



## Electrical Inspections Policy

Policy Ref: PS08

<b>Prepared By</b>	Georgina Kent, Operations Director
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<b>Date of Current Review</b>	March 2017
<b>Date of Next Review</b>	March 2020
<b>Reviewed By</b>	PHA Board

## **1. INTRODUCTION**

### **1.1 Statement of Objectives**

The Electrical Inspections Policy aims to ensure that the Association effectively administers compliance with its landlord obligations in respect of electrical inspections and thereby seeks to provide assurance to tenant in terms of electrical safety.

Our objectives include:

- maintaining our stock in accordance with the relevant and applicable legal requirements placed on us and our responsibilities set out in our tenancy agreement and ensuring that systems are in place to enable the Association to comply with its duties in relation to electrical inspections;
- ensuring that essential remedial works are instructed so that the homes of tenants are safe to occupy in terms of legislative requirements;
- providing a prompt, efficient and cost effective electrical inspections service aimed at prolonging the useful life of our properties and delivering customer satisfaction through high standards of service;
- operating an effective electrical inspections monitoring system and ensuring that audit trails and reporting systems are in place;
- collecting and using business intelligence on the condition of our stock and demonstrate that we are using this to make informed financial decisions to maintain and improve our stock;
- regularly reviewing our arrangements for the procurement of electrical inspections; and
- taking positive steps to inform and listen to tenants about continuous improvements to our housing maintenance service.

### **1.2 Compliance with Regulatory Standards**

In terms of the Scottish Social Housing Charter, the Scottish Housing Regulator (SHR) has identified a number of key indicators relevant to housing maintenance by which it will measure landlord performance, including the following:

- Quality of housing – 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.
- Repairs, maintenance and improvements – tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.
- Value for money – tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

### **1.3 Expected Outcomes**

Key outcomes of operating an effective Electrical Inspections Policy include:

- ensuring that properties are well maintained, safe, secure and in line with the SHQS;
- optimising customer satisfaction with service delivery; and
- delivering value for money.

### **1.4 Informing and Involving Stakeholders**

We will promote our Electrical Inspections Policy through our newsletter and website. Where we plan to make significant changes to the policy, we will consult tenants in line with our Customer Engagement Strategy.

### **1.5 Corporate Fit**

#### **1.5.1 Legislation and best practice**

We will comply with all relevant legislation and associated regulations, including:

- The Health & Safety at Work Act 1974
- The Housing (Scotland) Act 1987, 2001 & 2010
- 17th Edition Wiring Regulations 2008 amended 2011
- Data Protection Act 1998
- The Scottish Social Housing Charter

We expect our tenants to conduct their tenancies in a reasonable manner and not damage or allow any member of their household or visitor to their home to damage the property, either internally or externally. If a tenant has damaged their property or failed to take care of it, we may charge for the costs of repair – this is covered in our Rechargeable Repairs Policy.

Our Electrical Inspections Policy is consistent with our:

- Corporate Plan;
- Business Plan;
- Housing Maintenance Policy;
- Rechargeable Repairs Policy;
- Alterations and Improvements Policy;
- Energy Performance Certificates Policy;
- Asbestos Management Policy;
- Medical Adaptations Policy;
- Estate Management Policy;
- Asset Management Strategy;
- Health and Safety Policy;
- Risk Management Strategy;
- Procurement Strategy;

- Financial Regulations; and
- Delegated Authority Policy.

### 1.5.2 Equalities

Our Electrical Inspections Policy complies with the Association’s Equality Policy to ensure equality of treatment for all tenants without discrimination or prejudice. At all times the Association will therefore consider all tenants, regardless of sex, faith or religion, race, ethnic origin, sexual orientation, mental or physical health, disability or marital status.

### 1.5.3 Confidentiality

The Association recognises that confidentiality is important to tenants and will treat their tenancy information in the strictest confidence under the Data Protection Act 1998.

### 1.5.4 Business Plan and risk management

Our Business Plan reflects that electrical inspections are a key landlord responsibility. We seek to mitigate against business risk through managing electrical inspections in an efficient, effective and economic manner.

### 1.5.5 The Board

The Operations Director has responsibility for overseeing the implementation of the Electrical Inspections Policy and the Property Services Manager is responsible for key aspects of the day to day service delivery with delegation of specific tasks to appropriate staff.

The Board will receive regular updates on the implementation of the Electrical Inspections Policy so that they can have assurance that it is operating effectively in practice.

<b>Function / task</b>	<b>Responsibility</b>
Electrical Inspections Policy – review, amendment & approval	Operations Director and Property Services Manager are responsible for making recommendations to Board for approval.
Electrical Inspections Procedures – development, monitoring & review	Operations Director and Property Services Manager to develop operational procedures that reflect the principles set out within the Electrical Inspections Policy.

## **2. KEY PRINCIPLES – ELECTRICAL INSPECTIONS POLICY**

### **2.1 Context**

2.1.1 Legislation and regulations prescribe the Association's landlord responsibilities in terms of electrical inspections and electrical safety. The Association's policy is therefore to ensure that relevant legislation and regulations are fully complied with in order that the Association fully discharges its landlord responsibilities in terms of electrical safety.

2.1.2 The Association's property database will be routinely updated to ensure that all properties that require electrical inspections are clearly identified and through its Electrical Inspections Procedures, the Property Services Manager will ensure that competent contractors are instructed to carry out electrical inspections within the timescales prescribed.

### **2.2 Funding**

2.2.1 The Association will allocate sufficient resources from within its cyclical maintenance budget to enable electrical inspections in all identified properties.

## **3. MISCELLANEOUS**

### **3.1 Alternative Formats**

3.1.1 On request, the Association will provide translations of our documents, policies and procedures in various languages and other formats such as computer disc, tape, large print, Braille etc, and these can be obtained by contacting the Association's offices.

### **3.2 Next Review**

3.2.1 We will review the Electrical Inspections Policy every three years or sooner if required by statutory, regulatory or best practice requirements.