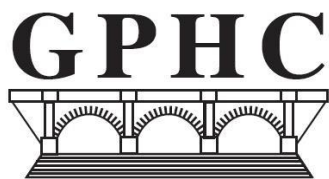
Your authorisation is sought to force entry to the house on the date given below should the tenant not voluntarily give access that day.

Tenant Ref. No.		
Tenant's Name		
Action 1 – Date of Co-operative ES1 Letter (8.2)		
Stage 1 – Date of Contractor's first no access		
Stage 2 - Date of Contractor's second no access		
Action 2 - Date of Co-operative's ES2 Letter		
Action 3 - Date of Co-operative's ES3 Letter		
Action 4 - Details of phone/ email correspondence by Maintenance Staff		
Action 4 – Date checked with Housing Officer		
Housing Officer's Comments		
Action 4 – Date of Co-operative ES4 Letter		
Check 1 – I confirm that a signed copy of the SSTA is on file		
Action 5 – Date of letter notifying date of proposed forced entry		
Date and time of forced entry		

Signed _____

Date _____

APPENDIX 5



GARRION PEOPLE'S HOUSING CO-OPERATIVE LTD.

CentrePoint, 70 Smith Avenue, Wishaw ML2 0LD

Telephone: (01698) 687222

Fax: (01698) 357209

Email: enquiries@gphc.org.uk

www.gphc.org.uk

Date

Tenant

Address 1

Address 2

Address 3

Post Code

Dear Tenant,

We have attempted to gain access to your property several times over the past few weeks to carry out your Electrical Safety Check. We have also attempted to contact you in person without success.

We require access to your property on **DATE** at **TIME** to carry out the Electrical Safety Check. If access is not given at this time we will force access under section 5.11 of your tenancy agreement and carry out this essential safety work.

"5:11 We have the right to come into your house to inspect it and its fixtures and fittings or carry out repairs to it, or adjoining property, during reasonable time of the day. We will give you at least 24 hours' notice in writing. We have the right of access to your house in order to lay wires, cables and pipes for the purpose of telecommunications, water, gas and electricity, providing we give you reasonable notice in writing. We have the right of access to the common parts at any reasonable time. If you refuse us entry, we will have the right to make forcible entry provided we have given you every reasonable opportunity to let us in voluntarily. If we have to make forcible entry, in this situation, you are liable for the costs of any damage reasonably caused and you hereby agree to pay for the cost of such damage. In an emergency, we have the right to make forcible entry to your house without notice."

Please contact us at the office on 01698 687222 should you wish to avoid this action.

We appreciate your assistance in this matter.

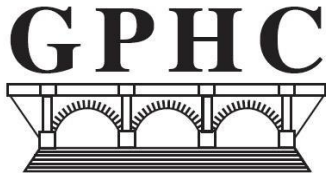
Sincerely,

Kieron Sheehan
Maintenance Officer

APPENDIX 6

Notice to be pinned/

Notice to be pinned to door following Forced Entry & Lock change



GARRION PEOPLE'S HOUSING CO-OPERATIVE LTD.

CentrePoint, 70 Smith Avenue, Wishaw ML2 0LD

Telephone: (01698) 687222

Fax: (01698) 357209

Email: enquiries@gphc.org.uk

www.gphc.org.uk

Date:

NAME

ADDRESS

POSTCODE

Electrical Safety Check

Dear **NAME**,

Forcible entry

On DATE Garrion People's Housing Co-operative served a letter providing, at least 24 hours' notice of forcible entry in accordance with section 5.11 of your tenancy agreement.

Locks have now been changed. Keys will be held at Garrion People's Housing Co-operative until **16:30** today, or you can collect from Motherwell Police station from **17:15** onwards with proof of identification.

Please contact the office as a matter of urgency to arrange collection of keys.

Yours sincerely,

Kieron Sheehan

Maintenance Officer