

ELECTRICAL SAFETY (LANDLORD COMPLIANCE) POLICY

Electrical Safety (Landlord Compliance) Policy

Responsible Officer	Group Assistant Director of Building and Customer Safety
This policy is applicable to	Karbon Group
Policy version	12
Date this version implemented	30 September 2026
Date of next review	30 September 2027

Policy Statement

Electrical safety is essential to keeping our customers, colleagues, contractors and visitors safe. This policy explains how Karbon Group manages, monitors and maintains electrical installations across our homes, communal areas and workplaces to ensure they remain safe and meet all legal and regulatory requirements.

The Group is committed to maintaining high standards of electrical safety by carrying out regular inspections, testing and maintenance of electrical installations and equipment. We ensure that all homes have appropriate electrical certification, including Electrical Installation Condition Reports (EICRs), and that electrical systems are tested before new customers move into a property. In line with current legislation, electrical installations and electrical equipment supplied by the landlord are inspected at least every five years, and any serious defects identified are prioritised for repair.

The policy also sets out our commitment to using appropriately qualified and competent contractors, maintaining accurate records, and providing customers with relevant electrical safety information and certification. Where access is required to complete safety inspections or repairs, we will work with customers to arrange appointments and provide support where vulnerabilities or additional needs are identified.

Strong governance arrangements are in place to monitor compliance and performance, with regular reporting to senior leaders and governing boards. Through these arrangements, Karbon Group seeks to ensure that electrical risks are effectively managed, legal obligations are met, and customers can have confidence that their homes are being maintained safely. The policy reflects our commitment to protecting people, delivering safe homes, and continually improving our services through effective monitoring, assurance and customer-focused working practices.

Risk the policy is designed to control

Principle Risk 1. Health and Safety

Description: Risk of failure by the Group to take all reasonable health and safety measures leading to serious injury or loss of life

Key performance measures

Reporting will include KPIs via the Compliance Scorecard which will include:

- % of Properties with a completed and in date Commercial Periodic Electric Inspection Condition report
- % of Properties with a completed and in date Domestic Periodic Electric Inspection Condition report

Commentary will be provided for any properties out of date to include the date they became overdue, days overdue, and their position within the legal process to bring them back into a compliant position.

Policy Detail

1.0 Purpose of policy

- 1.1 The purpose of this policy is to set out Karbon Homes and its subsidiary companies (hereby known as the Group) is commitment to electrical safety. It sets out how Karbon Homes and its subsidiary companies manage electrical safety across their housing stock, offices, communal areas, and other properties. Its primary purpose is to ensure the safety of customers, employees, contractors, visitors, and members of the public while meeting all relevant legal, regulatory, and landlord obligations.

2.0 Objectives of the policy

- 2.1 Karbon Homes Group are regulated by the Regulator of Social Housing and have responsibility for discharging the landlord obligations surrounding electrical safety. We are also required to undertake a monitoring role to ensure that we can demonstrate a validated landlord compliance position, thereby leading to the Group being overall compliant with legislative and regulatory requirements.

The objectives of this policy are detailed below;

- To ensure we provide a safe environment for customers, colleagues and third parties to live and/or work
- Establish the key principles that the Group will utilise to ensure electrical safety across Karbon Group.
- The Group will discharge the landlord's duty specifically detailed in BS7671:2018+A4:2026 Institution of Engineering & Technology (IET) Wiring Regulations Eighteenth Edition including all amendments current at the date of any electrical testing or works, Part P and all relevant parts of the Building Regulations.
- Ensure compliance with The Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025.
- Clarify our approach to inspections and testing that ensures recording and rectification of defects to electrical installations and circuits so that they are maintained in a safe condition to prevent risk of injury or death to any person.
- Ensure that all properties hold a current Electrical Installation Condition Report (EICR) and/or Domestic Electrical Installation Certificate (DEIC) (for New Build/Rewire) and all electrical installations in our properties are tested and certified prior to letting.

- Keep a record of each inspection and test report.
- Ensure that all electrical works in homes and common areas are correctly designated, tested and certified by an appropriately skilled and competent person.
- The Electricity at Work Regulations 1989 (EAWR) – No person shall be engaged in any work activity where technical knowledge or experience is necessary to prevent **danger** or, where appropriate, **injury**, unless he possesses such knowledge or experience, or is under such degree of supervision as may be appropriate having regard to the nature of the work.
- Section 2.2 of the Health & Safety at Work Act 1974 (HSWA) requires employers as far as is reasonably practicable “to provide and maintain plant and systems of work that are safe and without risk to health. Plant covers any machinery, equipment or appliances including portable appliances.”
- The Group will risk-assess appliances provided by the Group which are used by employees, residents, customers and visitors and undertake In service inspection and testing of electrical appliances (ISIT)) on a risk assessed schedule as per the Code of Practice for In-service Inspection and Testing of Electrical Equipment.
- Ensure compliance with the Smoke and Carbon Monoxide Alarm Regulations 2022.
- Provide clear lines of responsibilities for the management of electrical safety.
- Provide a commitment to customers who are affected by electrical safety to communicate and raise awareness regarding the key issues.
- To provide a timetable for the review of the Electrical Safety Policy and Electrical Management Plan.

This document will be stored in the Karbon Group SharePoint for internal stakeholders and will be available to view by external stakeholders via each Group organisation’s website.

3.0 Scope of the Policy

- 3.1 This policy relates to offices, general needs housing, supported housing, sheltered housing, and other rented properties owned by the Group, communal areas including leaseholders/shared ownership, other rented housing managed by the Group on behalf of a third party, remote plant and garages (unless other parties are explicitly specified for statutory responsibility in any lease or management agreement.)
- 3.2 Where properties are managed on behalf of external property owner’s the statutory responsibility will be detailed in the lease or management agreement.

- 3.3 This policy is applicable to inspection, testing, and recording, rectification of defects and issuing of reports, so as to prevent risk of injury or death to any person.
- 3.4 All premises with an electrical supply where the Group are responsible for the electrical installations will be included in the inspection programme which will include inspection of condition and repair and maintenance to ensure installations and equipment are kept in a safe condition. The inspection will be completed by an appropriately qualified, skilled person for electrical installations and records of each inspection and test report will be kept in relation to the following;
- All electrical installations
 - In service inspection and testing of electrical appliances
 - Lightning conductors (where previously installed)
 - Other electrical installations where there is a legislative requirement
- 3.5 This policy must always be read in conjunction with the Electrical Safety Management Plan.
- 3.6 The frequency of inspections and procedures are detailed within the Electrical Safety Management Plan.
- 3.7 New electrical installations will comply with BS7671:2018+A4:2026 Institution of Engineering & Technology (IET) Wiring Regulations Eighteenth Edition including all amendments current at the date of the electrical works and Part P and all other relevant parts of the Building Regulations.
- 3.8 Each home included within the electrical upgrade programme will be upgraded in accordance with the current version of BS7671:2018+A4:2026 Institution of Engineering & Technology (IET) Wiring Regulations and Part P of the Building Regulations, resulting in the issue of either:
- A 'Satisfactory' Electrical Installation Condition Report (EICR) or
 - A Domestic Electrical Installation Certificate (DEIC)
- Note: In the event the Electrical Installation Condition Report overall assessment of the Electrical Installation is 'Unsatisfactory' then the appropriate Electrical Test Certification will be completed for the associated Electrical Remedial Work
- 3.9 There will be a detailed record of all attempts to gain access to carry out electrical inspection testing and repairs. If reasonable access is not provided the Group will escalate action and seek a legal or legislative remedy to ensure access is gained at the earliest possible opportunity in accordance legislation. Further information is contained within the management plan,
- 3.10 We will proactively assess data for relevant information about the customer to help gain access (disability, vulnerability etc.). The process will be detailed in the Electrical Safety Management Plan.

Electrical Safety Commitments

3.11 The Group will work within the following commitments

- Adequate installation and upgrade programmes are carried out by competent contractors whose qualifications to undertake such work have been fully assessed.
- Ensure a 5-yearly programme of EICR electrical installation testing as a minimum for workplaces, common areas, dwellings, sheltered and supported housing schemes and Houses in Multiple Occupation.
- Ensure at least one smoke alarm is equipped on each storey of our homes where there is a room used as living accommodation as per regulations
- Ensure smoke alarms are repaired or replaced once informed and found that they are faulty.
- Risk-assess appliances provided by the Group for work use, and also which are provided or permitted in communal/common areas, including those provided through our Group rental service. Items will be In-service inspected and tested on a schedule and risk assessed as appropriate.
- Ensure electrical equipment provided the landlord is checked at least every 5 years.
- Ensure that all properties hold a current EICR and /or an Electrical Installation Certificate and all electrical installations are tested and certified prior to letting.
- A record of an electrical installation or equipment test and/or other relevant certification will be made available to the customer within 28 days of the test being carried out or before they move in for a new tenancy.
- Any defects (FI, C1 or C2 (not C3) identified during the electrical test must be completed within 28 days of the electrical test or we must demonstrate that we've taken all reasonable steps to gain access.
- Only use operatives and contractors employing appropriately qualified and skilled persons who are registered with the NICEIC or equivalent.
- All activities will be subject to compliance with the General Data Protection Regulations 2018.

Property Classification.

- 3.12 All Group properties will be categorised in either the housing management system or C365 according to their potential to have an electrical supply installed.

Record Keeping

- 3.13 The requirement whether to undertake an electrical safety check or not will be held within the housing management system (Karbon) or C365 (54North).
- 3.14 All records relating to the EICR shall be kept for a minimum of 10 years or until the Electrical Installation is updated and/or renewed. In service inspection and testing certification of electrical appliances will be kept for a period of 6 years.
- 3.15 Certificates associated with those visits will be held in an electronic document management system and shall be made available to the customer(s) of the premises.

- 3.16 Electrical appliances owned by Karbon Group, including those supplied through Group operated rental services, will be repaired and maintained to approved current standards.
- 3.17 We will carry out regular validation checks of the housing management and/or C365 databases to ensure all properties are correctly classified.
- 3.18 A full Electrical Installation Certificate and/or Electrical Installation Condition Report (EICR) for new or changed status properties will be completed at the time of recording on Capita, such changes will include:
 - New Property Acquisitions
 - New Build
 - Refurbishment
 - Change of Tenancy or Tenure (any reason).

Contractors Competency

- 3.19 The Group has a responsibility to ensure that directly employed engineers and contractors are appropriately skilled and qualified and are competent to undertake the relevant services. The following controls will operate to ensure competence can be demonstrated.
- 3.20 Only suitably qualified electrical operatives and contractors shall be engaged to undertake work on electrical installations. The National Inspection Council Electrical Installation Contractors (NICEIC) offer an industry recognised standard of training for engineers. It is required that contractors shall demonstrate that all engineers engaged in work for Karbon Group shall meet the respective standard of training offered by NICEIC or equivalent.
- 3.21 The Group's organisational commitment to health and safety is set out in our Health and Safety Policy.

Internal Competency

- 3.22 The Group will ensure that all colleagues undertaking key roles within the delivery and management of this area will have access to training and support applicable to their roles.
- 3.23 As part of the Electrical Safety Management Plan a competence framework will operate.

4.0 Customer Vulnerabilities

- 4.1 This policy is applied in line with our Customers in Vulnerable Circumstances Policy. We want people to be treated fairly, have equality of opportunities, freedom, respect, and access to our services.
- 4.2 We will support people in vulnerable circumstances to help us deliver this service. We will work alongside external agencies such as social services, the police and fire services and other appropriate agencies to help and support people in vulnerable

circumstances and to ensure we meet our statutory and regulatory requirements as a social landlord.

- 4.3 Policies and key information are made available on our website.

5.0 Monitoring and Review

- 5.1 Ultimate responsibility for compliance with the Regulations lies with the Karbon Group Board who will act as the 'Duty Holder' and is accountable for ensuring the implementation of this policy. The Board has final approval of budget requirements to meet delivery.
- 5.2 The Board, through review of performance will receive assurance that the Regulations are being fully complied with; the safety of staff, colleagues, customers, and the wider general public who may be within the vicinity of Karbon Group properties at any time are not or have not been compromised.
- 5.3 Karbon's Group Customer Committee (GCC) will be responsible for receiving quarterly reports and ensuring regulatory landlord compliance. They will report to Karbon Homes Board quarterly and highlight any concerns that they may have in relation to the implementation of this policy and be responsible for ensuring that Karbon Group will undertake any necessary remedial action to comply with the management plan/policy.
- 5.4 54North Homes' Board will receive the minutes of each GCC meeting and an update from the 54N Board member representative to the GCC.
- 5.5 Reports will also be provided to the Senior Leadership Team (SLT) and the Karbon Leadership Team (KLT) Leadership Teams on a monthly basis.
- 5.6 Karbon Homes Group Chief Executive will retain the overall responsibility for consistent monitoring of the management plan, in order to effectively comply with the regulatory standards and report to Regulator for Social Housing.
- 5.7 Group Assistant Director of Building & Customer Safety (Property Delivery Lead) will lead the revision of the associated policy and will lead on the revision of the management plans across the Group. They will ensure the operational delivery of Electrical safety and remedial work programme and is accountable for supporting the 'Responsible Person' (Electrical Compliance Manager) duties to ensure compliance with the Karbon Group policy, management plan and compliance with the Regulations.
- 5.8 This service area will be included within the internal Audit programme which will review in particular adherence to process, data and record keeping.
- 5.9 The Group has a robust internal quality assurance regime, details of which can be found in the Management Plans.
- 5.9 In addition, the Group will seek additional independent quality assurance to ensure we can robustly demonstrate electrical safety compliance by using the National

Inspection Council for Electrical Installation Contractors (N.I.C.E.I.C) to ensure the internal inspection regime of this business-critical service area. The N.I.C.E.I.C will carry out an annual audit on Karbon Group's electrical safety compliance.

- 5.10 Electrical safety is a high-risk area and this policy will be reviewed on an annual basis

6.0 Equality and Diversity

- 6.1 This policy is applied in line with our Inclusion and Belonging Policy. This includes the legal requirements of the Equality Act 2010, Workers Protection Act 2023 and the Public Sector Equality Duty.
- 6.2 At the Karbon Group we aim to eliminate discrimination, promote equality of opportunity, foster good relations and define the nine protected characteristics of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.
- 6.3 If you would like this or any other policies in a different language or format please contact inclusion@karbonhomes.co.uk.

7.0 Data Protection and Privacy

- 7.1 We have a clear policy on data protection and sharing data with other partners/third parties under the requirements of the UK General Data Protection Regulation, the Data Protection Act 2018 and other associated legislation. This is clearly set out in the Data Protection Policy for the Karbon Group which, along with its associated procedures, must be followed throughout the operation of this policy.

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Approved by	KMT
Date approved	March 2018
Frequency of review	Annual
Last reviewed by	Group Assistant Director Building & Customer Safety

Date of last review	September 2026
Key related documents (policy, procedure, customer literature)	Electrical Safety Management Plan EIA screening Electrical Safety Policy Health & Safety Policy Repairs and Maintenance Policy Gas Safety Policy Hoarding Policy Property Condition Policy Abandoned Properties Policy Damp & Mould Policy Fire Safety Policy
Sources of best practice or guidance used in developing this policy	The application of this policy ensures compliance with the regulatory framework for social housing in England governed by The Regulator of Social Housing which requires all housing providers to meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes. The Group acknowledges and accepts their responsibilities under the BS7671:2018+A4:2026 Institution of Engineering & Technology (IET) Wiring Regulations All Electrical Installations must now be designed, constructed, inspected, tested and certified to meet the requirements of the above standard. In addition to this we must also comply with The Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025, which now mandate that the electrical installations within our homes are tested at least every 5 years. It is essential we ensure customers, residents, employees, contractors and visitors remain safe in our premises (both individual homes and offices). Failure to properly discharge our legal responsibilities may result in prosecution, financial penalties, enforcement notices, downgrading by the Regulator of Social Housing, reputational damage and loss of confidence by stakeholders. This policy operates within the context of regulatory legal frameworks as follows: • Health and Safety at Work Act 1974 • BS7671:2018+A4:2026 Institution of Engineering & Technology (IET) Wiring Regulations Control of

	Substances Hazardous to Health Regulations 2002 • Management of Health and Safety at Work Regulations 1999 • Workplace (Health Safety & Welfare) Regulations 1992 • Control of Asbestos Regulations (CAR) 2012 • Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (2013) • The Electricity at Work Regulations 1989 (EAWR) • Landlord and Tenant Act 1985 • Housing Act 2004 • Occupiers Liability Act 1957 and 1984. • Equality Act 2010 • The Construction Design and Management Regulations 2015 • BS EN/IEC 62305 Lightning Protection Standard • The Management of Houses in Multiple Occupation (England) Regulations 2006 • The Regulator of Social Housing Regulatory Framework • All relevant Parts of Building Regulations including Parts P, B, F, L, M. • The Code of Practice for Electrotechnical Care in Social Housing • The Building Safety Act 2022 • The Smoke and Carbon Monoxide Alarm Regulations 2022 • The Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025 • The Social Housing Regulation Act 2023, including Awaab's Law
Author of this policy version	Electrical Compliance Manager

Document change history		
Version	Date	Changed sections
V2	April 2019	Full review - 1,2,3,4,5
V3	April 2019	1,2,3,4,5
V4	Sept 2019	5
V5	Jan 2020	5 – removal of reference to a reconciliation between Capita and the main asset list.
V6	April 2020	Cyclical review undertaken
	April 2021	Cyclical review
V7	Feb 2023	Cover, change frequency of review.
V8	Feb 2024	Annual review – Amended to reflect change in legislation

V9	Aug 2024	Amended to include reference to our Approach to Vulnerability Policy
V10	March 2025	Legal Framework list in 2.0 updated
V11	Nov 2025	Reference to use of C365 and Awaab's Law added. Requirements of new law added "The Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025." Removal of Glossary of Terms section as they are included within the policy. Amended Section 5. Monitoring to ensure alignment with the Management Plan (roles and responsibilities).
V12	Sept 2026	Updated reference to BS7671:2018+A4:2026 Institution of Engineering & Technology (IET) Wiring Regulations Policy updated to Group format for STAIRS

Equality Impact Assessment	
Include below the dates/outcomes from most recent EIA	
Equality Impact Assessment (EQIA)	EQIA Date:19 th March 2018 initial EQIA Updated Sept 2026

Consultation		
Consultation Group	Needs to be consulted when ...	Date of Consultation
Colleague Forum	Where a new policy or major policy change affects colleagues	Not applicable
Unions	Where a new policy or major policy change affects colleagues	Not applicable
Customers (including customers of subsidiaries)	Where a new policy or major policy change affects customers	Not applicable
54North colleagues	To agree any wording needed in the policy to reflect differences in 54North structure and processes	Not applicable
Inclusion and Belonging	An updated EQIA must be completed every time there is a new version of the policy	March 2018
Data Protection	The Data Protection team must be consulted every time there is a new version of the policy as an updated DPIA may be required.	March 2018
Legal	For all new policies or major policy changes to consider if there are any legal implications and check if a legal review or advice is required	Not applicable
Corporate Health and Safety Group	For health and safety policies	Building & Customer Safety Working Group October 2025
KMT	Approves minor changes.	November 2025

	(Circulate to KMT major policy changes/ new policies for awareness and any feedback)	
Exec Team	Approves major changes to non-key policies. (Circulate to Exec major policy changes/ new policies for awareness and any feedback)	Not applicable
Board Committees	Scrutinise new key policies or major changes to key policies in their areas. Approve specific key policies outlined in Group Delegatory Framework.	Not applicable
Subsidiary boards	Review and agree adoption of any new policies/major key policy changes going to Group Board	Not applicable
Group Board	Approve new key policies and major changes to key policies	Not applicable