

POLICY

Electrical

Wellhouse - The Place To Be

Policy Created: July 2022 Reviewed August 2023

Date of Next Review August 2026

The policy is available on the Association's website. Customers will be provided with a copy of this policy as part of their Tenant's Handbook. We will provide this policy in specific formats as requested, i.e., tape, Braille or another language.

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Linked Policies/Procedures

1.	Openness and Confidentiality
2.	Customer Engagement and Participation policy
3.	Complaints Policy
4.	Equality and Diversity & Human Rights Policy
5	Void Policy
6.	Repairs and Maintenance
7.	Asset Management Strategy
8.	Fire Safety

1. Vision and values

Wellhouse – the Place to Be.

This simple statement is our vision of Wellhouse as an attractive place where people feel happy and safe, benefit from having a good home and an attractive environment and feel proud to be part of a vibrant community.

We believe that our values of **Trust, Honesty, Integrity, Excellence, Accountability and Sustainability** supported by a comprehensive policy framework will help make our vision a reality.

2. Governance

Wellhouse HA is a community controlled Registered Social Landlord and is managed by a group of local people who are elected onto the Management Committee. We may co-opt other people onto the Management Committee from time to time where we feel we need specialist support. Their role is to make sure that the Association is well run, meets the needs of the local area and is responsive to what is important to local people.

The Management Committee appoints senior staff, agrees all the Association's policies and takes all the key decisions. The Director and the senior team support the Committee in these responsibilities.

3. Policy Aims

The aim of this Policy is to ensure the effective inspection, maintenance and management of all electrical installations, fixtures and appliances within premises controlled by the Organisation.

All electrical repair work and Electrical Installation Condition Reports will be sub-contracted to an external competent body.

The procedures detailed within this section are intended to facilitate the effective management of electrical safety, ensuring that all reasonable steps are taken to comply with the Housing (Scotland) Act 2006, the Building (Scotland) Regulations 2004, the Electrical Equipment (Safety) Regulations 2016 and Health and Safety at Work etc Act, 1974

4. Equal Opportunities and Human Rights Statement

We aim to ensure that all services, including the delivery of this policy, provide equality of opportunity.

We will respond to the different needs and service requirements of individuals. We will not discriminate against any individual for any reason, including age, disability, gender re-assignment, marriage, civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation, or other status.

5. Legislation

The following legislation is relevant to this policy:

- The Health and Safety at Work etc. Act 1974;

- The Management of Health and Safety at Work Regulations 1999;
- The Scottish Housing Quality Standard (SHQS) and the Scottish Government's Repairing Standard;
- The Scottish Social Housing Charter;
- The Housing (Scotland) Act 1987, 2001 & 2010;
- The Electricity at Work Regulations 1989;
- BS 7671:2018 Requirements for Electrical Installations, IET Wiring Regulations 18th Edition;
- Electrical Equipment (Safety) Regulations 1994 and 201

In terms of the Scottish Social Housing Charter, the Scottish Housing Regulator (SHR) has identified a number of key indicators relevant to housing maintenance by which it will measure landlord performance, including the following: Quality of housing – tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair.

6. Scottish Housing Charter

The Scottish Government's Social Housing Charter came into force in April 2012. The Charter sets out the standards and outcomes that Registered Social Landlords should achieve.

Outcome 1: Equalities

- Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services

Outcome 2: Communication

- Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides

Outcome 3: Quality of housing

- Tenant's homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair

Outcome 4: Repairs, maintenance and improvements

- Tenant's homes are well maintained, with repairs and improvements carried out when required, and customers are given reasonable choices about when work is done

Outcome 7: Value for money

- Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay

7. The Policy

7.1 The Policy outlines Wellhouse HA responsibilities to comply with the relevant legislation and regulatory guidance on the installation, inspection, repair, testing and certification of electrical systems in the domestic properties that it owns. The Association's Responsibilities

An electrical installation is made up of all the fixed electrical equipment that is supplied through the electricity meter. It includes the cables that are usually hidden in the fabric of the building (walls and ceilings), accessories (sockets, switches and light fittings), and the consumer unit (fuse box) that contains all the fuses or circuit-breakers.

The Association aims to ensure that its electrical installations should have:

- sufficient sockets for the number of portable appliances likely to be used, in order to minimise the use of multi-socket adapters
- covers in place to ensure that fingers cannot come in contact with live parts
- residual current device (RCD) protection where appropriate • satisfactory earthing arrangements
- satisfactory bonding arrangements
- enough circuits to avoid danger and minimise inconvenience in the event of a fault cables that are correctly selected in relation to their associated fuse or circuit-breaker

To determine if an electrical installation is safe and free from significant faults the association shall commission a suitably qualified electrical contractor to carry out an Electrical Inspection Condition Report (EICR) to each domestic property. Pat Testing to office equipment only

7.2 WHA has carried out an assessment and as recommended by Guidance Note 3 to IEE Wiring Regulations BS7671 and has duly decided on the following intervals of testing: In line with recommendations, domestic dwellings are to be tested and a satisfactory EICR produced as follows:

- Every five years;
- During major upgrade works where electrical installations are affected e.g., kitchen replacement;
- After any significant work is carried out to the electrical installation ;
- At every change of occupancy (exceptions may apply for short-term lets in certain properties – criteria will be included in the Electrical Safety procedures;
- At the time of any mutual exchange and: All communal areas of Blocks (Landlord's supply), and offices, every 5 years.

Trust Honesty Integrity Excellence Accountability Sustainability

7.3 Tenant's responsibilities

7.3.1 It is the tenant's responsibility to allow the association to undertake these these tests

7.3.2 As a final mechanism to ensure the Association's compliance with its statutory obligations, we will consider forcing entry to carry out this work. Every effort will be made to avoid this, through written correspondence and other appropriate methods of communication.

8.0 Complaints

We have a separate complaints policy and procedure. Leaflets and copies of the complaints procedure are available from the Association's office and on our website. We also provide information on how our customers can make a complaint to the Scottish Public Services Ombudsman, Bridge House, 99 McDonald Road, Edinburgh, EH7 4NS , telephone 0800 377 7300 or 0131 225 5300 and how to contact the Scottish Housing Regulator.

The Ombudsman will not normally deal with complaints unless customers have followed the Association's complaints' procedure

9.0 Review timeframe

The policy will be reviewed after one year and then every three years, or sooner, in response to a change in legislation or circumstance.

10. General Data Protection Regulations

The organisation will treat your personal data in line with our obligations under the current GDPR regulations and our own policy. Information regarding how your data will be used and the basis for processing your data is provided in Wellhouse HA's Fair Processing Notice.

11. Freedom of Information

As at November 2019, the Association is subject to FOI and all enquiries with respect to Repairs will be handled strictly in line with FOI and confidentiality policies.