

Electrical Inspections Policy

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Next Review: January 2020



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Electrical Inspections

1. Introduction

1.1 The purpose of this Policy is to set out how we will be assured that the electrical safety of fixed electrical installations are inspected and maintained at appropriate frequencies to minimise the risk of fire, injury and / or death.

1.2 Therefore the main objectives of this Policy are to:

- Establish electrical inspection timescales
- Demonstrate how we will meet the Scottish Social Housing Charter Standards and Outcomes and our legislative duties
- Provide details on how the service is delivered

2. Legal and Regulatory Framework

2.1 Whilst this Policy sets out to explain Rosehill's approach to electrical safety it must do so in the context of legal and regulatory requirements. Therefore the following relevant legislation has been taken into account in the development of this Policy:

- Housing (Scotland) Act 2006
- The Health & Safety at Work Act 1974
- The Electrical Equipment (Safety) Regulations 1994
- Electricity at Work Regulations 1989
- 17th Edition of IEE Wiring Regulations
- The Public Contracts (Scotland) Regulations 2015 and the Procurement Reform (Scotland) Act 2014

2.2 The Scottish Social Housing Charter

2.2.1 The Social Housing Charter came into effect in April 2012 and this sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. The Charter replaces the Performance Standards and the outcomes relevant to this Policy are:

1. Equalities

Social Landlords perform all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

2. Communication

Social landlords manage their businesses so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

3. Participation

Social landlords manage their businesses so that tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

4. Quality of Housing

Social landlords manage their businesses so that tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair.

5. Repairs, maintenance and improvements

Social landlords manage their businesses so that tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

13. Value for Money

Social landlords manage all aspects of their businesses so that tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

2.2.2 Social landlords are responsible for meeting the standards and outcomes set out in the Charter. The Scottish Housing Regulator is responsible for monitoring, assessing and reporting on how well social landlords, individually and collectively, achieve the outcomes.

2.2.3 In line with the regulatory principles, the Regulator's approach to monitoring landlords' achievement of the outcomes and standards in the Charter will be based on each landlord's performance information and their own assessment of their performance. Therefore, for each year ending on 30th September, we will be expected to:

- Measure and assess our performance in progressing towards or achieving the Charter outcomes and standards
- Provide the Regulator with some key performance information on our achievement of the outcomes and standards
- Report our performance to tenants and other service users who use our services.

3. Procurement of Service

3.1 A contract will be entered into with a suitable competent and experienced contractor to carry out the inspections. The contract will be procured in accordance with Rosehill's Purchasing, Procurement & Tenders Policy.

3.2 Contractors appointed to undertake electrical inspections will be required to conform to this Policy.

3.3 All appointed electrical contractors shall be registered with NICEIC or SELECT and shall be able to self-certify as a Domestic Installer in accordance with Part P the Building Regulations.

4. Frequency of Inspection

4.1 The frequency of the inspection depends on the type and age of an installation; its use and/or level of misuse; the extent of wear and tear; and damage and/or deterioration found at the last inspection.

4.2 Rosehill's properties will be subject to a full inspection at the following frequencies:

- Newbuild/ improved (complete rewire) to be carried out 10 years after coming off site, thereafter ever 5 years

- All other properties to be inspected every 5 years
- At a change of tenancy
- Other durations as indicated on inspection reports

5. Rosehill's Responsibilities

5.1 Rosehill is responsible for the fixed electrical installations within their properties i.e. an electrical installation is made up of all the fixed electrical equipment that is supplied through the electricity meter. It includes cables, sockets, switches, light fittings and the consumer unit that contains all the fuses or circuit breakers.

5.2 Rosehill aims to ensure that the electrical installations should have:

- sufficient sockets for appliances
- covers in place to ensure that fingers cannot come in contact with live parts
- residual current device (RCD) protection where appropriate
- satisfactory earthing and bonding arrangements
- enough circuits to avoid danger and minimise inconvenience in the event of a fault
- cables that are correctly selected in relation to their associated fuse or circuit breaker

5.3 Rosehill will maintain records that include the appropriate inspection paperwork including any rectification works or modifications. Rosehill will make these records available to tenants should they request to see them.

6. Tenant Responsibilities

6.1 Tenants must allow access to their home to carry out the electrical inspection along with any maintenance.

6.2 Tenants must not make any modifications/ alterations to the fixed electrical installations without prior permission from Rosehill. Tenants that have carried out modifications/ alterations without approval and which are found to be defective will have these works terminated.

- 6.3 Tenants are responsible for any repairs relating to damage caused with faulty self-installed appliances and wiring.
- 6.4 Tenants are responsible for their cookers and fixed or portable appliances along with any approved modifications / alterations e.g. light fittings, electric showers
- 6.5 While the electrical inspection is being carried out the electrical supply to the property will be disrupted accordingly the tenant should:
- make contingency arrangements for the absence of electrical supply e.g. to freezers/ fridges / medical equipment
 - ensure all IT software has been saved
- 6.6 Rosehill accepts no liability for any loss or damage resulting from the disrupted electrical supply
- 6.7 Tenants to ensure that appropriate access and relocation/ removal of obstacles has been done before the contractor arrives.

7. Electrical Inspection Report Observations and Recommendations

- 7.1 The electrician carrying out the inspection will provide an electrical inspection report to record the findings of the inspection. The report will provide an overall assessment of the suitability of the installation for continued use and the report should be accompanied by schedules of inspections and test results.
- 7.2 The overall assessment contained in the Summary of the Condition of the Installation section of the report should describe the installation as either 'satisfactory', in which case no immediate remedial work is required or 'unsatisfactory' which means remedial work is required to make the installation safe to use.
- 7.3 Any observations recorded by the electrician should be recorded in an accurate and easily understandable manner and each observation should be accompanied by a recommendation code.

7.4 The inspection report may contain these recommendation codes and the code will dictate the action taken:

Code Ref	Code Description	Rosehill Action
C1	Requires immediate remedial action	Works to be instructed without delay
C2	Requires urgent action	Works to be scheduled as soon as possible
C3	Improvement recommended	Consideration should be given to carrying out these works
FI	Further investigation required	Be investigated by the Maintenance Assistant

7.5 The Maintenance Assistant will be responsible for instructing any required works. A central database of all recommendations will be kept by the Receptionist / Assistant Receptionist and this will be reviewed by the Technical Services Manager on a quarterly basis.

8. Access Arrangements

8.1 We carry out electrical inspections as part of our cyclical programme. A contractor is appointed to carry out a batch of inspections and normally this relates to one or more of our development areas.

8.2 Tenants are lettered at least one month before the inspections are scheduled by us and this is followed up by a letter from the contractor making a specific appointment. If this appointment is unsuitable there is a contact number in the letter which tenants can phone to arrange a more suitable appointment.

8.3 Twenty four hours before the scheduled appointment the contractor will either call or text the tenant to confirm the appointment. When the electrician calls at the arranged or re-arranged time and the tenant doesn't provide access this is registered as a first no access. The electrician will leave a card giving the tenant another appointment,

which will be seven days later. Again the tenant can re-arrange this appointment if it is unsuitable by phoning the number on the top of the card.

- 8.4 When the electrician calls back at the arranged or re-arranged time and the tenant still doesn't provide access this is registered as a second no access and at this point the contractor will refer the case to us.

9. Dealing with No Access Cases

- 9.1 Once we are notified by the contractor that their electrician has had two no accesses for a tenant, we will issue a 7 day warning letter of proposed force access proceedings. In addition to this our staff will contact tenants by telephone or by a house visit in an effort to make access arrangements. We will also review the case for extenuating circumstances such as long term holiday or illness, abandonment or a prison sentence.
- 9.2 If the tenant fails to respond to the letter or staff's continued contact attempts, then the case will be referred to the Senior Housing Officer to initiate the force access procedures.
- 9.3 The Senior Housing Officer will complete the authorisation for forced access to carry out an electrical inspection pro forma. If a relevant signed SST agreement is not in place then the Senior Housing Officer will refer the case to our solicitors to begin legal action. On completion of the pro forma this is will be approved by the Technical Services Manager. During this process the tenant will be encouraged to contact us to make access arrangements. By providing access the tenant prevents the need for forcing entry to his/her property, thereby reducing the costs that he/she will be liable for.
- 9.4 The Technical Services Manager will issue a letter to the tenant giving at least 7 days' notice of the intention to force entry. This letter will notify the tenant when we will be calling to force entry. If this results in the tenant making access arrangements which are subsequently kept we will cancel the forced entry. However if the tenant continues to ignore the matter, we will proceed with the forced entry.

10. Dealing with No Electricity Supply

- 10.1 Where access is given and the tenant has no available electricity supply this will be dealt with as a first or second no access. Prior to a forced entry every effort will be made to establish if there is an electrical supply to the building.

11. Internal Communication

- 11.1 Throughout the process of trying to gain access to a tenant's house it is crucial that there is good communication between all relevant staff. The staff who administer the cyclical electrical inspection programme, including issuing of letters, etc. to tenants must liaise with Housing Management and Maintenance Staff who are more likely to know if there are any particular problems with a tenant and can provide assistance with arranging access to a tenant's house.
- 11.2 It can be the case whilst administration staff are attempting to contact the tenant about access to his/her home that Housing Management or Maintenance Staff are visiting the tenant on other matters. In addition contractors may be calling on the tenant to carry out repairs reported by the tenant. Where possible all such visits should be co-ordinated to enable the electrician to call out at the same time.

12. Monitoring and Quality

- 12.1 The quality of the inspections will be monitored by the following methods:
- self-assessment and quality assurance by the contractor
 - tenant feedback and satisfaction surveys
 - assessment of a sample of inspections by staff
 - assessment by a nominated consultant as and when required

13. Performance Management

- 13.1 Staff will monitor the outcomes of any specific programmes in place. The results/ progress will be reported to the Management Committee on a project by project basis.

14. Equal Opportunities

- 14.1 We are committed to ensuring equal opportunities and fair treatment for all people in its work. In implementing this Policy, we will provide a fair and equal service to all people, irrespective of factors such as gender, race, disability, age, sexual orientation, language or social origin, or other personal attributes.

15. Tenant Participation

- 15.1 We are a tenant focussed organisation and as such we are committed to involving tenants in all aspects of our work and ensuring that tenants are included, informed and consulted about decisions that have an impact on the way their homes are managed.
- 15.2 As part of this commitment we will involve our tenants in the development of our policies and seek feedback where appropriate. We will ensure that any significant changes to this Policy and other Policies which will affect our tenants will be the subject of consultation.

16. Risk Management

- 16.1 In all the key areas of our business we need to consider any risks which may arise. To this end we have in place a robust Risk Management Policy and from this flows our Risk Register. We have identified our “Top 10” risks which are regularly monitored by our Management Team and Audit Sub-Committee.
- 16.2 Key to the mitigation of the risks associated with electrical inspections is having a comprehensive policy in place to manage the inspections. This policy sets out Rosehill’s approach to the undertaking of electrical inspections.
- 16.3 To ensure we continue to manage the associated risks we will periodically review this Policy to ensure compliance with all legislative requirements and regulatory and best practice guidance.

17. Complaints Procedure

- 17.1 We aim to get things right first time and provide a good quality service to our tenants and other customers. However, we acknowledge that things can go wrong and that some tenants or other customers may be unhappy with the service provided.

17.2 We promote our Complaints procedure through our website and periodic articles in our newsletters. In addition, we initially issued all of our tenants with a copy of the new Procedure introduced in October 2012. This information leaflet is also issued to all new tenants as part of the signing up pack.

17.3 We are required to report specifically to both our Management Committee and the Scottish Housing Regulator on any complaints concerning equalities issues.

18. Data Protection

18.1 On the 25th May 2018 the legislation governing data protection changed with the introduction of the General Data Protection Regulation (GDPR).

18.2 We hold a variety of Personal Data relating to individuals including tenants, waiting list applicants, factored owners, other service users, employees and Committee Members. Our Privacy Policy sets out the basis on which we can process and share such data with third parties, it also sets out how we will securely store individuals' data, whether electronically or in paper format. It also provides information on individuals' rights under GDPR including: to view personal data held about them by us; to request a restriction of processing of their data; the right to be forgotten and a right to object to us processing their data. In terms of the rights to be forgotten and to restrict or object to processing of Personal Data, any such requests will require to be considered on their own merits and legal advice will need to be obtained in some circumstances. We have the responsibility for accepting or refusing such requests and will do so in writing.

18.3 Under GDPR we are required to provide all customers whose Personal Data we hold with a Fair Processing Notice (also known as a Privacy Notice). The Notice sets out the Personal Data we process and the basis for doing so.

18.4 We will only keep and process Personal Data for the original purpose we gathered it for and we will not keep it for any longer than necessary. Attached to our Privacy Policy is a table of Retention Periods for Personal Data held and processed by us. We recognise that not all Personal Data can be processed and kept for the same period of time, and this will vary depending on the individual circumstances of each person whose Personal Data we hold.

18.5 The Privacy Policy sets out what should happen in the event of a Data breach e.g. does the breach require reporting to the Information Commissioner's Office and whether the individual affected should be notified. Timescales are set out for dealing with data breaches.

18.6 Full copies of our Privacy Policy are available upon request at our office or from our website www.rosehillhousing.co.uk

19. Policy Review

19.1 This Policy will be reviewed at least every three years or sooner to ensure it continues to reflect current thinking and practice and to comply with legislative requirements and regulatory guidance.