

PAT Policy

Summary

This policy explains how we make sure electrical appliances we provide are safe to use.

We carry out regular checks, known as Portable Appliance Testing (PAT), on electrical appliances that we provide and remain responsible for maintaining. This may include items within residents' homes, communal areas, supported housing, sheltered accommodation and other buildings we manage.

These checks help prevent risks such as electric shock or fire and ensure we meet our legal responsibilities.

We will work with residents to carry out testing safely, with clear communication and reasonable adjustments where needed.

Effective date

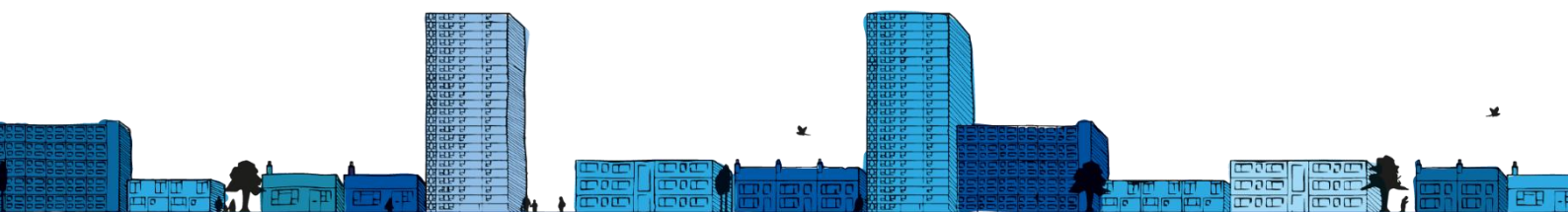
23rd September 2026

Review

We will review this Policy every 3 years or when there has been an update to legislative, regulatory, best practice or operational changes.

Version

Version 1.0



PAT Policy contents

Summary.....	1
Effective date.....	1
Review	1
Version	1
Definitions	3
Who this policy applies to.....	3
Why we have this policy	3
Testing Frequency	4
How we inspect and test appliances.....	4
Identification and Recording.....	4
Inspection and Testing	4
Failures and Remedial Action.....	5
Resident Communication	5
Access Management	5
Records and Information Management.....	5
Our responsibilities	5
Your responsibilities.....	6
Your voice	6
What have we done to make sure this Policy is fair?	6
Regulation and legislation	7
Related documents	7
How to feedback	7
Compliments	7
Complaints	8
Housing Ombudsman Service	8



Definitions

Term	Meaning
Portable Appliance	Any electrical item that is connected to the mains supply via a plug and is intended to be moved or can be moved.
PAT / In-Service Inspection and Testing (ISIT)	A process of formal visual inspections and electrical testing to confirm that portable appliances remain safe to use.
Competent Person	An individual with the appropriate training, knowledge, experience and equipment to carry out inspection and testing and accurately assess the results.

Who this policy applies to

This policy also applies to higher risk settings such as supported housing, sheltered accommodation, and temporary accommodation, where more safety checks may be needed.

This policy covers **electrical appliances provided by Portsmouth Homes that we are responsible for maintaining**, including:

- White goods (for example, fridges, washing machines, and plug in cookers)
- Portable heaters
- Electrical equipment in communal areas

This includes appliances in:

- Residents' homes
- Communal areas
- Offices and other buildings we manage

Contractors must make sure any electrical equipment they bring onto our premises is safe and has been properly tested.

This Policy **does not apply** to electrical appliances owned by residents, such as kettles, televisions, white goods or other personal items, unless a risk assessment identifies a need for controls in shared or communal spaces.

Any reference in this policy to 'we', 'our' or 'us' refers to Portsmouth Homes.

Any reference in this policy to 'tenant', 'customer' or 'resident' refers to a Portsmouth Homes resident, leaseholder or shared owner.

Why we have this policy

This Policy explains how we manage Portable Appliance Testing (PAT), also known as In-Service Inspection and Testing (ISIT).



It helps make sure the electrical appliances we provide are safe to use and do not put residents, staff, contractors, or visitors at risk of injury or fire.

We carry out testing in line with legal requirements, and recognised industry guidance.

We understand that some residents may need extra support. We will make reasonable adjustments and work flexibly to ensure safety checks are carried out in a way that is fair, accessible, and clearly communicated.

These checks also help reduce the risk of electrical fires and support residents to feel safe and confident using the appliances we provide.

This Policy should be read alongside our Electrical Safety Policy, which covers fixed wiring and our wider approach to electrical safety in homes and buildings.

Testing Frequency

We take a risk-based approach to how often appliances are tested. This means items in higher risk areas, such as communal spaces or supported housing, may be checked more frequently than those in residents' homes.

We review testing frequency if risks change, for example where there is damage, increased use, or concerns raised.

When deciding how often to test, we consider:

- The type of appliance
- How and where it is used
- The environment it is in (such as communal or supported housing)
- Manufacturer guidance and previous test history

As a minimum:

- Appliances are tested when first supplied or installed
- Ongoing testing is aligned with the electrical safety inspection programme, unless a higher level of risk requires more frequent checks.

How we inspect and test appliances

Identification and Recording

We keep a record of all appliances we provide and maintain, including where they are located. Each item is uniquely identified, and our records are regularly checked to make sure they are accurate and up to date.

Inspection and Testing

Appliances are checked by a trained and competent person using both visual inspections and electrical testing. Each item is labelled with the result and the next test date. All testing follows recognised industry guidance to ensure safety and consistency.



Failures and Remedial Action

If an appliance is found to be unsafe, it is taken out of use straight away. We will arrange repair or replacement as quickly as possible. Appliances must pass a further test before they are used again. Where this affects a resident, we will explain what happens next and arrange a suitable replacement where needed.

Resident Communication

We will keep you informed by:

- Giving advance notice of testing visits
- Explaining why access is needed
- Sharing safety advice where helpful
- Letting you know the outcome where testing affects appliances in your home

Access Management

- We will take reasonable steps to arrange access and will keep a record of all attempts. If we cannot gain access, we will follow our access procedures, which may include further contact, repeat appointments, and additional action where needed to meet our safety responsibilities.

Records and Information Management

We keep accurate and up to date records of the appliances we provide and the checks we carry out. This includes:

- Appliance details and locations
- Test results and certificates
- Repairs, replacements, and follow-up actions
- Access attempts and communication with residents

We use this information to check we are meeting our responsibilities, identify any trends, and improve safety across our homes and buildings.

We keep records to demonstrate compliance and support inspections and assurance activities. Where appropriate, we can share relevant information with residents on request.

Our responsibilities

We will:

- Make sure the electrical appliances we provide are safe to use
- Carry out inspection and testing of appliances covered by this policy on a risk-based basis, with inspections taking place at intervals no longer than five years.
- Keep accurate records of appliances and safety checks



- Act quickly if a fault or safety issue is found
- Give clear information about testing and appliance safety
- Make reasonable adjustments to support access or communication needs
- Monitor our performance to make sure we are meeting our safety responsibilities

Your responsibilities

You are responsible for your own electrical appliances, whilst you do not need to have formal testing of them, we recommend you undertake a regular visual check to make sure there is no visible damage or loose/exposed wires. If you are unsure about their safety, you should seek advice from a qualified professional.

You should:

- Allow access for safety checks when we contact you
- Undertake a visual check prior to use of the items
- Let us know if an appliance Portsmouth Homes have provided looks damaged or unsafe
- Use appliances safely and follow any guidance given
- Not remove or tamper with safety labels or equipment

Your voice

We provide residents a wide range of meaningful opportunities to engage, influence and scrutinise the Landlord Strategies, policies and services, to include participation in regular resident meetings and give feedback on services and policies.

If you would like to be included in future resident engagement focus groups and would like to know how to get involved, please contact us for more information:

You can contact our team by:

- Email: housing.engagement@portsmouthcc.gov.uk
- Phone: 02392 834835
- Website: visit the [Resident engagement and community resources on our website](#)

What have we done to make sure this Policy is fair?

We completed an Integrated Impact Assessment (IIA) to consider the positive and negative impacts this Policy may have on people with protected characteristics under the [Equality Act 2010](#). This Policy should have direct and positive equality and diversity impacts.



Regulation and legislation

We recognise the variety of legislation, and we will continue to monitor relevant legal guidance. The list below reflects some of the existing legal framework and relevant publications:

- [Social Housing \(Regulation\) Act 2023](#)
- [Equality Act 2010](#)
- [The Fire Safety \(England\) Regulations 2022](#)
- [Building Safety Act 2022](#)
- [The Regulatory Reform \(Fire Safety\) Order 2005](#)
- [Electrical Safety Standards in the Private Rented Sector \(England\) \(Amendment\) \(Extension to the Social Rented Sector\) Regulations 2025](#)
- [Electricity at Work Regulations 1989](#)
- [Health and Safety at Work etc. Act 1974](#)
- [The Provision and Use of Work Equipment Regulations 1998](#)
- [IET Code of Practice for In-Service Inspection and Testing of Electrical Equipment](#)

Related documents

This policy should be read in conjunction with:

- [Portsmouth Homes policies, strategies and reports](#)
- Tenancy Agreement / Leasehold Agreement

How to feedback

If you have any questions around the policy or would like to know more about its application, please contact the relevant service in the first instance.

You can get this policy in large print, braille, audio or in another language by contacting your Housing Office. More information is available [translation, interpreting and audio information](#).

Compliments

To help us provide the best service we can. We would like to hear customer views on the services that they use. If the customer is pleased with a member of staff or service, please let us know.



- Telephone: 02392 606383
- Email address: HNBLandlordComplaints@portsmouthcc.gov.uk

Complaints

If a customer is unhappy, they can refer to our Landlord Complaints Policy.

- Online complaint form at [Make a housing complaint](#)
- Telephone: 02392 606383
- Email address: HNBLandlordComplaints@portsmouthcc.gov.uk

Housing Ombudsman Service

If a customer is unhappy, they can contact the Housing Ombudsman Service for advice and guidance at any time.

- Online complaint form on [the Housing Ombudsman Service website](#)
- Telephone: 0300 111 3000
- For more information, visit [Housing Ombudsman's Complaint Handling Code](#)

