



Electrical Safety Procedure

Procedure Reference:		AM 01h	
Related Policy:		AM 06	
Effective date:	December 2024	Review date:	December 2027
Approved by P&PRG:		October 2024	
Owner:	Victoria Hennessy	Job Title:	Asset and Compliance Manager
To be issued to: (check as needed)			
<input type="checkbox"/> Board of Management <input type="checkbox"/> All Staff <input type="checkbox"/> ET/SLT <input type="checkbox"/> Head Office Managers <input type="checkbox"/> Head Office Staff <input type="checkbox"/> Finance <input checked="" type="checkbox"/> Housing <input checked="" type="checkbox"/> Asset <input checked="" type="checkbox"/> H&S		<input type="checkbox"/> OD <input type="checkbox"/> Compliance <input type="checkbox"/> All Care & Support <input type="checkbox"/> C&S Managers (RM,OM, CSM) <input type="checkbox"/> C&S Staff <input checked="" type="checkbox"/> Contractors <input type="checkbox"/> Agency Staff <input type="checkbox"/> Unite the Union <input type="checkbox"/> Employee Voices Group <input type="checkbox"/> Other: _____	
Method of Delivery (check as needed)			
<input checked="" type="checkbox"/> Learn Pro <input type="checkbox"/> Board Portal <input type="checkbox"/> Line Manager to Share (e.g. Agencies)		<input checked="" type="checkbox"/> Policy Owner to Notify (e.g. Contractors) <input type="checkbox"/> Other: _____	
Stakeholder Consultation Completed (check as needed)			
<input type="checkbox"/> Board of Management <input type="checkbox"/> All Staff <input type="checkbox"/> ET/SLT <input type="checkbox"/> Head Office Managers <input type="checkbox"/> Head Office Staff <input type="checkbox"/> Finance <input type="checkbox"/> Housing <input checked="" type="checkbox"/> Asset <input type="checkbox"/> ICT		<input type="checkbox"/> OD <input type="checkbox"/> Compliance <input type="checkbox"/> All Care & Support <input type="checkbox"/> C&S Managers (RM,OM, CSM) <input type="checkbox"/> C&S Staff <input type="checkbox"/> Contractors <input type="checkbox"/> Agency Staff <input type="checkbox"/> Unite the Union <input type="checkbox"/> Employee Voices Group <input checked="" type="checkbox"/> Other: External Compliance Consultant	

Version Control

Date	Owner	Version	Reason for Change
September 2024	Victoria Hennessy	1.0	Update and overhaul following compliance audit October 2023

Summary of Changes

Section	Change
All	Complete overhaul of the procedure following compliance review. Drafted against latest legislation and with access process.
All	Name change from Electrical Safety Checks Procedure

Electrical Safety Procedure

Contents

1.0	Introduction and link to the Electrical Safety Policy	5
2.0	Learning & Development Requirements	5
3.0	Electrical Safety	5
4.0	Electrical asset database and EICR programme	6
4.1	Frequency of fixed wiring electrical safety checks (EICR Programme).....	6
4.2	Scope of properties requiring an EICR.....	7
4.3	Undertaking electrical safety checks (EICR's).....	7
4.4	EICR Contractors	8
5.0	Gaining access	8
5.1	EICR access process (4 stage process)	9
5.2	Stage 1 – Visit 1	9
5.3	Stage 2 – Visit 2	10
5.4	Stage 3 – Visit 3	11
5.5	Stage 4 – Forced Access.....	11
5.6	Planning a forced Access	12
5.7	If the customer is present.....	13
5.8	If the customer is not present	13
6.0	Electrical safety checks for new customers.....	13
7.0	EICR completion and remedial actions arising from safety checks	15
7.1	Remedials arising during the safety check.....	15
7.2	Action following completion of tests	16
8.0	Portable Appliance Testing (PAT)	17
8.1	Frequency of PAT.....	17
8.2	PAT contractors	17
8.3	Annual PAT programme	17
9.0	Quality Assurance (QA).....	18
9.1	Checking EICR records	18
9.2	Contractor QA process	18
9.3	External QA process.....	18

9.4	Contractor competency QA.....	19
10.0	Contractor Management and Reporting.....	19
10.1	Contractor reporting	19
10.2	Contractor review meetings.....	19
10.3	Customers causing repeat access issues.....	20
10.4	Internal auditing.....	20
11.0	Emergency Procedure (Incidents, near misses & enforcement).....	20
12.0	Monitoring and Review	22
12.1	Monitoring.....	22
12.2	Review	23
	Appendix 1 – Access Letter 1	24
	Appendix 2 – Access Letter 2	25
	Appendix 3 – Access Letter 3	26
	Appendix 4 – Forced Access Letter	28
	Appendix 5 – Customer Notification Letter of Lock Change.....	29
	Appendix 6 – Notification of Forced Access Via Key Provided	30
	Appendix 7 – Forced Access Checklist	32
	Appendix 8 – Signed Statement – Forced Access	33

1.0 Introduction and link to the Electrical Safety Policy

We recognise that electricity can be a major risk to the lives of customers, colleagues, people who work on our behalf, and members of the public who live in our homes or visit our properties. The loss of properties and infrastructure due to electrical safety incidents also poses significant risks to us. This procedure should be read in conjunction with the Electrical Safety Policy. This procedure describes our arrangements for ensuring that:

The Electrical Policy contains all relevant legislation, regulations, standards and guidance with which we will comply in relation to electrical safety.

2.0 Learning & Development Requirements

Employees who are responsible for works associated with Electrical Safety, will be required to read, understand, and comply with Ark's Electrical Safety Procedure and complete any training that is required of their role.

3.0 Electrical Safety

The main arrangements we need to have in place to ensure we comply with relevant electrical safety legislation and with the Electrical Safety Policy are:

- An in date, valid “satisfactory” EICR completed for each domestic property within a 5 year frequency (3 years for HMOs (Houses in Multiple Occupation)).
- A suitable access procedure in place to ensure the EICR is completed before it’s anniversary date and to evidence any properties in abeyance (not allowing access) when providing compliance data to the regulator.
- Identify and remediate C1, C2 defects as well as any “further Investigation” (FI) issues to enable the certificate to be deemed “satisfactory” and note C3 defects (improvement required) for further action.
- All EICR records and any subsequent remedial records are kept for all properties.
- The required EICR checks are carried out as part of the management of void properties or before a mutual exchange.
- Ensuring all electrical works (EICR programme, ad hoc safety checks, maintenance, repairs, re-wires, refurbishment, new installations etc.) are carried out by competent people.

4.0 Electrical asset database and EICR programme

We maintain a record of all properties which are in our ownership or management and have a mains electrical supply. These are subject to a programme of electrical safety checks to the fixed wired electrical installations (wiring, sockets, lighting, switches consumer units etc.).

The record of electrical installations is updated in all of the following circumstances:

- When a property acquisition or disposal takes place
- When a new electrical system or fixed electrical installation is installed
- When any changes are made or identified as part of the programme of electrical safety checks.
- When any changes are made or identified or components replaced during a responsive repair or void works.

4.1 Frequency of fixed wiring electrical safety checks (EICR Programme)

All of the properties contained within our register which we are responsible for will have an electrical safety check carried out no later than the following frequency:

- HMO's and Care Homes - 3 years (or sooner if HMO license requires)
- Offices - 5 years
- General Needs properties - 5 years
- Void properties - EICR safety check prior to re-occupation

This is to ensure that the electrical installations which we are responsible for are maintained in a safe condition and suitable for continued use. These frequencies comply with Guidance note 3 in relation to BS7671 (latest edition).

We may decide to vary the frequency of any property in our programme to bring forward checks proportionate to the risk of the building, age of the fixed wiring installation and on the recommendation of the engineer who carried out the previous electrical safety check.

4.2 Scope of properties requiring an EICR

Safety checks will be carried out in all properties where there is a fixed wiring installation and electricity supply, including customers' homes, offices, and other associated buildings.

For communal (landlord) supplies in communal areas of shared domestic buildings, whilst this is not a requirement of the tolerable standard to safety check these electrical supplies, Ark Housing will safety check landlord communal supplies at a frequency of no more than 5 years in recognition of the potential safety and fire risks associated, if these are not checked.

New properties and existing properties which have been re-wired will have an electrical safety check no more than 5 years after the initial installation certificate is issued.

Electrical safety checks will also be required for all planned works where electrical installations are affected depending on the works carried out.

For all electrical responsive repairs, safety checks may not be necessary, but appropriate certification should be completed as required for example a "minor works" certificate (MW), or "Electrical Installation Certificate" (EIC).

4.3 Undertaking electrical safety checks (EICR's)

The EICR programme will commence no later than 3 months before the anniversary of the previous certificate. The programme runs from financial year to year and can allow EICRs to be completed as early as 1 year before the anniversary of the previous certificate at the discretion of the Asset and Compliance Manager to overcome programming and geographical challenges for the annual EICR programme.

The annual programme will be generated from the "Electrical asset database" at the beginning of each financial year, which holds all dates of completed and satisfactory certification, based upon the certificates which are expiring within that financial year and for the financial quarter of the following financial year to ensure we remain compliant.

The Asset and Compliance Team will ensure contractors will be issued a works order at least 3 months in advance of the certificate anniversary date.

Contractors will update the Asset and Compliance team as required with:

- Successful completion of satisfactory EICRs and their completion dates.
- Any properties with outstanding C1, C2 or FI findings
- Any properties which require assistance with support
- Any complaints or customer issues

- Any unsafe situations, Health and Safety concerns or RIDDOR reportable incidents
- Overall performance of the programme against target dates

We will undertake the electrical safety checks according to industry guidance (BS7671 latest edition). We will request that the electrical contractor attending, to test no less than 20% of the fixtures and fittings as a minimum (light fittings, sockets, switches etc.), this will increase if electrical issues are identified on site.

Once an electrical safety check has been completed, an electrical installation condition report (EICR) is issued to us, and a record is sent to us as the client. Upon request a copy will be provided to a customer.

New electrical safety checks will be undertaken when there is reason to suspect that an existing EICR is no longer valid, or there has been a significant change in the property that has affected electrical safety measures. Reasons for review could include any of the following:

- A change of use of the property or the introduction of new electrical installations.
- Alterations to the property (including those carried out by a customer with or without our agreement).
- The failure of electrical safety precautions.
- A change in the customer profile or composition of people using the property.
- An electrical safety incident or significant 'near miss'.
- Issues arising from other electrical safety checks.
- Any other changes or occurrences which could impact on electrical safety within the property, such as fire or multiple failures.

4.4 EICR Contractors

Given the geographical spread of our properties, we will consider appointing at least two contractors to provide the required level of service over the country. Contracts will be sourced in line with our procurement policy. The Asset and Compliance Manager will be responsible for the procurement and for checking the contractor is suitably qualified and competent and holds the correct accreditations to be able to carry out the work safely and competently.

5.0 Gaining access

In order to undertake electrical safety checks for their homes, our appointed contractor will

provide customers with as much choice as possible, including evening and Saturday appointments where required to achieve access.

Our contractor will communicate with customers about their appointments using a range of methods including, letters, email, phone, text messages, and, where required, visits to their home. Customers will be offered a contact number to contact our contractor to arrange or rearrange an appointment. If a customer is not at home when our contractor arrives to undertake an appointment, a no access card will be left.

Every attempt is made to gain access to the property with the customer's consent. However, if access or contact is not achieved within a reasonable timescale, we will take legal action to obtain an injunction via the Magistrates Court to obtain access to undertake the safety check. This is in accordance with our gaining access process below:

5.1 EICR access process (4 stage process)

Similar to the gas access process, we operate a 4-stage process to ensure we persist and evidence our endeavours in gaining access (visit 1, visit 2, visit 3 and forced access).

We will use a variety of methods in contacting our customers, including letters, emails, phone calls, text messages, visits to the properties and no access calling cards.

The contractor must provide their contact details on all forms of communication to customers in order to reschedule a visit if required.

5.2 Stage 1 – Visit 1

The Electrical Contractor will write to the customer with an appointment date and AM/PM appointment at least 10 days prior to the intended visit. (Letter 1 – Appendix 1) This appointment must be at least 3 months or 12 weeks (whichever is sooner) prior to the anniversary date of the previous EICR.

The Contractor will update the portal weekly each Monday by close of business for the previous week with all information relating to:

- Arranged appointments
- Access gained
- Outstanding C1 or C2 work
- EICR's completed
- No access information

If the electrical engineer cannot gain access, they will post a “No Access” card stating when they called. The engineer will notify the customer on the card that a new appointment has been made and the date and time of this new appointment. This will be at least 8 weeks prior to the anniversary date.

If there is an entry phone system and the engineer cannot gain access to the letterbox, the contractor will send out an appointment letter advising of the new appointment date and time.

The property will be noted on the daily access report sent to Ark HA as a 1st stage no access. The Contractor will also send the ‘No Access’ letter to the customer (Letter 2 – Appendix 2)

5.3 Stage 2 – Visit 2

The Stage 2 visit must be at least 8 weeks prior to the anniversary date. The Contractor will update the portal weekly each Monday by close of business for the previous week with all information relating to:

- Arranged appointments
- Access gained
- Outstanding C1 or C2 work
- EICR’s completed
- No access information

If the engineer cannot gain access, they will post a “No Access” card stating when they called.

If there is an entry phone system and the engineer cannot gain access to the letterbox, the contractor will send out an appointment letter advising of the no access.

The property will be noted on the daily access report sent to Ark HA clearly stating a 2nd stage no access.

The property will be noted as a “2nd no access” and emailed to the Asset Compliance and Contract Officer as well as being updated on the daily access report sent to Ark HA.

The Asset Compliance and Contract Officer will contact the customer by telephone to arrange a final visit. If there is no answer or the customer is unwilling to arrange an appointment, the Asset Compliance and Contract Officer will contact the relevant Housing Services Officer or Manager for assistance.

The Asset Compliance and Contract Officer will send a report of any “2nd No Access” properties on a weekly basis to the relevant Housing Services officer. The Housing Services Officer will then assist in gaining access to the property prior to any forced access.

If access cannot be arranged, then the No Access Letter should be issued by the Asset Compliance and Contract Officer or Admin Assistant and date agreed with the contractor at least 4 weeks prior to the anniversary date.

5.4 Stage 3 – Visit 3

The Stage 3 visit must be at least 4 weeks prior to the anniversary date. The Contractor will update the portal weekly each Monday by close of business for the previous week and will email all no access information to the Asset Compliance and Contract Officer who will send this information to the Housing Services officer to assist with access.

If the engineer cannot gain access, they will post a “No Access” card stating when they called. The engineer will notify the customer on the card that they must contact Ark HA immediately to arrange a new appointment.

An update on the final no access will be provided within 24 hours to the Asset Compliance and Contract Officer. Within 2 working days they will contact the Housing Services team to begin the planning of a forced access visit.

5.5 Stage 4 – Forced Access

There may be occasions where employees might consider there are extenuating circumstances, but Ark HA must ensure that compliance is achieved. For example, where a customer has died or is terminally ill, the Housing Services Officer should be sympathetic and explain the importance of the safety check to the family and seek their approval to proceed..

Difficulties however can arise where a customer either refuses to allow access or does not respond to Ark HA's request to allow access to the property.

If a customer doesn't respond to Ark HA's attempts to access the property on the first 3 visits then a forced access should be arranged.

If a customer refuses access during visits 1-3, we will still continue with the letter progression process as this will be required as evidence for repeated attempts to arrange and carry out the electrical inspection report. It may be necessary to consider obtaining a court order to obtain access to the property. If access is forced after tenant direct refusal without a court order then Ark HA may be left exposed to a court action from a customer for unlawful access to their property.

A court order is obtained by making a summary application to the court and will generally be granted providing good cause can be shown and there are no exceptional circumstances. It may also be possible to request that the action calls in court at an earlier date than usual by seeking a shortened period of notice. Once again good cause must be shown e.g. in order for the EICR to be carried out.

If the Housing Officer considers that a customer will refuse access at this final stage, e.g. because of a known history of refusal, or has refused access at an earlier stage in the process, The Head of Housing and Customer Experience must be notified as soon as possible, preferably at Stage 2 so that court action can be started to allow access before the date required to carry out the EICR. It's worth noting that any court order application may however be refused if Ark HA can't demonstrate repeated attempts to gain access, e.g. 4 letter process.

5.6 Planning a forced Access

- set a date for a forced access visit, no later than 5 working days before the anniversary date;
- arrange for the appropriate Housing Services Officer or Manager, a representative of Asset Management, a locksmith and an electrical engineer to attend. Where a guardian, carer or family member have keys, these should be consulted to see if we can gain access using those keys.
- produce a letter to the customer confirming that the forced access will take place, 7 days before the forced access (Appendix 4).

The Housing Officer will check if the customer is “flagged on the system” or if any other special precautions or arrangements are required, e.g., are any mental health or other support issues involved etc.

Where costs are incurred as part of a forced access, these will be recharged to the customer.

5.7 If the customer is present

If the customer is present and provides access the Housing Officer will also seek to establish the reason(s) for previous no accesses. This may lead to support for the customer being considered.

The engineer will carry out the inspection, if electricity supplies are available, and complete the EICR. The Asset Management representative should take a copy or photo of the EICR as evidence in case the paperwork is misplaced and to enable evidence of completion.

If there is no electrical supply the customer will be advised they must arrange for a supply then contact our office, which will involve a further visit by the engineer and possibly a recharge to the tenant.

5.8 If the customer is not present

If the customer is not present the Housing Officer will remain while the inspection is being carried out. The Housing Services Officer will take photographs of the property condition and/or contents and will initiate the Abandoned Properties procedure.

6.0 Electrical safety checks for new customers

We are required to undertake electrical safety checks before a new customer moves into one of our homes, the result of which must be the issuing of a satisfactory EICR which confirms that all code 1 and code 2 remedial works have been resolved. This can occur when a home is to be let or when a tenancy is assigned from one person to another, including via a mutual exchange or when a person succeeds to a tenancy.

6.1 Void properties

All void properties must have an electrical safety check prior to the property being re-let. When a property becomes void, we will undertake an electrical inspection of the fixed electrical wiring and all associated supplies within the property and issue a satisfactory EICR once all Code 1 and Code 2 observations are rectified.

A copy of the EICR is provided to the incoming customer on request and the date of the EICR is recorded on the EICR asset list (which effectively resets the anniversary date for the EICR programme) and the EICR record is stored securely by the Asset Compliance and Contract Officer

Upon request, we will explain to a new customer how to operate all fixed electrical installations and their associated components. The new customer will be shown where and how to operate the domestic consumer unit (fuseboard) so as to simply be able to reset the MCB/RCD following a single MCB/RCD trip. Should the trip occur again, the customer should be instructed to contact us to prevent further risk to themselves or damage to the installation.

We will remove any electrical appliances left by a previous customer before a property is relet. It is the responsibility of the new customer to ensure that their own electrical appliances (including cookers) are installed by a skilled engineer who is NICEIC registered or another competent persons scheme. Details of NICEIC registered engineers can be found via the following link: <https://www.niceic.com/householder/find-a-contractor>

6.2 Assignments and successions of tenancy (including mutual exchanges)

All properties that are subject to assignment of tenancy (including mutual exchanges) or tenancy succession have an electrical safety check carried out on the day of the assignment or succession or before the new customer becomes responsible for the property. All Code 1 & 2 defects will be rectified before the assignment or succession can take place.

A copy of the EICR is provided to the incoming customer on request and the date of the EICR is recorded on the EICR asset list (which effectively resets the anniversary date for the EICR programme) and the EICR record is stored securely by the Asset Compliance and Contract Officer

Upon request we will explain to an incoming customer how to operate all fixed electrical installations and their associated controls. The incoming customer will be shown where and how to operate the domestic consumer unit (fuseboard) so as to simply be able to reset the MCB/RCD following a single MCB/RCD trip. Should the trip occur again, the customer should be instructed to contact us to prevent further risk to themselves or damage to the installation.

If an outgoing customer 'gifts' their electrical cooker (or other appliances or fixed electrical installations) to an incoming customer then we will not disconnect them, and the incoming customer will become responsible for safety checks and maintenance of these appliances and installations. Details of any gifted appliances and installations are noted on the EICR.

It is the responsibility of the incoming customer to ensure that their own electrical appliances (including those which are 'gifted' by an outgoing customer, but which are not

connected) are installed by a NICEIC registered engineer or other competent persons scheme. Details of NICEIC registered engineers can be found via the following link: <https://www.niceic.com/householder/find-a-contractor>

Customers will be expected to confirm their acceptance of their responsibilities and details of any 'gifted' items in writing.

7.0 EICR completion and remedial actions arising from safety checks

7.1 Remedials arising during the safety check

All remedial actions which are identified during an electrical safety check will be categorised according to their level of risk, which is shown as a code. Their level of risk will determine what action will be taken and the timescale for the action to be resolved. This is explained in the table below:

Code	Description	EICR report outcome	Timescale
C1	Danger present. Risk of injury. Immediate remedial action required – To be attributed for matters that cannot be left. It is suggested that these are rectified or possibly, isolation may be recommended or necessary.	Satisfactory once remedial actions completed	Immediate (during test)
C2	Potentially dangerous – Urgent remedial action required - To be attributed for issues that whilst urgent, do not require immediate remedial action.	Unsatisfactory if remedial works not completed at time of test or Satisfactory once remedial actions completed	Immediate (during test) or within 28 days if parts required not available on-site during test
C3	Improvement required -To be attributed where Code 1 or Code 2 do not apply.	Satisfactory	
FI	Further investigation required without delay - To be attributed where the inspection has revealed an apparent deficiency that could not, due to the limitations or extent of the inspection, be fully identified and further investigation may reveal a Code 1 or Code 2 item.	Unsatisfactory until investigation and any subsequent actions completed	Within 28 days

We will agree with contractors a pre-authorised value for the test and the completion of all Code 1 and Code 2 remedial works. C1s should be rectified on site immediately or isolate if

required.

The contractor will therefore usually complete Code 2 works whilst on site. However, if parts are not available then we will expect Code 2 works to be completed within 28 days.

C1's and C2's should proceed up to value of £100 if parts available on site during test. If over £100 and can be rectified on site, contractor to call Ark for approval to proceed.

C3's to be noted for further improvement works and allocated to planned maintenance programme.

Actions linked to Code 1 work identified during an electrical safety check which cannot be completed immediately whilst the engineer is on site will be escalated to the responsible person before the engineer leaves the site. If the property is unoccupied (new development or acquisition), the responsible person must ensure that the property will not be occupied until the Code 1 and Code 2 remedial work has been completed.

If the property is occupied, then immediately (same day) remedial work will be organised by the responsible person or suitable additional measures will be put into place to mitigate risks until remedial actions can be completed. In extreme cases, if the remedial work or additional measures cannot be put into place immediately, decanting occupants from a building may become a last resort to ensure customer safety.

7.2 Action following completion of tests

Within 5 working days of completing the tests in a property the contractor will issue an EICR to the Asset Compliance and Contract Officer listing the address:

asset.compliance@arkha.org.uk

The test results, whether the present installation is safe, if any remedial works are required and the urgency of any remedial works.

The Asset Compliance and Contract Officer will:

- Record the test results on the relevant Excel back up spreadsheet
- Update Rubixx with the completion date if the certificate is satisfactory and all C1 and C2 remedial work is completed
- File the test certificates and related reports in the relevant EICR folder / Rubixx Service and Compliance module
- Where remedial works are outstanding, arrange to have these carried out, and when completed, ensure that the required certificate is received

The contractor may submit a quotation for any remedial works. Where the work contains C1 or C2 work, the work will be verified and instructed.

Where the work is deemed highly priced or unnecessary, we may seek alternative quotes before issuing works orders.

8.0 Portable Appliance Testing (PAT)

The Electricity at Work Regulations 1989 require employers to ensure that all portable electrical equipment they provide are safe and suitable for use, by carrying out regular inspections and tests (commonly known as PAT testing) in accordance with statutory guidelines.

8.1 Frequency of PAT

While there is no statutory frequency for testing, the recommended frequency of testing varies according to the appliance and its use, ARK's policy is that portable electrical equipment which belongs to Ark Ha or has been issued to a customer by Ark HA, will be tested annually.

The annual tests will be carried out on all electrical equipment ARK has provided in offices, communal homes and individual service users' homes, but not on items that are the personal property of service users in their own homes.

8.2 PAT contractors

Given the geographical spread of our properties, we will consider appointing at least two contractors to provide the required level of service over the country.

Contracts will be sourced in line with our procurement policy. The Asset and Compliance Manager will be responsible for the procurement and for checking the contractor is suitably qualified and competent and holds the correct accreditations to be able to carry out the work safely and competently.

8.3 Annual PAT programme

At the start of each year the Asset Compliance and Contract Officer will check that the list of properties to be included in the annual PAT programme is up to date and will then issue individual orders covering each property to the relevant contractors. Each works order will include the contact details for that property. The contractors will make arrangements for access directly with staff or tenants.

Following each test a sticker will be fixed to each item detailing the test date and the name of the contractor who carried out the test.

Within 5 working days of completing the tests in a property, the contractor will issue a test certificate to the Asset Compliance and Contract Officer, listing the property address, the appliances tested, the test results and whether each appliance is safe to use or not.

If an item fails a test appliance 'Test Fail - Not Safe for Use' sticker will be placed on the appliance and the local on-site staff informed.

The Asset Compliance and Contract Officer will:

- Record the test results on the relevant Excel spreadsheet
- File the test certificates and related reports in the current PAT testing file
- Where one or more appliances have failed, pass the details to Housing Services staff who will liaise with local staff and/or tenants regarding repair or replacement

9.0 Quality Assurance (QA)

9.1 Checking EICR records

The contractor's Qualifying Supervisor will check that each engineer has completed the relevant sections of each Record according to the Regulations, and that the Records have been signed and dated etc. as required, before passing them to the Asset Compliance and Contract Officer. Where required the Supervisor will follow up any errors or omissions with the relevant electrician.

If the Asset Compliance and Contract Officer has any query or concerns about the completion of a Record, they will raise this without delay to the contractor.

9.2 Contractor QA process

The contractor will carry out their own quality assurance checks, selected at random, with a variety of checks being undertaken. These checks should be established at procurement and mobilisation phases. The contractor will report on their internal checks at the contract review meetings when required.

9.3 External QA process

A programme of external quality control inspections will be undertaken by a specialist consultant appointed by Ark HA as required, these can be desktop, site, or both. The scope and scale will be determined by the Asset and Compliance Manager. The Asset Compliance and Contract Officer will supply the consultant with a selection of random addresses to carry out checks.

The consultant will review the quality of the Electrical Inspection and any other works carried out and will confirm with the customer that they have received a copy of the certificate following the safety check.

The consultant will report on the results of each inspection programme to the Asset Compliance and Contract Officer who will follow up any faults etc. directly with the Electrical contractor.

9.4 Contractor competency QA

The Asset Compliance and Contract Officer will check that the contractors' engineers are trained and competent prior to carrying out any works. The contractor will supply a list of engineers to be checked at the start of the contract and will update the list if any new engineers carry out works. This is to ensure the engineers are registered to carry out the works safely. The Asset Compliance and Contract Officer will carry out a check to the list quarterly.

10.0 Contractor Management and Reporting

10.1 Contractor reporting

The Asset and Compliance Manager and / or Asset Compliance and Contract Officer will monitor progress with the 5-year programme daily relating to access attempts. The internal Ark HA Electrical Asset Register will be used and cross referenced with the contractor programme register. Any discrepancies between the reports should be immediately actioned with the contractor and risks highlighted to the Asset and Compliance Manager.

The remedial works report should be run monthly by the Asset Compliance and Contract Officer. All outstanding remedial works will be reviewed with the contractor in contractor meetings and any properties which are approaching the expiry date will be escalated using the access procedure as required.

The contractor will provide a weekly report on completions from the previous week to the Asset Compliance and Contract Officer. Once the certificate is received the EICR Asset Database can be updated with new anniversary dates.

10.2 Contractor review meetings

The Asset Compliance and Contract Officer will hold monthly meetings with the Electrical contractors to monitor progress with the current programme, consider quality control reports and deal with any concerns, issues etc. The meetings will normally follow a standard agenda including programme performance, issues, financial and health & safety matters.

Minutes will be taken at meetings with copies circulated to all present and a copy being added to the relevant contract file. Any change to the contractor will require the contractor

to attend a prestart meeting and provide necessary qualification details for the company and engineers.

10.3 Customers causing repeat access issues

From the information recorded about abortive calls, customers who regularly cause access difficulties will be identified. At the start of each annual programme, the contract administrator will discuss with the HO what action might be taken to encourage the customers concerned to arrange access when first contacted.

10.4 Internal auditing

The Asset Compliance and Contract Officer will carry out a monthly check to the EICR master programme by cross referencing the property address on Rubixx and the EICR Asset List to ensure that any deletions or input errors are found and corrected.

The Asset and Compliance Manager will carry out a 6 monthly audit of the electrical inspection register alongside certificate spot checks with anniversary date. They will carry out a minimum of 6 monthly checks of the EICR asset register alongside certificate spot checks and correct any findings.

11.0 Emergency Procedure (Incidents, near misses & enforcement)

The Business Continuity Plan (BCP) details arrangements and processes to follow in the event of a major emergency (unplanned event). It covers our emergency response, major incident management and recovery, and full-service resumption and return to business as usual.

We will liaise with and notify HSE (Health and Safety Executive) and any other enforcing authority when required relating to electrical safety.

The Responsible Person (or in their absence, the Duty Holder) is responsible for reporting incidents to the HSE as required (including RIDDOR reportable incidents), and for managing contact with the HSE and other statutory bodies.

We will work closely with the relevant enforcing authority, HSE, and other statutory bodies to obtain their advice and assistance in relation to electrical safety within our properties. This can include audits and inspections of our properties' fixed wire installations and promoting electrical safety and awareness amongst our customers.

We will respond promptly and positively to any enforcement or improvement action that is

taken by a statutory body. Our response will include the following:

- We will review the conclusions of the statutory body and engage with them if we have reason to challenge or seek clarification of their conclusions and/or requirements.
- We will ensure that requirements are addressed within the specified or agreed timescale.
- We will identify if there are similar issues within our other properties. If so, we will take appropriate remedial action.
- Full details will be recorded and reported to the duty holder and Chief Executive

All electrical and electrical fire related incidents, including near misses, will be logged including details of any follow-up actions. This may include, but is not limited to the following:

- Undertaking remedial work.
- Investigating the circumstances that led to the incident.
- Undertaking remedial action that is required to improve electrical safety the location of the electrical safety incident and at other properties.
- Communicating with customers to improve electrical safety and awareness.
- Working with the relevant local electricity service providers, police, HSE or other statutory agencies.
- Making a claim with our insurers.

We will review all incidents, including near misses, (particularly those where claims are made) to ensure that any lessons learnt are reflected in updates to policies, procedures and working practices to reduce the number of incidents and near misses and to mitigate our liability.

In the event of any confirmed injury or exposure to electric shock at any Ark HA building, we will attend as soon as is reasonably practicable and carry out a full investigation. Once the causes have been identified, immediate remediation will take place to mitigate any further risk. If any customers, employees, or others complain of any health effects, insist they seek immediate medical attention, telling the medical professionals that they have suspected exposure to electric shock.

12.0 Monitoring and Review

Our performance regarding domestic and communal electrical safety (compliance with BS7671), portable appliance testing (PAT), column lighting and emergency lighting will be reported as required, through our established Performance Management Framework.

Measures will include:

- Number of domestic and communal properties requiring an Electrical Safety Inspection during the reporting period.
- Number of domestic and communal properties where an Electrical Safety Inspection was carried out and all C1 and C2 remedials completed and therefore generating a satisfactory certificate;
- Number of domestic and communal properties requiring a current in date satisfactory EICR certificate to be in place and those which do or do not currently have one;
- Report on those domestic and communal properties which failed to have an electrical safety inspection carried out by the anniversary date and the action being taken to have the inspection carried out as soon as possible.
- Any domestic and communal properties which are in the legal access process or forced access process and what actions have been taken.

12.1 Monitoring

The Duty Holder and Responsible Person are responsible for ensuring that this procedure is implemented.

The Asset Compliance and Contract Officer will monitor the progress of all electrical safety check programmes and will follow up with relevant contractors any delays in completing safety checks and/or submitting completed test certificates.

The Asset Compliance and Contract Officer will follow up on any reports from contractors regarding difficulties in gaining access to properties, liaising with Housing Services staff in attempts to arrange access, as required.

The Asset Compliance and Contract Officer will raise any concerns about a contractor's performance with the Asset and Compliance Manager who will follow up with the contractor as required. Further action will depend on the contractor's response.

As part of the regular reports on statutory checks, the Asset Compliance and Contract Officer will submit performance data as required to the Asset Compliance manager. The Asset Compliance manager will provide reports as required for electrical safety performance and will be responsible for compiling performance data for the annual Arc return and annual statement.

The Duty Holder will be responsible for ensuring the performance data required and reporting frequencies are defined and to ensure the policy and procedure have been implemented, through performance management scrutiny with the Asset and Compliance Manager.

12.2 Review

The Asset and Compliance Manager will ensure that this procedure is reviewed at least every three years in line with the agreed review schedule.

Appendix 1 – Access Letter 1

<Initials>

Resident
Address 1
Address 2
Town
Postcode

<Date>

Dear <Resident's Name>

Electrical Installation Condition Report
Address

Your Landlord Ark Housing Association is committed to complying with up-to-date legislation whilst ensuring your property is well maintained including electrical safety inspections. <Contractor> has been appointed by Ark Housing Association to carry out Electrical Safety checks within your property. We are proposing to carry out this work:

<Insert Date>

If the above appointment is unsuitable, please contact us on <Number> to arrange an alternative appointment.

The work should take no longer than 1 hour to complete and will in most cases, involve access to light switches, sockets, and your electrical distribution board (fuse board). Disruption will be kept to an absolute minimum and our engineers will ensure they leave the property as they found it.

In the event that you have any further queries then please do not hesitate to contact us, or Ark Housing Association.

It is also important that if you have a power card meter you ensure that there is adequate credit in the electric meter to ensure that the inspection can be completed.

Thank you for your co-operation in this matter.

Yours sincerely

<Name>
<Job Title>

Appendix 2 – Access Letter 2

Name
Address 1
Address 2
Town
Post Code

<Date>
Dear <Resident's Name>

Electrical Installation Condition Report
<Address>

Your Landlord Ark Housing Association is committed to complying with up-to-date legislation whilst ensuring your property is well maintained including electrical safety inspections. <Contractor> has been appointed by Ark Housing Association to carry out Electrical Safety checks within your property. To meet this requirement <insert contractor name> have been contracted and they have attempted to complete this service visit on the date previously given, without success.

It is imperative for your own safety and well-being that you provide access. A further appointment has been made on <Day> <Date>. If this visit date is unsuitable, please contact <insert contractor name and contact details> to rearrange.

Please note that obtaining an Electrical Condition Report is a legal requirement and the consequence of not having a valid record means that the Ark Housing Association will be not meeting our legal obligation after the current record has expired.

The work should take no longer than 1 hour to complete and will in most cases, involve access to light switches, sockets, and your electrical distribution board (fuse board). Disruption will be kept to an absolute minimum and our engineers will ensure they leave the property as they found it.

In the event that you have any further queries then please do not hesitate to contact us, or Ark Housing Association.

Thank you for your co-operation in this matter.

It is also important that if you have a power card meter you ensure that there is adequate credit in the electric meter to ensure that the services can be completed.

Yours sincerely

<Name>
<Job Title>

Appendix 3 – Access Letter 3

<DATE>

<Tenant Name>

<Address Line 1>

<Town>

<Postcode>

Dear <Tenant Name>,

Ark Housing Association

Electrical Inspection - Third Notification

As arranged in our letter dated **<insert date of first letter>** and engineer from **<Insert Contractor Details>** called to your home on **<First Appointment Date>** in order to carry out an electrical safety check. I have been informed when the engineer called, either no-one was at home and/or access was not provided.

As you did not contact the contractor to arrange an alternative date an appointment was automatically made for you on **<Insert Second Appointment Date>**, Again, you did not provide access on this date.

Consequently in accordance with the core conditions of the Scottish Secure Tenancy Agreement as provided for in the Housing (Scotland) Act 2001, I am hereby giving you **notice that our contractor will call at your home on:**

<Third Appointment Date>

Anytime between

<Third Appointment Time>

You must ensure access is made available at that time.

.

We prefer to work with our tenants and hope that this letter helps you know that we take our tenant's safety seriously, I would be obliged if you would work the Association and **<Insert Contractor Details>** by providing access on the date above.

It is important for you to note that during the inspection the following will apply:

- **The power must be shut off and isolated.**
- **Access will be required to every room.**
- **All electrical appliances must be removed from the socket outlets and access must be provided to each socket outlet.**
- **There must be credit in the meter**

Should any serious faults be identified, **<Insert Contractor Details>** will rectify these as part of the inspection process. If minor repair work is required, this may also be carried out at the time of the inspection. The periodic inspection is designed to:

- **Reveal if any electrical circuits are overloaded.**
- **Identify any potential fire hazards and electrical risks.**
- **Highlight any defective electrical work.**
- **Establish any earthing problems.**

The servicing of Electrical services and Fire and Gas safety fittings provided within your home is an essential task the Association is required by law to undertake within a set cyclical period. This is to ensure the safety and well-being of you and your family and neighbours.

*****IF YOU HAVE A PRE-PAYMENT METER, PLEASE ENSURE THAT YOU HAVE AN ELECTRICAL SUPPLY ON THIS DATE*****

Yours sincerely

<Name>

<Job Title>

Appendix 4 – Forced Access Letter

DATE

Address
Address
Address
Address

Dear _____

Electrical Installation Condition Report (EICR) for an Electrical Installation IEE Wiring Regulations Seventeenth Edition, BS 7671:2008 Requirements for Electrical Installations.

The Association's Electrical Safety Contractor has advised us that they have been unable to contact you to arrange an appointment for an electrical safety inspection in your property. (insert dates if you have them on the date, date date)

All Housing Associations have a legal responsibility to complete this work within a prescribed timescale, and it is a requirement of your tenancy agreement that you allow access to enable this work to take place.

Our contractor has contacted you several times and has been unsuccessful. We are writing to advise if we cannot get access, we will be forcing access to your property to carry out the works. As per section 1.1 of your tenancy agreement: -

- 1.1. *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 times 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 purposes of telecommunications, water, gas, 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 must make forcible entry, in this situation, **you are liable for the costs of any damage reasonably caused.** In an emergency, we have the right to make forcible entry to your house without notice. Examples of an emergency include but are not limited to serious water leaks into another property, gas leaks, statutory electrical

inspections, carbon monoxide and smoke detectors being activated, structural defects and any situation that may be deemed by the Landlord to be a danger to the public.

Your appointment will take place on <date> AM or PM and we will force access if necessary

If you have any questions or concerns, please contact us on 0131 478 8143 or email repairs@arkha.org.uk.

Kind regards,

The Asset and Compliance Team

Appendix 5 – Customer Notification Letter of Lock Change

<Initials>

Name
Address 1
Address 2
Town
Post Code

<Date>

Dear <Resident's Name>

FORCED ENTRY TO PROPERTY DUE TO NO ACCESS IN RELATION TO ELECTRICAL
INSTALLATION CONDITION REPORT

After numerous failed attempts by our contractor and Ark Housing Association to obtain access to your property to complete your Electrical Installation Condition Report, Ark Housing Association had made arrangements to Force Access on, <DATE> to gain access to your property.

We sent you a letter to you on <DATE> detailing the date and time that the Forced Access would take place. As you were not present in your property to allow access, we have had to change the locks of your property in order to gain access. You are now required to contact us immediately on <DATE> within normal working hours 9am – 5pm Monday to Friday. We can then make arrangements with you to uplift the keys from the office. You will require to bring proof that you are the tenant in order to be given the keys.

You will be recharged for the cost of the forced access. The total cost will be forwarded to you once we have received the invoice from our contractor.

We require you to urgently contact your Housing Officer as soon as you receive the invoice to make arrangements to pay the debt. If you do not respond to it and do not make payment arrangements, we will seek payment of the debt through our solicitors by raising legal proceeding against you. Please note that any further costs that are incurred by Ark Housing Association throughout this process will also be recharged to you.

Should you require further information please contact your Housing Officer.

Yours sincerely

<Name>
<Job Title>

Appendix 6 – Notification of Forced Access Via Key Provided

<Initials>

Name
Address 1
Address 2
Town
Post Code

<Date>

Dear <Resident's Name>

FORCED ENTRY TO PROPERTY DUE TO NO ACCESS IN RELATION TO ELECTRICAL
INSTALLATION CONDITION REPORT

After numerous failed attempts by our contractor and Ark Housing Association to obtain access to your property to complete your Electrical Installation Condition Report, Ark Housing Association had made arrangements to Force Access on, <DATE> to gain access to your property.

We sent a letter to you on <DATE> detailing the date and time that the Forced Access would take place. As you were not present in your property to allow access, we have had to access your property to carry out the Electrical Installation Condition Report using the master access key.

Should you require further information please contact your Housing Officer.

Yours sincerely

<Name>

<Job Title>

Appendix 7 – Forced Access Checklist

6A – Forced Access Checklist

<u>Electrical Installation Condition Report - Forced Access</u>				
Name				
Address				
People Present				
Tenant Present	Yes		No	
No of Tenants Present				
<u>Electrical Installation Condition Report</u>	Yes		No	
Unable to complete inspection - no credit in meter	Yes		No	
Electric meter				
Tenant refuses access	Yes		No	
Was tenant:				
Aggressive:	Yes		No	
Threatening:	Yes		No	
Swearing:	Yes		No	
Violent:	Yes		No	

Appendix 8 – Signed Statement – Forced Access

AFFIDAVIT

FORCED ACCESS FOR ELECTRICAL INSTALLATION CONDITION REPORT

We the undersigned confirm that at the 'Forced Access' of {Name}, {Address}, on {Forced Access Date and Time} that access was forced and the customer was not present in the property there was also no other person present in the property.

The Joiner forced the access to the property. The Electrician and the Ark Housing Officer entered the property and carried out the Electrical Inspection.

The Joiner and Housing Officer at the same time were at the front door changing the lock.

We furthermore confirm that at no point was any one person alone in the property. The Joiner and Housing Officer were together at all times and the Electrician, and the Asset Officer were together at all times.

We all then left the property together the property was then locked, secured and the customer's notification letter was pinned to the door.

Asset Compliance and Contract Officers Signature		Date	
Housing Officers Signature		Date	
Electrician Signature		Date	
Joiners Signature		Date	