



Title	Electrical Safety Policy
Purpose	To ensure the effective inspection, testing, maintenance, repair, and management of all electrical installations, fixtures, fittings, and appliances within premises controlled by Maryhill Housing hereby referred to as <i>'The Association'</i> ; to protect the health, safety, and wellbeing of tenants, staff, contractors, and visitors; and to demonstrate compliance with legislation and recognised best practice.
Scope	Applies to all residential and non-residential properties owned or managed by The Association including communal areas and external spaces and applies to all staff, contractors and agents engaged in electrical works or electrical safety management.
Definitions	"Competent Person" – a 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.
Legislative and Best Practice Framework	The Association will comply with and have regard to, the following (as amended): <ul style="list-style-type: none"> • Health and Safety at Work Act 1974 • Electricity at Work Regulations 1989 • Housing (Scotland) Act 2006 and Scottish Housing Quality Standard (SHQS) • Building (Scotland) Regulations 2004 • Electrical Equipment (Safety) Regulations 2016 • Consumer Protection Act 1987 • Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) • BS 7671:2018 (IET Wiring Regulations) including Amendment 2 (2022) • IET Guidance Note 3: Inspection & Testing • Electrical Safety First guidance for social landlords • EVH Landlord Safety Manual and Health & Safety Control Manual
Policy Statement	<p>Introduction</p> <p>Maryhill Housing is committed to providing safe, well-maintained homes and environments for all tenants, staff, contractors and visitors. Electrical safety is a core element of this commitment, ensuring that our properties remain compliant with all legal and regulatory requirements and that risks to health, safety and wellbeing are minimised.</p> <p>This policy outlines the Association's approach to managing electrical safety across its housing stock and other assets. It provides a clear framework for inspection, testing, maintenance, and reporting, supported by robust governance and accountability arrangements.</p> <p>The policy is designed to give assurance to the Board of Management, the Scottish Housing Regulator and other stakeholders that Maryhill Housing is</p>

meeting its statutory obligations and adopting recognised best practice. It also explains the roles and responsibilities of staff, contractors, and tenants in ensuring that electrical systems and installations remain safe, reliable and fit for purpose.

Governance & Responsibilities

Board of Management – The Board of Management provides strategic oversight; approves this policy and receives periodic compliance assurance reports, including Key Performance Indicator (KPI) reports and any material areas of non-compliance.

Chief Executive – The Chief Executive is the identified Duty Holder under relevant health and safety legislation and holds ultimate accountability for electrical safety within The Association. In this capacity, the Chief Executive is responsible for ensuring that:

- The Association complies with all statutory duties and recognises best practice in relation to electrical safety.
- Appropriate resources, staffing, and systems are in place to support effective delivery of this policy.
- Clear lines of responsibility are established and maintained across the organisation, with accountability for day-to-day delivery delegated to the Head of Property & Neighbourhood and the Property & Compliance Manager.
- Electrical safety performance, compliance reporting, and any significant risks or incidents are regularly reviewed and addressed at senior leadership level.

Director of Operations - Holds strategic responsibility for health and safety across The Association. Provides senior oversight, ensures alignment with corporate objectives and supports the Chief Executive in fulfilling their role as Duty Holder. Receives escalations from the Head of Property & Neighbourhood and ensures appropriate action is taken.

Head of Property & Neighbourhood – Policy owner; ensures policy is delivered operationally, monitors compliance; escalates risks and non-conformances; commissions audits. Receives escalations from the Property & Compliance Manager and ensures appropriate action is taken.

Property & Compliance Manager – Having operational oversight of the contract management of the electrical safety contract, with responsibility for ensuring delivery of the EICR programme. Supporting the Head of Property & Neighbourhood in reviewing and updating electrical safety procedures and policies, ensuring continuous improvement and readiness for internal and external audits. Ensuring all electrical safety incidents, dangerous occurrences, or non-compliances are investigated, recorded, and reported in line with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), where applicable.

Contract & Compliance Officer – The management of the electrical safety contract through the association's contract management framework. Day to day responsibility for delivering the EICR programme. Monitoring inspection cycles

to ensure EICRs are scheduled and completed within required timescales. Producing Key Performance Indicator (KPI) reports on electrical safety compliance, including the percentage of properties with in-date EICRs, outstanding remedial works, and access rates. Tracking and escalating overdue remedial works (particularly Code C1 and Code C2) to the Neighbourhood & Compliance Manager. Ensuring inspection and remedial data is accurate, complete and available for audit purposes. Supporting the investigation of electrical safety incidents or near-misses and preparing compliance evidence for internal and external audits.

Contracts & Compliance Assistant – Managing communication with tenants about planned and completed EICRs, including issuing appointment letters, reminders and updates. Operating the staged no-access procedure, including written communications, telephone calls, text messages and arranging force-access. Recording tenant engagement and access attempts in the housing management system. Coordinating with contractors to ensure accurate scheduling of inspections and remedial works and rescheduling where necessary. Providing administrative support for the escalation of persistent no-access cases, including preparation of legal documentation where forced access is required. Ensuring tenants receive copies of their EICRs either electronically via the customer portal or in hard copy upon request.

Contractors – Contractors must hold relevant accreditations (such as National Inspection Council for Electrical Installation Contracting (NICEIC) or the Scottish Electrical Charitable Training Trust (SELECT)), appropriate insurance and qualifications; and comply with The Association procedures, Risk Assessments and Method Statements (RAMS) and the Construction (Design and Management) Regulations (CDM).

Tenants – Tenants are responsible for promptly reporting any electrical faults or concerns, providing reasonable access for inspections and repairs, and ensuring that no unauthorised electrical alterations are carried out within their home. Tenants will be provided with key health & safety information, such as electrical safety at sign-up.

Inspection Regime

The Association will ensure that an Electrical Installation Condition Report (EICR) is carried out for every property at least once every five years and at each change of tenancy by a competent person. Where the qualified inspector recommends a shorter interval, the Association will comply with that requirement. During each EICR visit, the smoke and heat alarms within the property will also be checked. Any defects that present a risk to life will be treated as a matter of priority and addressed without delay. Tenants will receive a copy of the EICR. For new tenants, this will be provided before the tenancy begins, and for inspections undertaken during an existing tenancy, a copy will be uploaded to the online customer portal. The Association will retain a record of each EICR for a minimum of six years. Responsibility for electrical installations lies with The Association from the meter tails and consumer unit onwards. Issues relating to the supply, metering or the Distribution Network Operator (DNO) will be escalated to the relevant operator.

Repairs, Coding and Emergencies

All remedial works identified through Electrical Installation Condition Reports (EICRs) will be categorised and addressed in accordance with the following

coding system:

- Code C1 (Danger present): Any defect presenting immediate danger will be made safe or rectified at the time of inspection before the contractor leaves the site.
- Code C2 (Potentially dangerous): Any defect considered potentially dangerous will be addressed as an urgent priority, with remedial works completed within 28 days or sooner where the risk assessment indicates.
- Code FI (Further Investigation): Any issue requiring further investigation will be followed up within an urgent timescale agreed with the inspector. The outcome of the investigation will be recorded and reclassified under the appropriate code.
- Code C3 (Improvement recommended): Issues that do not present immediate or potential danger but would improve safety if remedied will be included in future planned investment programmes, prioritised based on risk.

Electrical repairs will be carried out in accordance with The Association's Repairs & Maintenance Policy. All life-safety issues and total loss of power will be classified and treated as emergencies, requiring an immediate response within 2 hours.

Communal Areas

The Association will maintain communal electrical installations (e.g. landlord's supplies, communal lighting, door entry and lifts, including periodic inspection and testing in accordance with BS 7671 and manufacturer guidance. Clear routes of responsibility will be agreed upon for blocks with mixed tenure ownership or management responsibilities.

New Installations and Alterations

All new works, alterations or additions must comply with BS 7671 and Building Regulations. Completion certificates and as-installed drawings must be provided. Devices such as Arc Fault Detection Devices (AFDDs), Residual Current Breaker with Overcurrent (RCBOs), and Surge Protection Devices (SPDs) will be specified.

Smoke & Heat Alarms

The Association will ensure that all properties comply with the LD2 standard, in line with the Housing (Scotland) Act 2006 and associated regulations. This means that each property will contain:

- A smoke alarm in the principal living room,
- A smoke alarm in every circulation space on each storey (such as hallways and landings), and
- A heat alarm in every kitchen.

All alarms will be interlinked, either mains-wired or tamper-proof, long-life battery-operated in accordance with current standards.

The Association will:

- Replace smoke and heat alarms on a cycle of at least every ten years, or sooner if recommended by the manufacturer.

- Test smoke and heat alarms as part of the annual property safety visit to ensure they remain in proper working order.

Record the installation and testing of alarms in the housing management system to demonstrate ongoing compliance.

Portable Appliance Testing (PAT)

The Association generally does not provide portable appliances. Where temporary heaters are supplied, these will be fully PAT tested before use. Any Association-owned appliances in communal areas will be subject to a risk-based inspection and testing regime. Integrated appliances owned by the Association are not subject to PAT testing; however, they will be inspected and certified upon commissioning and as part of the five-yearly testing regime. The Association may, on occasion, gift an appliance to a customer, such as a kettle or microwave. The ownership and responsibility for maintenance of the appliance will sit with the tenant.

Contractor Competence & Management

Contractors must be members of recognised bodies (e.g. NICEIC/SELECT), provide qualified supervisors, evidence of calibration, quality assurance processes and insurance. Performance will be monitored through audits, sample checks, completion quality and accuracy rates, and tenant satisfaction feedback. Where contractors demonstrate persistent underperformance, corrective actions will be required. If unresolved, contract termination may follow in line with The Association's contract management framework.

Access, No-Access and Recharges

A staged no-access procedure will be followed, including written communications, telephone calls, text messages, and, if necessary, a forced-access visit with the support from an officer of the association. Where legal action or forced access is required to meet statutory duties, costs may be recharged in line with the Tenancy Agreement and Recharge Policy.

Record Keeping and Data

EICRs, certificates, remedial completion evidence and photographs will be stored for at least 6 years and recorded in the Association's integrated housing management system. Data will include inspection dates, codes, remedial target/actual completion and next-due dates.

Quality Assurance

Independent post-inspections or desktop audits will be carried out on a sample of Electrical Installation Condition Reports (EICRs) and remedial works determined through risk assessment. Findings will inform contractor performance reviews and continuous improvement.

Training and Competence

Relevant staff will receive training proportionate to their role, for example, understanding Electrical Installation Condition Report (EICR) coding classifications and required timescales, access procedures, record management, and resident communication.

Tenant Communication

Tenants will be provided with clear information on electrical safety, appointment windows, what to expect during an EICR and how to report faults. Electronic

copies of Electrical Installation Condition Reports (EICRs) will be available through the online customer portal and hard copies will be provided upon request.

Equality, Diversity and Inclusion

We will make reasonable adjustments to support access and communication needs and ensure services are delivered fairly and inclusively.

Monitoring, KPIs and Reporting

Performance in relation to electrical safety will be monitored on an ongoing basis and reported to the operational team each month and to the Senior Management Team (SMT) and the Board of Management at least quarterly. Key Performance Indicators (KPIs) are reviewed monthly by the operational team to support effective contract management and oversight.

Where the Association is not meeting a KPI target, the performance report will always include a supporting narrative that sets out:

- Why the KPI has not been met
- What actions are being taken to achieve the KPI
- The relevant timescales for achieving the KPI

This approach ensures that performance is consistently monitored, escalated appropriately and managed in a transparent and accountable manner. The specific KPI's that are monitored on the Health & Safety report are listed below:

KPI (No)	KPI Description
E1	(A) Percentage of properties with valid and "satisfactory" EICR (B) Number of properties with valid and "satisfactory" EICR (C) Number of properties with no EICR (D) Number of properties with expired EICR (E) Number of properties with "unsatisfactory" EICR with overdue actions
E2	Percentage of communal areas/ blocks with valid & satisfactory EICR
E3	(A) Percentage of column lighting with annual visual survey completed (B) Number of outstanding actions
E4	Percentage of column lighting with 6-yearly structural inspection completed

Procedures

A range of procedures help to support this electrical safety policy, including:

- Contract Management Framework
- EICR Installation Condition Report (EICR)
- Access & No Access Procedure
- Record Keeping & Data Management Procedure
- Quality Assurance & Audit Procedure
- Reporting & KPI Monitoring Procedure

Approval	Board – October 2025
Policy Owner	Christopher Duff Head of Property & Neighbourhood
Review	October 2028

