

**Policy Name: Electrical Safety Policy**

**Policy Number: M05**

<b>Policy Owner</b>	Asset Manager		
<b>Responsible Executive</b>	Director of Property and Development		
<b>Effective Date</b>	June 2026		
<b>Review Date</b>	June 2029		
<b>Approved By</b>	Board		
<b>Date Approved</b>	June 2026		
<b>EIA Status</b>	<b>Initial Screening Conducted</b>	<b>Yes</b>	<b>No</b>
<b>EIA Status</b>	<b>Full EIA Conducted</b>	<b>Yes</b>	<b>No</b>
			<b>X</b>
<b>Posted on Website</b>	Yes		

If you need this publication in larger print, audio form, Braille, or in another language, please contact our office.

# Contents

1.	Introduction.....	3
2.	Scope of the Policy.....	3
3.	Policy Aims and Objectives.....	4
4.	Definitions.....	4
5.	Procurement Requirements.....	6
6.	Electrical Installation – Testing and Certification .....	7
7.	Accessing Properties.....	9
8.	New Installations and Alterations .....	9
9.	Portable Appliance Testing (PAT).....	10
10.	Lightning Protection Systems .....	10
11.	Roles and Responsibilities.....	11
12.	Contractor Management.....	15
13.	Legal and Regulatory Framework.....	16
14.	Communication and Awareness.....	18
15.	Risk Management.....	18
16.	Improvement, Monitoring and Review.....	18
17.	Training and Competency.....	20
18.	Key References and Supporting Documents .....	21
19.	General Data Protection Regulations.....	21
20.	Equality, Diversity and Inclusion.....	21
21.	Approval and Review History.....	21

## **1. Introduction**

Clyde Valley Housing Association is a registered social landlord with charitable status. The Clyde Valley Group consists of Clyde Valley Housing Association Limited and its wholly owned subsidiaries.

This policy applies to all members of the Clyde Valley Group.

Clyde Valley Group is committed to ensuring the highest standards of electrical safety across all properties owned, managed or leased by the Clyde Valley Group. This policy sets out the framework for the effective management, inspection, and maintenance of electrical installations, fixtures, and appliances in accordance with relevant regulations and best practice.

The Group will also seek to ensure that electrical safety practices and standards comply with current outcomes of the Scottish Housing Regulator. The Group also recognises that legislation, guidance and standards for social landlords in relation to electrical safety are reviewed on an ongoing basis. It is the responsibility of the Group to respond to any changes and amend policy and practice as needed to ensure new applicable standards and objectives are met.

The purpose of this policy is to protect residents, staff, contractors, visitors, and the public from the risks associated with electricity, including fire, electric shock, and injury, as far as is reasonably practicable. In doing so, we will comply fully with all relevant legislation.

Clyde Valley Group will ensure that all electrical installations, fixtures, fittings, and equipment provided are safe, in a reasonable state of repair, and in proper working order at the start of and throughout each tenancy. All electrical repair work and Electrical Installation Condition Reports (EICRs) will be carried out by competent, qualified contractors who are members of recognised professional bodies. Visual inspections and periodic testing will be undertaken to maintain compliance and ensure the ongoing safety of our properties.

This document sets out key policy objectives, control measures and accountabilities for ensuring electrical safety. It aims to ensure that the Group effectively administers compliance with its landlord obligations in relation to electrical safety and that robust systems are in place to identify, manage, and mitigate electrical risks, and that Clyde Valley Group meets all statutory and regulatory obligations as set out by the Scottish Housing Regulator and other authorities.

## **2. Scope of the Policy**

The policy will be implemented through all premises owned, occupied or managed by the Clyde Valley Group. This includes:

- Domestic properties – social rented, market and mid-market rented.
- Clyde Valley's own offices.
- Domestic and commercial properties leased by Clyde Valley Group to a third party.
- Housing in Multiple Occupancy.

The policy is relevant to all Group staff, residents, visitors, contractors and other persons or other stakeholders who may work on, occupy, or visit any premises.

The policy is also relevant to all electrical repair, inspection, and maintenance activities, including Electrical Installation Condition Reports (EICRs), periodic visual inspections, and portable appliance testing (PAT).

The policy does not cover electrical safety measures within privately owned households or dwellings not managed by Clyde Valley Group. However, the Group will ensure that all communal areas, offices, and properties under its control meet the requirements of the Housing (Scotland) Act, Building (Scotland) Regulations, and other applicable standards.

The scope includes:

- Implementation of electrical safety procedures across all relevant premises.
- Appointment of competent, qualified contractors for electrical works.
- Regular inspection, testing, and maintenance of electrical installations and equipment.
- Compliance with statutory and regulatory obligations, including those set by the Scottish Housing Regulator.

### 3. Policy Aims and Objectives

The aim of this policy is to provide a robust framework for the management of electrical safety across all Group properties which can be implemented to ensure the safety and wellbeing of all staff, residents, visitors, contractors, and full compliance with Scottish legislation and regulatory standards.

Our objectives include:

- To ensure all electrical installations, fixtures, fittings, and appliances provided by the Group are safe, in good repair, and in proper working order at the start of and throughout each tenancy.
- To comply fully with all relevant legislation, including the Housing (Scotland) Act, Building (Scotland) Regulations, Electrical Equipment (Safety) Regulations, and the Health and Safety at Work Act.
- To facilitate effective management of electrical safety, including regular inspection, testing, and maintenance of electrical installations and equipment, in line with BS 7671 (IET Wiring Regulations) and other applicable standards.
- To appoint only competent, qualified contractors for all electrical works, ensuring membership of recognised professional bodies and adherence to best practice.
- To minimise the risk of harm from electrical faults, fire, electric shock, or injury in or around our homes and workplaces.
- To maintain detailed and up to date records of electrical safety inspections, testing, and remedial actions, ensuring transparency and accountability.
- To provide staff, residents, contractors, and visitors with relevant electrical safety information, raising awareness of risks and promoting safe practices.
- To respond promptly to changes in legislation, guidance, or standards, amending policy and practice as needed to ensure ongoing compliance.
- To provide assurance to the Board and stakeholders that robust systems are in place to identify, manage, and mitigate electrical risks, and that the Group meets all statutory and regulatory obligations as set out by the Scottish Housing Regulator and other authorities.

### 4. Definitions

This section defines the key terms that have been used within the policy to ensure consistent understanding:

Key Term	Definitions
Duty holder/ Responsible Person	The individual or organisation responsible for ensuring compliance with electrical safety legislation.

Key Term	Definitions
Competent Person	A person who has the necessary training, experience, and knowledge to undertake electrical work safely and in compliance with relevant regulations and standards.
Electrical Installation Condition Report (EICR)	A formal report produced following the inspection and testing of an electrical installation, in accordance with BS 7671 (IET Wiring Regulations). It identifies the condition of the system and any defects or non-compliances.
Periodic Inspection and Test	The process of examining and testing electrical installations at prescribed intervals to ensure they remain safe and compliant. For rented housing in Scotland, this is required at least every 5 years under the Housing (Scotland) Act 2014.
BS 7671 (IET Wiring Regulations)	The British Standard that sets the national standard for electrical installation and safety in the UK, providing requirements for design, installation, inspection, and testing.
PAT (Portable Appliance Testing)	The routine inspection and testing of electrical appliances to ensure they are safe to use, particularly portable or plug-in equipment.
Remedial Works	Any repairs, replacements, or corrective actions identified through inspection and testing that must be completed to ensure electrical safety compliance.
High-Risk Defect (C1/C2)	Faults identified in an EICR that present an immediate or potential danger. C1 – “Danger present – immediate remedial action required”. C2 – “Potentially dangerous – urgent remedial action required”.
Improvement Recommendations (C3)	Observations in an EICR that are not immediately dangerous but where improvement is recommended to enhance safety or compliance.
Electrical Installation Certificate (EIC)	A certificate confirming that a new electrical installation, or significant alteration, has been designed, installed, and tested in accordance with BS 7671.
Minor Works Certificate (MWC)	A certificate used for smaller electrical jobs that do not require a full EIC, confirming that the work has been tested and meets BS 7671 standards.
Live Working	Working on or near exposed, energised electrical conductors or equipment. Live working is prohibited unless it is reasonable for the system to be made dead and suitable precautions are taken.
Isolation	The process of disconnecting an electrical circuit from all sources of electrical energy to ensure it cannot be made live while work is undertaken.
Electrical Contractor	A person or organisation engaged by the Group to undertake electrical installation, inspection, testing, or repair work. Contractors must be registered with a recognised certification body such as SELECT or NICEIC.
Certification Body	A recognised organisation (e.g. SELECT, NICEIC, or NAPIT) that certifies electrical contractors as competent and compliant with national safety standards.
Record of compliance	Documentation held by the Group confirming that all electrical inspections, testing, and remedial works have been completed in line with statutory and regulatory requirements.
Resident-Owned Appliances	Electrical equipment or devices brought into a property by tenants or residents, which remain their responsibility unless provided as part of the tenancy agreement.
Emergency Works	Electrical work carried out in response to a fault, hazard, or incident requiring immediate attention to ensure safety or restore essential services.

Key Term	Definitions
Lightning Protection System (LPS)	A system of external earthing and internal surge protection designed to prevent lightning strike damage to buildings.
National Inspection Council of Electrical Installation Contractors (NICEIC)	A voluntary body that regulates the training and works of electrical contractors and organisations across the UK.
SELECT	Electrical Contractors' Association of Scotland – the trade association for the electrical industry in Scotland. It represents electrical contractors and promotes high standards of workmanship, safety, and technical competence.
National Association of Professional Inspectors and Testers (NAPIT)	Is an accreditation and certification body that registers qualified contractors across multiple trades, including electrical installation, inspection, testing, and maintenance. It ensures that registered members are competent, insured, and regularly assessed to confirm ongoing compliance with technical and safety standards.

## 5. Procurement Requirements

### Procurement Policy

Clyde Valley Group will tender for all electrical safety related contracts in line with its Procurement Policy ensuring value for money, quality of service, and compliance with relevant legislation and regulatory standards.

### Procurement Routes

Clyde Valley Group utilises a variety of procurement routes when tendering contracts including arranging their own tendering exercises. In some instances, Clyde Valley Group will utilise external frameworks such as Scotland Excel, Scottish Procurement Alliance and Procurement for Housing, to secure competent contractors for electrical safety works.

All procurement activities will be conducted transparently and in accordance with statutory requirements and best practice.

### Specific Procurement Requirements for this Policy

Clyde Valley Group will define a detailed scope of works for all electrical safety services being procured, including inspection, testing, maintenance and remedial works, and will follow through a rigorous tendering and contractor selection process.

Clyde Valley Group will ensure that only contractors who are competent, qualified, and registered with recognised certification bodies (e.g. SELECT, NICEIC, NAPIT) will be permitted to carry out electrical safety works. Contractors must provide evidence of relevant qualifications, professional certifications, insurance, and experience in electrical safety.

All contractors will receive site-specific safety instructions at induction and must provide Risk and Method Statements (RAMS), and other documentation relating to Safe Systems of Works (SSOW) which will be reviewed by a competent person within Clyde Valley Group prior to any works commencing.

A formal system of contractor monitoring will be established and maintained to ensure contractors continue to operate in compliance with the agreed scope of works and with

documented procedures and that any non-conformances, ineffective arrangements and problem areas are quickly identified and actioned upon.

Contractors onsite will be monitored to ensure they follow Risk and Method Statements (RAMS) and Safe Systems of Work to avoid introducing hazards. Any breaches or unsafe practices will be addressed immediately, and arrangements will be made to restore safety and compliance as required.

## 6. Electrical Installation – Testing and Certification

Clyde Valley Group is committed to ensuring that all electrical installations, fixtures, fittings, and appliances within its properties are safe, compliant, and maintained to the highest standards.

Electrical Inspection Condition Reports (EICRs) are produced after a comprehensive survey of the existing electrical installation and associated accessories has been carried out by a competent person suitably trained to do so. It involves a visual inspection and electronic testing of the installation and provides detailed information on the general condition and safety of the installation together with recommendations that may be required to make it safe.

All electrical repair work and EICRs will be carried out by competent, qualified contractors who are members of recognised professional bodies such as SELECT, NICEIC, or NAPIT.

The following points are key to managing electrical installations:

- Electrical installations must comply with the Housing (Scotland) Act 2014, Building (Scotland) Regulations, and the Electrical Equipment (Safety) Regulations.
- All installations and repairs must meet the requirements of BS 7671 (IET Wiring Regulations), which sets the national standard for electrical safety in the UK.
- EICRs must be completed at intervals not exceeding five years, or at the start of a new tenancy, in line with Scottish Government statutory guidance for social landlords and with IET Guidance Note 3: Inspection and Testing.
- Electrical installations will be inspected and tested by qualified engineers, with access required to consumer units, sockets, and switches.
- EICRs will identify whether installations are “satisfactory” or “unsatisfactory”. Any dangerous faults found will be repaired immediately or scheduled for remedial work.
- If an EICR is unsatisfactory, remedial works must be completed to bring the installation up to standard. Forced access may be used as a last resort to ensure compliance.
- Regular EICRs will be carried out in communal areas to ensure the safety of all residents.

In accordance with the wiring regulations the Group will ensure that all its properties will receive an inspection and test on the following frequencies as a minimum.

Property	Frequency
Domestic Property	Every 5 years
Void Property	Prior to let
Mutual Exchange	Prior to signing agreement
Succession of Tenancy	Prior to signing agreement
Assignment of Tenancy	Prior to signing agreement
Communal Close Lighting	Every 5 years
Landlords communal supply	Every 5 years
Private Street lighting	Every 5 years
Office	Every 5 years
HMOs	To meet licencing requirements

Upon completion of an inspection and test, the Group will obtain from the contractor the EICR which will then be used to update our Asset Management system with the testing date and also the next test due. The certificate will also be uploaded as evidence.

For EICRs the next test due date will be as per the testing electrician's stated recommendations on the EICR as to when the installation should be next inspected, up to an interval of no more than 5 years.

As outlined in the table above, in addition to the scheduled regime, an EICR will be completed as part of the void works before any property is re-let. The contractor carrying out the test will ensure a copy of the EICR is issued to the Compliance Team so that the EICR details in our Asset Management system can be updated accordingly.

If any properties require adding to the testing schedule, evidence of a current valid EICR or in the case of new developments an Electrical Installation Certificate (EIC), must be obtained.

The Group's general preference is to accept EICRs that are stated as "Satisfactory". Where an inspection identifies defects that render the installation "Unsatisfactory", all necessary remedial works should be completed so that the installation can be confirmed as satisfactory before the EICR is issued to the Group. In appropriate circumstances, Minor Works Certificates (MWCs) or Electrical Installation Certificates (EICs) may also be accepted as supporting certification or evidence of completed works where this is in line with current industry standards and the nature and extent of the works undertaken.

Before issuing to the Group all EICRs (and EICs) must be reviewed and signed by the Contractors Electrical Qualifying Supervisor.

In order to ensure that there is approximately a similar number of inspections programmed for each year to make the contract more management and avoid staff resources from being stretched, consideration will be given to bringing forward a number of inspection dates if required. This would be reviewed annually to take into account un-programmed inspections such as ones undertaken for letting void properties.

EICRs may also be undertaken at any time at the discretion of the Property and Development Director for instances where a specific property may be considered electrically unsafe as after a minor fire or recurring defects.

EICRs classify defects and recommendations using the codes detailed in the table below. The observations shall be addressed in the manner outlined in the table below in accordance with the severity of the situation:

Code	Meaning	Required Action
C1	Danger present – immediate remedial action required	Immediate action must be taken to remove the danger. The installation is unsafe to use until rectified.  These should be rectified during the test, or the installation will be isolated.
C2	Potentially dangerous – urgent remedial action required	Urgent action must be taken to remove the risk.  An attempt to remediate these defects will be made during the test, however, should further investigation or disruption be required an appointment will be made to return at a date no later than 28 days.
C3	Improvement recommended – not	Improvement is recommended to enhance safety or compliance but not required for immediate use.

Code	Meaning	Required Action
	immediately dangerous	These defects will be recorded on the certificate and will be brought up to current day standards during future improvement or replacement works.
FI	Further investigation required	Further investigation is needed to determine the extent or cause of the issue.  An appointment will be made to return at a date no later than 3 months.

The Group is required to ensure a valid certification is in place for all fixed electrical installations and portable appliances within all buildings and properties that it has a defined maintenance and repair responsibility.

The Group will hold and maintain an accurate record within the Asset Management system of all buildings and properties that require an EICR together with the last test, testing frequency (as recommended by the last testing engineer) and the next due date.

Processes will be in place to ensure testing schedules are updated to reflect any property divestments, acquisitions (including new builds) and any changes to maintenance and repair responsibility.

In addition, on an annual basis a full EICR property reconciliation will be carried out. This will reconcile the information within our Asset Management system to ensure all applicable building and properties remain captured in the EICR schedule.

As part of this reconciliation process, the Group will work toward ensuring that where the responsibility for electrical safety lies with another party, action is taken to ensure evidence is obtained that all necessary electrical tests have been undertaken.

## 7. Accessing Properties

To facilitate the 5-year anniversary due date access to properties for the completion of an EICR will be managed in line with a documented access procedure, with access attempts starting approximately 90 days (13 weeks) ahead of the EICR expiry date to ensure that all reasonable and practical efforts have been made to complete the test before the expiration date, with a full and detailed audit trail maintained.

The Group's access procedure will involve a number of access attempts through standard letters, phone calls and property visits by the contractor, with further support from housing management colleagues, where required. The procedure allows sufficient flexibility to accommodate customer requests and circumstances. At every opportunity the Group will remind the tenant of the health and safety implications of the inspections and of their tenancy obligation to provide access. Should no access be obtained through this process the tenant will be advised that arrangement will be made to force access.

For buildings where an EICR is required to be carried out to the electrical installation within the communal areas access is not required to individual properties however orders will be issued to the contractor to allow sufficient time for the completion of the EICR ahead of the certificate expiry date, with support from the Compliance Team to ensure access is gained to all necessary areas.

## 8. New Installations and Alterations

The current 30-year life cycle for re-wiring properties used within the Groups Asset Management software is merely a notional figure to ensure that sufficient future investment is available should it be required. This will be reviewed periodically to ensure that value for

money is achieved by extending the life cycle to align with the recommendations within the ongoing EICRs that are being received.

Due to the significant disruption caused to tenants during a re-wiring programme there requires substantial evidence to suggest that there is a pattern of failures of cabling within electrical installations. The Group will only carry out re-wires to properties where an EICR has highlighted evidence of deterioration in the existing wiring system and not merely to satisfy a notional cycle.

The Group will consider undertaking partial replacement of electrical installations and fittings during the replacement process of other major component items such as kitchens, bathrooms and central heating systems. On such occasions the electrical contractor shall issue the Group with a Minor Electrical Works Certificate.

## **9. Portable Appliance Testing (PAT)**

The Group is not responsible for the maintenance of electrical appliances unless the appliance has been supplied by the Group. In the event that electrical appliances (e.g. fridges, washing machines, etc.) are provided as part of the tenancy agreement reasonable steps will be taken to ensure they remain safe. The Group is also responsible for electrical appliances issued or used by staff e.g. laptops, monitors, mobile phone chargers, etc.

A record will be maintained of the portable appliances used in each premises and they will be tested on a risk-based approach no longer than two years.

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

The Group will issue tenants with a copy of the manufacturer's instructions for all appliances provided.

Should any faulty equipment be observed, the Group will ask the tenant to take the item out of service until it is repaired or replaced.

The Group will hold and maintain an accurate record within the Asset Management system of all buildings and properties that require PAT testing together with the last test, testing frequency (as recommended by the last testing engineer) and the next due date.

Processes will be in place to ensure testing schedules are updated to reflect any property divestments, acquisitions (including new builds) and any changes to maintenance and repair responsibility.

## **10. Lightning Protection Systems**

Where Lightning Protection Systems (LPS) are installed to buildings that the Group has a maintenance and repair responsibility an annual safety inspection will be carried out by a lightning specialist and in line with BS EN 62305. Most of the Group's buildings with LPS will have had the system installed as part of the build having given consideration to the size and height of the building and the environment e.g. frequency of lightning strikes in the area. There may be occasions where the Group are guided to install a LPS to an existing building following a Fire Risk Assessment. These will be looked at on a case-by-case basis.

The Group will hold and maintain an accurate record within the Asset Management system of all buildings and properties that require an LPS test together with the last test, testing frequency (as recommended by the last testing engineer) and the next due date.

Processes will be in place to ensure testing schedules are updated to reflect any property divestments, acquisitions (including new builds) and any changes to maintenance and repair responsibility.

## 11. Roles and Responsibilities

Clyde Valley Group has defined the following roles with accountability, responsibility and approval of the Electrical and Procedures.

Title	Responsibilities	Training Requirements
Board	<ul style="list-style-type: none"> <li>• Strategic overview and final responsibility for setting the direction of Clyde Valley’s electrical safety compliance.</li> <li>• Approve and periodically review the Electrical Safety Policy.</li> <li>• Support the Chief Executive to ensure the Group maintains compliance with the Electrical Safety Policy and all current electrical safety legislation.</li> <li>• Ensure adequate policies, resources, and monitoring are in place.</li> <li>• Allocate sufficient financial and personnel resources to implement and maintain electrical safety measures.</li> <li>• Review compliance reports and risk register updates.</li> <li>• Hold Executive accountable for statutory compliance.</li> <li>• Demonstrate leadership commitment to a positive electrical safety culture across the Group.</li> </ul>	<p>Awareness training on statutory landlord electrical safety duties. Basic understanding of regulatory frameworks (e.g. EICR requirements).</p> <p>Familiarity with the Group’s Electrical Safety Policy.</p>
Audit Committee	<ul style="list-style-type: none"> <li>• Review the findings of internal and external audits, actions, recommendations, and any electrical safety failures.</li> </ul>	<p>Awareness training on statutory landlord electrical safety duties. Basic understanding of regulatory frameworks (e.g. EICR requirements).</p> <p>Familiarity with the Group’s Electrical Safety Policy.</p>
Chief Executive	<ul style="list-style-type: none"> <li>• Overall responsibility and accountability for health and safety matters across the organisation.</li> <li>• Ensure compliance with legislation and Scottish Housing Regulator standards.</li> <li>• Ensure policies, procedures, and resources are effective and reflect the requirements of current electrical safety legislation and regulations.</li> <li>• Escalate risks to Board.</li> <li>• Delegate the day-to-day responsibilities for the management of</li> </ul>	<p>Leadership-level health and safety compliance awareness.</p> <p>Awareness training on statutory landlord electrical safety duties. Basic understanding of regulatory frameworks (e.g. EICR requirements).</p>

Title	Responsibilities	Training Requirements
	<p>Electrical Safety to the Property and Development Director and support them to ensure adequate resources are available to undertake their duties and responsibilities as defined in this policy.</p>	<p>Familiarity with the Group's Electrical Safety Policy.</p>
<p>Property and Development Director</p>	<ul style="list-style-type: none"> <li>• Delegated responsibility for the coordination of electrical safety management and ensuring electrical safety measures are adequate and effective across all properties.</li> <li>• Ensure the Electrical Safety Policy is effectively managed, administered and reviewed.</li> <li>• Facilitate implementation of the Electrical Safety Policy and procedures through provision of adequate resources and training.</li> <li>• Oversee the appointment of competent persons to undertake electrical works across the Group.</li> <li>• Oversee electrical safety and servicing contracts, performance and KPIs.</li> <li>• Arrange for planning, organisation, control, monitoring and review of electrical safety measures.</li> <li>• Monitor contractor compliance and escalate risks.</li> <li>• Deliver training on Clyde Valley policy and procedures as and when required.</li> <li>• Liaise with the People Team to ensure external training requirements are met.</li> <li>• Provide a quarterly report on all property related health and safety matters, including electrical safety management and servicing.</li> <li>• Report any significant breaches, incidents and actions to Board, Chief Executive and Executive Management Team.</li> </ul>	<p>Electrical safety awareness training, including understanding of EICR codes and remedial prioritisation.</p> <p>IOSH Managing Safely or equivalent.</p> <p>Mandatory Training on Clyde Valley policy and procedures – refresher every 36 months.</p>
<p>Asset Manager</p>	<ul style="list-style-type: none"> <li>• Designated person for ensuring implementation and delivery of the Electric Safety Policy and procedures ensuring electric safety measures are adequate and effective across all properties.</li> <li>• Procurement and appointment of competent persons to undertake electrical safety testing and oversee remedial actions.</li> <li>• Ensure contractors meet the required credentials e.g. NICEIC, NAPIT, etc.).</li> <li>• Practical delivery of all electrical safety related projects and maintenance</li> </ul>	<p>Electrical safety awareness training, including understanding of EICR codes and remedial prioritisation.</p> <p>IOSH Managing Safely or equivalent.</p> <p>Mandatory Training on Clyde Valley policy and procedures – refresher every 36 months.</p>

Title	Responsibilities	Training Requirements
	<p>contracts in accordance with the policy and procedures.</p> <ul style="list-style-type: none"> <li>• Plan and manage electrical inspection, testing, and maintenance programmes across the Group.</li> <li>• Maintain accurate asset and compliance data including certification of remedial actions.</li> <li>• Undertake periodic reviews of the policy and procedures to identify improvements, amendments, and any latest updates on electrical safety-related legislation and good practice.</li> <li>• Manage contractor relationships and monitor assessments, servicing records and investigating non-compliance or incidents.</li> <li>• Provide the Senior Compliance Officer with support and guidance as required to allow them to fulfil their role.</li> <li>• Ensure requirements of this policy are implemented into day-to-day working practices.</li> <li>• Provide regular updates and reports for Board and Executive Management Team.</li> <li>• Escalate all relevant issues, policy breaches, and significant incidents to the Property and Development Director, Chief Executive and Board.</li> <li>• Ensure periodic audits are undertaken and conduct performance reviews of contractors.</li> </ul>	
Senior Compliance Officer	<ul style="list-style-type: none"> <li>• Day to day management of electrical safety across Clyde Valley properties.</li> <li>• Administrating payment requests, variations, and invoicing.</li> <li>• Coordinate the electrical, PAT and LPS testing across the stock, track completion of actions and ensure that these are reviewed in line with policy and timeously uploaded to MRI.</li> <li>• Escalate all relevant issues, policy breaches and significant incidents to the Asset Manager in line with escalation procedures.</li> <li>• Maintain electrical safety documentation, test certificates and remedial actions.</li> <li>• Provide support and guidance to key members of the Compliance Team to ensure operational management of the policy and procedures.</li> </ul>	<p>Electrical safety awareness training, including understanding of EICR codes and remedial prioritisation.</p> <p>IOSH Managing Safely or equivalent.</p> <p>Mandatory Training on Clyde Valley policy and procedures – refresher every 36 months.</p>

Title	Responsibilities	Training Requirements
	<ul style="list-style-type: none"> <li>Provide professional advice on electrical safety and resident communication.</li> </ul>	
Compliance Coordinator	<ul style="list-style-type: none"> <li>Ensure that all electrical safety related documentation is filed in the asset management system timeously.</li> <li>Assist the Senior Compliance Officer with contractor paperwork and requesting updated documentation.</li> <li>Arrange and oversee any remedial works identified in the EICR, PAT or LPS, including liaison with contractors and customers and maintaining records of remedial works.</li> <li>Day-to-day management of arrangements when there are access issues, etc.</li> </ul>	<p>Electrical safety awareness training, including understanding of EICR codes and remedial prioritisation.</p> <p>Mandatory Training on Clyde Valley policy and procedures – refresher every 36 months.</p>
Technical Inspectors/ Repairs Team	<ul style="list-style-type: none"> <li>Ensure all void properties undergo full electrical safety checks before reletting.</li> <li>Confirm that a valid EICR is in place and all remedials are completed before any relets.</li> <li>Verify isolation of electrical supplies where properties are vacant for extended periods.</li> <li>Report all defects immediately and take temporary safety measures if required.</li> <li>Report electrical safety hazards or resident concerns identified during visits.</li> <li>Support our block inspection process across the Group.</li> </ul>	<p>Electrical safety awareness training, including understanding of EICR codes and remedial prioritisation.</p> <p>Mandatory Training on Clyde Valley policy and procedures – refresher every 36 months.</p>
Customer Success (Housing Officers)	<ul style="list-style-type: none"> <li>Report electrical safety hazards or resident concerns identified during visits.</li> <li>Act as a key liaison between residents and contractors for electrical repairs and compliance visits where access is challenging.</li> <li>Identify vulnerable residents and coordinate safe access and communication, where required.</li> <li>Support our block inspection process across the Group.</li> <li>Distribute electrical safety leaflets and information approved by the Compliance Team.</li> </ul>	<p>Electrical safety awareness training (non-technical)</p> <p>Familiarity with the Group's Electrical Safety Policy.</p>
Contractors and External Service Providers	<ul style="list-style-type: none"> <li>Comply with all electrical safety requirements set by the Group and relevant regulations.</li> </ul>	<p>NVQ Level 3 in Electrical Installation (or equivalent).</p> <p>City and Guilds 2391 (Inspection and Testing)</p>

Title	Responsibilities	Training Requirements
	<ul style="list-style-type: none"> <li>• Ensure all work is carried out safely and does not compromise electrical safety measures.</li> <li>• Hold valid certifications and demonstrate competence in relevant electrical safety disciplines.</li> <li>• Undertake responsive repairs, installations and remedial works using a safe method of working and ensuring compliance with electrical safety regulations.</li> <li>• Report immediately on any unsafe situations or required remedial works.</li> <li>• Provide certification within required timeframes.</li> </ul>	<p>BS 7671 (18<sup>th</sup> edition) certification.</p> <p>Ongoing CPD and toolbox talks.</p> <p>Familiarity with the Group's Electrical Safety Policy.</p>
Customers	<ul style="list-style-type: none"> <li>• Allow reasonable access for statutory electrical inspections, testing, and remedial works.</li> <li>• Report electrical defects, faults, or damage immediately.</li> <li>• Use electrical appliances safely and in accordance with manufacturer instructions.</li> <li>• Do not carry out or commission unauthorised electrical work.</li> <li>• Follow guidance on safe use of extension leads and socket adaptors.</li> <li>• Participate in information sessions or read provided guidance leaflets.</li> <li>• Cooperate with landlord to maintain safety (e.g. isolation of supply in emergency situations).</li> </ul>	<p>Ongoing communications (posters, newsletters, digital comms) to raise electrical safety awareness.</p> <p>Guidance on appliance safety and reporting procedures.</p>

## 12. Contractor Management

The Group recognises that contractors and external service providers play a critical role in undertaking electrical installation, testing, maintenance, or remedial works across its properties and premises. It is essential that all contractors operate safely, in compliance with legislation, and in a manner that does not compromise electrical safety or put residents, staff, or visitors at risk.

Only competent, accredited, and approved contractors are permitted to carry out electrical works. Contractor competence will be verified through:

- Review of qualifications, professional certifications, and relevant experience.
- Assessment of knowledge and understanding of electrical safety legislation, regulations and the Group's Electrical Safety Policy.
- Evidence of insurance, safe systems of work, and adherence to industry standards for electrical safety.

All contractors procured to undertake electrical testing must be accredited with The National Inspection Council of Electrical Installation Contractors (NICEIC) ) or equivalent. The contractor undertaking electrical work will also work in accordance with the Health and Safety at Work Act 1974, the Electricity at Work Regulations 1989 and all other current relevant

legislation and approved codes of practice, specifically complying with British Standard 7671:2019 (IET Wiring Regulations).

The electricians undertaking the testing on behalf of the Group will as a minimum hold the following qualifications:

- NVQ level 3 Electrical Installation or recognised equivalent.
- City and Guilds 2382-18 Level 3 Award in Requirements for Electrical Installations BS7671:2018.
- City and Guilds 2391 or 2394 and 2395 Inspection and Testing.

The Compliance Team will maintain a register of all electrical contractors and electricians carrying out testing and works for the Group. This will include the specific qualifications of the electricians and if applicable the expiration date. Processes will be in place to ensure that the register is kept up to date e.g. new electricians added, and that evidence is obtained of any renewed/updated qualifications.

The performance of electrical contractors will be managed by the Asset Manager and Senior Compliance Officer, supported by a suite of internal metrics and KPI dashboards. Monthly operational meetings are held with Contractors within which performance is discussed and documented, with procedures in place to take more formal action to address performance issues if required.

### 13. Legal and Regulatory Framework

The Group recognises its legal duty to ensure that all electrical installations, systems and equipment within its stock are safe for residents, employees, contractors, and visitors. This section sets out the statutory and regulatory framework governing electrical safety, and confirms the Group's commitment to achieving and maintaining full compliance with all relevant legislation, regulations and recognised standards.

The primary legislation includes:

- **Health and Safety at Work etc. Act 1974:** imposes a general duty on the Group, as an employer and landlord, to ensure the health, safety, and welfare of employees and others who may be affected by its activities. It requires that all electrical systems and equipment are designed, installed, maintained, and used in a manner that prevents danger.
- **Electricity at Work Regulations 1989:** requires that electrical systems are constructed and maintained so as to prevent danger, and that electrical work is carried out only by competent person. It covers all electrical systems owned, managed, or maintained by the Group – including domestic dwellings, landlord supplies, and communal areas.
- **Housing (Scotland) Act 2006:** places a duty on landlords to ensure that every property meets the Tolerable Standard and Repairing Standard. The Repairing Standard requires that electrical installations for the supply of electricity, and any appliances provided, are in a reasonable state of repair and in proper working order. This applies to both social landlords and private sector landlords. It also requires that:
  - Electrical safety inspections are carried out at least every five years.
  - Inspections must include both the Electrical Installation Condition Report (EICR) and Portable Appliance Testing (PAT) for any landlord supplied electrical appliances.
  - A copy of the most recent EICR and PAT report must be provided to the tenant before the tenancy begins and on renewal.

- **Building (Scotland) Regulations 2004:** Section 4.5 (Electrical Safety) requires all electrical installations in new or altered buildings to comply with the safety standards (BS 7671 IET Wiring Regulations) and certain works must be carried out or certified by a Approved Certifier of Construction (Electrical) under the Scottish Building Standards Certification Scheme.
- **Electrical Equipment (Safety) Regulations 2016 (as amended):** requires that all electrical equipment supplied, installed, or provided by the landlord or contractors is safe to use, correctly labelled, and conforms to relevant safety standards. It places duties on landlords and suppliers to ensure that electrical appliances provided to tenants are compliant with CE and UKCA marking and are maintained in a safe condition.
- **IET Wiring Regulations – BS 7671 (18<sup>th</sup> Edition):** this is the national standard for electrical installation design, construction, inspection, and testing. It provides the benchmark for compliance with the Electricity at Work Regulations 1989 and Building (Scotland) Regulations.

### Scottish Housing Regulator requirements

The Scottish Housing Regulator requires Clyde Valley Group to submit an Annual Return on the Charter to allow the Scottish Housing Regulator to assess and report on landlord performance. The Scottish Social Housing Charter sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. The following charter outcomes are relevant to this policy:

- **Quality of housing** - tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) 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.

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.

The Scottish Housing Regulator's Regulatory Framework sets out a range of regulatory requirements and standards which social landlords in Scotland must meet and comply with. The regulatory requirements which are relevant to this Policy are:

- **Regulatory Requirement AN3** – each landlord must have assurance and evidence that it is meeting all its legal obligations associated with housing and homelessness services, equality and human rights, and tenant and resident safety, and;
- **Regulatory Requirement AN4:** notify us (SHR) of any tenant and resident safety matters which have been reported to or are being investigated by the Health and Safety Executive, or reports from regulatory or statutory authorities, or insurance providers, relating to safety concerns.

Electrical safety also falls under three indicators within the Annual Return on the Charter:

- **Indicator 13: SHQS – Scottish Housing Quality Standard** - electrical installations must be safe and meet tolerable standards under SHQS.

- **Indicator 14: Energy Efficiency Standard for Social Housing (ESSH)** – ensures electrical systems support safe and efficient energy use.
- **Indicator 23:** The number of times during the reporting year the landlord did not meet the requirement to carry out an electrical safety inspection (EICR) within five years of the previous inspection.
- **Indicator 24: Fire Safety** – tracks compliance with smoke, heat and carbon monoxide alarm standards – often part of joint safety inspections.

## 14. Communication and Awareness

This policy is posted on Clyde Valley’s website and is accessible to all. The key stakeholders outlined within the policy will receive awareness training around roles and responsibilities and key areas of the policy and related procedures. At each review of the policy there will be no formal awareness unless significant changes have been made, in this case a general notification of the revisions will be posted through the briefing process.

The policy will be shared with customers upon request, together with electrical safety access procedures if required.

Clyde Valley understands that effective communication and awareness are central to maintaining a strong electrical safety culture across all levels of the organisation and ensuring that customers, staff, and contractors understand their responsibilities. Below we outline how we will promote clear, consistent, and accessible communication regarding electrical safety information, actions, and expectations.

- Customers will receive updates on any works that may affect electrical safety, such as EICRs, re-wires, etc.
- Customer Health and Safety Handbook which details customer responsibilities under their Tenancy Agreement.
- Resident Engagement: electrical safety topics will be included in newsletters, social media updates, and tenant participation events. Where appropriate, resident feedback will be sought following safety improvements, or communications.
- Resident Awareness Campaigns: we will periodically run awareness campaigns focussing on topics such as electrical safety, access for safety checks, etc.
- Electrical safety page on the Group’s website.

## 15. Risk Management

Clyde Valley Group will manage any identified risks through its Risk Management Policy ensuring that risks are identified, assessed, managed and mitigated.

The Group is committed to a proactive and systematic approach to managing electrical safety risks. Effective risk management ensures that hazards are identified, assessed, and controlled, and that the risk of injury, damage, or non-compliance is minimised.

## 16. Improvement, Monitoring and Review

### Policy Review

This policy will be reviewed every three years or as and when changes to legislation or best practice guidance necessitate it. Reviews will incorporate tenant and stakeholder feedback, any learning and regulatory updates. The purpose of the review is to assess the policy’s effectiveness and adherence to current legislation and good practice and identify any changes which may be required. Any amendments to the policy will be communicated to staff and stakeholders within 30 days of approval.

## **Internal Assurance**

The Group must have assurance that all those carrying out electrical works within its buildings and properties are competent to do so. The Compliance Team will maintain a register of all electrical contractors and electricians carrying out testing and works for the Group. This will include the specific qualifications of the electricians and if applicable the expiration date. Processes will be in place to ensure that the register is kept up to date e.g. new electricians added, and that evidence is obtained of any renewed/updated qualifications.

The Group will maintain robust internal assurance arrangements to verify that electrical safety management systems are effective, compliant, and consistently applied across all properties and operations.

Electrical safety assurance activities will include regular compliance monitoring, internal audits, business assurance reviews. These will include, as a minimum, a timeous review of:

- Key compliance data, including servicing and testing certificates, outstanding actions, remedial works and maintenance records.
- Unsatisfactory certificates.
- No access procedures and problems identified.
- Completion rates for testing and remedial works.
- Quality assurance/quality control reports.
- Void properties and properties out of management, including re-let process.
- Repairs and maintenance reports and key performance indicators.
- Training and competence of responsible persons, duty holders and contractors.
- Training records and competence of all contractors and electricians working on Clyde Valley Group contracts.

The performance of electrical contractors will be managed by the Asset Manager and Senior Compliance Officer, supported by a suite of internal metrics and KPI dashboards. Monthly operational meetings are held with Contractors within which performance is discussed and documented, with procedures in place to take more formal action to address performance issues if required.

In internal business assurance programme will be established to independently test the effectiveness of electrical safety management processes, such as record-keeping, contractor control, risk assessment quality, and communication with customers. Assurance reviews and internal audits will be carried out by competent staff or external specialists where required, and any non-conformances, will be tracked to resolution through formal action plans.

## **Audit and Performance Reporting**

The Group will maintain a structured programme of electrical safety audits and performance reporting to ensure that electrical safety systems, procedures, and controls are effective, legally compliant, and continuously improving. Regular auditing and transparent reporting are essential components of the Group's governance framework, supporting accountability to the Board and customers.

Performance reporting will be carried out as follows:

- Weekly reporting to the Asset Manager.
- Monthly reporting to the Director of Property and Development and as part of regular Group reporting in Decision Time.
- Quarterly reports will be prepared and issued to the Health and Safety Operational Group.
- Quarterly reports will be prepared and issued to the CVHA Board.
- Quarterly reports will be prepared and issued to the CVPS Board.

- Annual reports will be prepared and issues as part of the Annual Return on the Charter and as part of the Annual Assurance Statement review.

### **Key Performance Indicators**

The key performance indicators for reporting include:

- Percentage of properties (split by domestic and communal) with a valid Electrical Installation Condition Report (EICR) within the statutory 5 year cycle.
- Percentage of C1 and C2 defects completed within the prescribed timescale – C1 remedied within 24 hours, C2 within 30 days.
- Number of properties completed within First Time Access.
- Number of properties completed within Second Time Access.
- Number of properties completed within Forced Access.
- Percentage of properties where forced access was arranged but not required.
- Number of properties and appliances requiring a PAT test.
- Percentage of landlord supplied appliances tested within schedule.
- Number of properties requiring an LPS inspection.
- Percentage of properties with LPS inspected on schedule.
- Number of voids inspected and safe before re-letting.
- Number of tenants who received an EICR/PAT certificate at tenancy starts.
- Number of electrical incidents or near misses reported within 24 hours.
- Percentage of properties with complete and up to date records.

### **External Quality Assurance**

The Group recognises the importance of external assurance in providing independent verification that electrical safety management arrangements are effective, compliant and aligned with statutory and regulatory expectations.

An external third party shall be appointed to carry out a business assurance review of Electrical Safety, with scopes agreed through the Audit Committee.

All findings, recommendations, and actions arising from external assurance activities will be formally recorded, monitored and reported to the Asset Manager, Executive Team and Audit Committee. The Group will implement corrective actions promptly and review processes to prevent recurrence of issues. This approach ensures transparency, accountability, and continuous improvement in line with regulatory expectations and the Group's commitment to resident safety.

## **17. Training and Competency**

### **Electrical Safety Awareness Training**

Staff responsible for implementing the Group's policy on Electrical Safety will have training appropriate to their needs and to the needs of the Group identified within the individual training plans to ensure the aims of the policy are met. Staff should ensure that they are familiar with this policy and their specific roles and responsibilities as outlined within the roles and responsibilities section of the policy. They should also ensure they are up to date with current electrical regulations and good practice.

### **Training Records**

Clyde Valley Group's People Team will maintain a record of all training for both existing and new members of staff.

## **18. Key References and Supporting Documents**

This policy is supported by a range of internal and external documents that provide further clarification, procedures and guidance.

### **Supporting Documents**

Supporting documents include related policies, procedures, operational standards and guidelines that inform compliance and implementation. This policy should be read in conjunction with Clyde Valley Group's:

- Gas Safety Policy.
- Procurement Strategy and Policy.
- Customer Engagement Strategy.
- Health and Safety Policy.
- Asset Management Plan.
- Repairs and Maintenance Policy.
- Electrical Safety Management Procedure.
- Void Management Policy
- Risk Management Policy

### **Key References**

Key references include applicable legislation, regulatory requirements and standards:

- Health and Safety at Work etc. Act 1974
- Electricity at Work Regulations 1989
- Housing (Scotland) Act 2006
- Housing (Scotland) Act 2014
- Building (Scotland) Regulations 2004
- Electrical Equipment (Safety) Regulations 2016 (as amended)
- IET Wiring Regulations – BS 7671 (18<sup>th</sup> Edition)
- Management of Health and Safety at Work Regulations 1999
- BS EN 62305 Protection Against Lightning
- IET Guidance Note 3: Inspection and Testing
- Fire (Scotland) Act 2005
- Fire Safety (Scotland) Regulations 2006

## **19. General Data Protection Regulations**

Clyde Valley treat personal data in line with our obligations under the current data protection regulations and our own Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in the Group's Privacy Notice.

## **20. Equality, Diversity and Inclusion**

At Clyde Valley we value people and their diversity and strive to be inclusive. We respect others, regardless of personal differences and we listen to people to understand their needs and tailor our services accordingly. We will strive to promote equal access to our service for all members of the community and provide fair and equal treatment, promoting human rights in line with our Equality, Diversity and Inclusion Policy.

## **21. Approval and Review History**

This section should include any version control, what changes were made to the document and when these were approved and by whom.

Version	Date of Change	Author of Change	Changes	Approved by	Date Approved
1.0	01/05/2026	J Hands/ N Macholla	Full review and new format and content applied		