

Electrical Safety Policy

Summary

Portsmouth Homes' Electrical Safety Policy details responsibilities and procedures for maintaining electrical safety in our properties, focusing on legal compliance, resident safety, and transparent communication about inspections and repairs.

Effective date

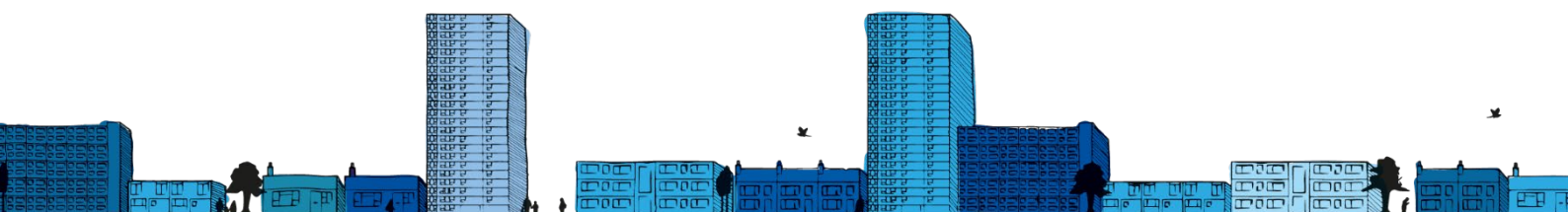
1 October 2025

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



Electrical Safety policy contents

Summary	1
Effective date.....	1
Review	1
Version	1
Electrical Safety policy contents	2
Scope	2
Purpose	3
Our Responsibilities	3
Your Responsibilities	4
Process for Arranging Access	4
Electrical safety certificates	5
Smoke and Heat Alarms	5
Gas and Electric Safety Panel.....	5
Your voice	6
What have we done to make sure this Policy is fair?	6
Regulation and legislation	6
Related documents	7
How to feedback	7
Compliments	7
Complaints	7
Housing Ombudsman Service	7

Scope

This policy outlines our approach and how we ensure the electrical safety of your home. It explains what we do to keep you safe, what your responsibilities are, and what to expect from us as your landlord in line with the Tenancy or Lease agreement.

It ensures we meet our legal and regulatory duties around health and safety assessments, and the provision of safe and quality homes is carried out in appropriate timescales. It ensures that residents' homes and communal areas are well maintained, safe and that our records are maintained.

This policy does not apply to:

- Electrical installations and equipment within leaseholder and shared owner's homes, these are managed in accordance with their lease.
- Electrical equipment not owned or managed by us, including residents own electrical equipment



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 tenant.

Purpose

We are committed to maintaining the safety of residents by effectively managing electrical safety in all our properties. This includes complying with all legal and regulatory requirements as a landlord.

It is essential that we maintain accurate and up-to-date records regarding the electrical safety of the homes and communal areas under our management and provide clear information about the safety of your home.

This practice ensures these environments remain safe and properly maintained for residents, and this allows us to identify any necessary investments required.

The policy explains our electrical safety responsibilities, your responsibility and our approach to arranging visits, inspections, reviews and what we will do when a resident does not allow access.

Our Responsibilities

To carry out an Electrical Installation Condition Report (EICR) to your home at least every 5 years or sooner if there is a change of tenancy, such as before a new tenancy, any mutual exchange, or after major works.

To carry out Electrical Installation Condition Report (EICR) within a communal area at least every 5 years undertaking any repairs as necessary.

We will notify residents in advance of inspections or repairs.

If the electrician identifies any areas with a present danger and a risk of injury (C1 recommendation), remedial action will be taken before the electrician leaves the property.

If the electrician identifies a potentially dangerous installation (C2 recommendation), urgent remedial action should be undertaken either before the electrician leaves the property or, if necessary, due to the time required, may be completed on the next working day.

If the electrician identifies improvements (C3 recommendations) then this will be recorded on the EICR, and recommendations will be reviewed by us for potential improvement projects.

If the electrician identifies any unauthorised electrical alterations undertaken by the resident, then they may disconnect the electrical supply to the alterations.

Electrical appliances provided by us will undergo regular Portable Appliance Testing (PAT) in accordance with safety protocols.



Your Responsibilities

Your tenancy or lease agreement requires you to help keep your home safe, this includes but not limited to:

- Allow Access for inspections and repairs should be provided with reasonable notice except in emergencies.
- Where permission is granted for the resident to undertake electrical works they should be carried out only by qualified professionals and suitable documentation should be provided following the work.
- Any faults or damage that fall under our responsibility should be reported as soon as possible.
- Appliances are to be used safely and in accordance with manufacturer instructions.
- Sockets should not be overloaded, and damaged cables must be avoided.
- Smoke and heat detectors should be tested on a weekly basis, with any defects reported promptly.
- Written permission is required before undertaking electrical alterations, which must be performed by qualified professionals and appropriate electrical certificates should be provided to us in all instances.
- Mutual exchanges require prior approval and an electrical inspection.
- Electrical wiring, equipment, or meters should not be tampered with.

Any suspected tampering, interference or unauthorised alteration of metering equipment will be reported to the supplier as fraud and tenancy action may also be taken.

Any electrical repairs should be reported to the Customer Repairs team by email to CustomerRepairsTeam@portsmouthcc.gov.uk or call 023 9284 1311.

Process for Arranging Access

We will take all reasonable and practicable attempts to contact you to arrange a mutually convenient appointment time to carry out an electrical inspection condition report (EICR).

Should our initial 3 attempts to reach you be unsuccessful, we will conduct a visit to your home to discuss any challenges or barriers in arranging access. In these situations, we will follow our Working Together - Portsmouth Homes Access Policy.

When access to your home is required, only the data necessary for relevant purposes is shared with staff or contractors who provide services and interact with you and the household.



Electrical safety certificates

Upon completion of a satisfactory inspection or test, the certificate or inspection report completed will be issued and provided to us. We will provide residents with a copy of the EICR within 28 days of inspection or before a new tenancy begins and the next test due date is populated once the certificate has been received.

The most recent electrical certificate or report for your home is available upon request, please contact the Customer Repairs team by email to CustomerRepairsTeam@portsmouthcc.gov.uk or call 023 9284 1311.

Smoke and Heat Alarms

Smoke detection is provided to individual homes to provide a means of alerting residents to the presence of fire and facilitating safe escape.

The minimum standard for temporary smoke detection is one detector per storey level.

As part of the Electrical Installation Condition Report (EICR) programme, Smoke alarms and heat detectors will be inspected/ tested/ replaced in line with manufacturer's instructions.

We will assess the type of smoke alarms required, based on the needs of the building and residents, and that those alarms are compliant with British Standards BS 5839-6.

Gas and Electric Safety Panel

The panel will be chaired by the Head of Compliance and include appropriate Heads of Service from Buildings and Housing together with appropriate representation from the Housing Need and Supply service and other directorates as appropriate. The panel will meet at minimum quarterly intervals.

The panel will coordinate and communicate response to electrical safety across all Housing, Neighbourhood and Building teams to ensure risks are managed consistently and are appropriately resourced, complying with all legislation and providing appropriate information to residents, staff and contractors.

The panel will have oversight of the process, changes to the legislation and effectiveness of the electrical safety policy.

The panel will review the following key areas and implement changes required to processes, policies or communication to residents as appropriate.



Your voice

We provide tenants 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:

- [Housing Act 2004](#)
- [Social Housing \(Regulation\) Act 2023](#)
- [Landlord and Tenant Act 1985](#)
- [Health and Safety at Work etc. Act 1974](#)
- [The Management of Health and Safety at Work Regulations 1999](#)
- [The Electrical Safety Standards in the Private Rented Sector \(England\) \(Amendment\) \(Extension to the Social Rented Sector\) Regulations 2025](#)
- [Housing and Planning Act 2016](#)
- [The Electricity at Work Regulations 1989](#)
- [The Smoke and Carbon Monoxide Alarm \(Amendment\) Regulations 2022](#)
- [The Electricity at Work Regulations 1989](#)
- [Building Safety Act 2022](#)



- [Decent Homes Standard: review](#)

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](#)

