# PERIODIC ELECTRICAL TESTING POLICY

**call** 01452 424344
**email** customer.experience@gch.co.uk
**visit** www.gch.co.uk

**Pride. Quality. Integrity. Innovation.**

Business Information provided by Gloucester City Homes

# PERIODIC ELECTRICAL TESTING POLICY

## DOCUMENTATION MASTER SHEET

Amendments to this Document are Detailed Below.

| Version Number | Date Amended | Comments | Date Approved | Author | Approved By |
|---|---|---|---|---|---|
| 01 | 10/03/2017 | New Policy | 13/03/2018 | SWT | NB |
| 02 | 24/10/2018 | Update | 24/10/2018 | SWT | MH |
| 03 | 27/02/2019 | Review | 27/02/2019 | SC | SWT |
| 04 | 17/03/2020 | Review | 17/03/2020 | AC | MH |
| 05 | 14/05/2020 | Update | 27/05/2020 | AC | MH |
| 06 | 21/10/2022 | Review and update | 02/02/2022 | TJ | MH |
| 07 | 30/03/2023 | Reporting update | 26/04/2023 | TJ | MH |
| 08 | 28/07/2023 | Remedial update | 23/08/2023 | TJ | SLT |
| 09 | 25/04/2024 | Update following electrical audit | 26/04/2024 | TJ | SLT |
| 10 | 23/10/2025 | Update follow new legislation | 26/11/2025 | TJ & AC | SLT |
| 11 | | | | | |



Pride. Quality. Integrity. Innovation.

Business Information provided by Gloucester City Homes

# PERIODIC ELECTRICAL TESTING POLICY

## OVERALL AIM/INTRODUCTION

GCH manage and maintain over 4500 properties in the locality of Gloucester. As a landlord and an employer, GCH are committed to reducing the risk associated with the use of electrical systems within the buildings we own and manage.

The aim of this policy is to outline the ways in which GCH will manage the fixed electrical installations and portable appliances within and around our properties, to ensure that we are compliant with the relevant legislation and that the electrical installations within our properties are safe.

## SCOPE OF POLICY

This policy outlines GCH's approach to Electrical Testing and how we will take the necessary measures to protect the health and safety of our employees, customers and contractors when undertaking inspections of the Electrical Installations within our properties, also confirming how we document and manage the information we receive from completed Electrical Installation test certification.

## LEGAL AND REGULATORY EXPECTATIONS

The following legislation provides justification for access where needed:

- The Landlord and tenants act 1985
- The Housing Act 2004
- Regulatory Reform (Fire Safety) Order 2005
- The Defective Premises Act 1972
- The Electricity at Work Regulations 1989
- The Health and Safety at work act 1974
- The Institute of Engineering and Technology (IET) Wiring Regulations 18th Ed, BS 7671:2018 + A3:2024
- The Institute of Engineering and Technology (IET) Inspection and Testing (Guidance Note 3) updated to BS7671:2018 + A3:2024
- The Building Regulations Document P Electrical Safety – Dwellings 2013
- The Management of Health and Safety at Work Regulations 1999
- Social Housing (Regulations) Act 2023
- Awaabs Law – Phase 1 Electrical Safety Regulations 2025
- The Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025

Other legal routes to access:

- Provisions outlined in tenancy agreement

- GCH No Access Policy

## ROLES AND RESPONSIBILITIES

The below Roles and Responsibilities will apply to the management of Electrical Safety within GCH.

**Chief Executive**:

The ultimate responsibility for ensuring compliance with the Company's Electrical Safety Policy rests with the Chief Executive.

The Chief Executive will ensure that GCH adopts a co-ordinated and managed approach to electrical safety. The Chief Executive will also ensure that Directors are provided with all necessary resources to ensure that they are able, within their own portfolios, to meet the objectives set out in this Company Electrical Testing Policy and their specific responsibilities under these Organisational Arrangements

Having ensured that all necessary resources have been provided to the Directors, the Chief Executive will ensure that the Directors comply with their duty to ensure the safe management of electrical installations within their building and properties and will hold them accountable to do so.

**Directors**:

The responsibilities of Directors are to ensure compliance with Health and Safety Legislation and to ensure the implementation of safe working practices and procedures within their respective Service Areas.

The Directors will be responsible for the safe management of electrical safety, in full compliance with all relevant legislation, Approved Codes of Practice, Health and Safety Executive Guidance Notes, relevant Governmental advice and the Gloucester City Homes Electrical Testing Policy, for all buildings and undertakings under their control.

The Directors will identify appropriate persons within their areas of responsibility to whom the daily functions of the "Duty Holder" as outlined by the Electricity at Work Regulations 1989 can be delegated to ensure that the required duties can be complied with on a day-to-day basis.

The Directors will ensure delegated "Duty Holders" are, provided with training to acquire the necessary skills to undertake these duties, and with the requisite resources and authority to ensure that they can effectively discharge them. The delegated 'Duty Holders' also known as 'Responsible Persons' would be the Compliance Manager, Electrical Manager, Business Support

Coordinator, Repair Officers, Neighbourhood Managers, Compliance Officer and the Learning and Development Advisor.

**Responsible Person**

Will carry out the following functions: -

- Ensuring compliance with current legislative requirements in relation to the management of electrical testing within the Company's property portfolio.
- The implementation and management of a prioritised electrical testing programme within the guidelines set out in Electrical Testing Procedure.
- Will be responsible for ensuring that appropriate electrical training for relevant employees is sourced and undertaken.
- Providing advice and guidance in relation to electrical safety for GCH personnel and contractors acting on GCH's behalf.
- Collating and archiving all relevant historical electrical documentation.
- Managing and updating the GCH Electrical database.
- Providing support for managers dealing with emergency situations in relation to electrical safety in GCH properties in accordance with the procedures laid down.
- Appointing and managing specialist electrical contractors.
- Networking with other Authorities to share 'best practice'.

**Persons Allocating/Organising Works**

- Ensure all relevant employees and contractors have received appropriate electrical training.
- Ensure that suitable and sufficient emergency procedures are developed and implemented when required.
- Ensure that all contractors are appropriately selected and adequately managed in order to ensure the Company's Electrical Testing Policy and Procedure are not compromised.
- Ensure that adequate access to GCH records is provided to staff, contractors and our Partners.
- Ensure electrical reports and certificates are provided to customers within 28 days of works being completed.

**Employees**

Every employee of the Company is responsible to:

- Take reasonable care for the health, safety and welfare of themselves and that of others who may be affected by their activities in relation to any contact or involvement with the electrical installation and equipment in buildings.
- Immediately report to their supervisor any damaged or dangerous electrical installations.

- Cooperate in the implementation of the Company's Electrical Testing Policy, Organisational Arrangements and Procedures.
- Comply with any working procedure to ensure that their own exposure to dangerous electrical installations, and that of others, who may be affected by their activities, is kept to a level, which is as low as reasonably practicable.
- As appropriate, use all suitable Personal Protective Equipment (PPE) that is provided for the safe conduct of any works.
- Anyone who refuses to accept or follow advice given by a competent person may be subject to the Company's Dismissal, Disciplinary and Grievance Procedures.

**Contractors**

All contractors should:

- Take reasonable care for the health, safety and welfare of themselves and that of others who may be affected by their activities in relation to any contract or involvement with electrical installation and equipment in buildings.
- Ensure that operatives have received relevant electrical training and provide copies of certificates to the Company for the works.

## SERVICE STANDARDS

Gloucester City Homes recognises the need to protect its customers, employees and 3rd parties from the risks associated with electrical installations within our properties. We are therefore committed to the following:

- Undertaking a comprehensive testing programme to the domestic hardwired electrical installations and all portable appliances (GCH issued) on a cyclical basis.
- Commercial properties are to be tested periodically in line with Guidance Note 3. This is the responsibility of the commercial leaseholder as outlined in the leasehold agreement. The performance of this is monitored through the Compliance Matrix accessible on MS Teams on the Landlord H&S Compliance Monitoring channel.
- Ensuring the competence of those undertaking electrical installation work in our properties should be in line with the minimum requirements which must be met by an enterprise in order to be recognised by a UKAS Accredited Certification Body as technically competent to undertake the design, construction, maintenance, verification, and/or inspection and testing of electrical installations.
- Keeping accurate and adequate records through the inhouse CRM system, Total Mobile and The Compliance Workbook (TCW).
- Having a competent person appointed to manage and administer systems.
- Having a suitable compliance system in place to manage programmes and testing certification.

- Providing adequate resources to ensure the service is provided.

## TESTING FREQUENCY

The below table outlines the frequency with which GCH will undertake Electrical Condition Reports and Portable Appliance Testing within our properties.

| | |
|---|---|
| Fix Installations within general domestic stock (non- HMO) | - At all changes of tenancy<br>- Every 5-years or as per the recommendation on the previous report. |
| Fix Installations within HMOs | - Every 5-years or as per the recommendation on the previous report. |
| Non-domestic installations – e.g., communal areas of blocks or commercial properties | - Communal Areas - Every 5-years.<br>- Commercial - As per Guidance Note 3 and monitored annually |
| New Build Installations | - At all changes of tenancy<br>- Every 5-years or as per the recommendation on the previous report. |
| New Build Non-domestic installations – e.g., communal areas of blocks or commercial properties | - Communal Areas - Every 5-years.<br>- Commercial - As per Guidance Note 3 and monitored annually |
| Portable Appliances | - Annual testing for Homeless Schemes, Sheltered Housing and the GCH Hub. Staff with electrical equipment i.e. Laptops etc within these schemes would be covered by this annual test.<br>- Dispersed properties to have a portable appliance test carried out at changes of tenancy.<br>- Hybrid working staff, with GCH electrical equipment will be required to carry out an annual risk assessment through their DSE Assessments, followed by a biennial PAT test. |

The testing schedule will be held in Microsoft Teams Electrical Testing folder. We aim to ensure that all properties are tested by the recommended anniversary date, as far as reasonably practicable.

## ELECTRICAL INSTALLATION CONDITION REPORT

**The Electrical Installation Condition Report (EICR) will be completed, as follows:**

- **A full external visual inspection of the electrical installation**. Note: it is acknowledged that a visual inspection of the cables concealed within the fabric of the building or enclosed in conduits or trunking cannot be undertaken.

- **A limited internal visual inspection**. This will include a visual inspection around the loft from the loft hatch with a torch to mitigate the risk of cable damage from unknown fauna, e.g. (mice, rats, rodents) that may be present. This will begin at 20% of all electrical equipment and enclosures for each circuit and will increase accordingly if problems and issues are observed.

- **A full sequence of tests**. This will be undertaken on each circuit in accordance with BS 7671 (IET) 18th edition 2018 + A3:2024 - Guidance note 3 Inspection and Testing.

The EICR will record whether the installation is 'satisfactory' or 'unsatisfactory' and will list any elements which do not comply with the current legislation. Below is a list of the categories which faults are classified.

- **C1**: Issues will be rectified immediately or disconnected from the electrical installation, made safe and is noted on the report. Any issues repaired will need to be noted on the EICR but on completion they must be documented on a separate minor works certificate to demonstrate the issues have been resolved, ensuring the minor works certificate indicates that it is matched to the original EICR report by use of the EICR reference number on the front page. All C1 issues not rectified during the inspection will be removed from the electrical installation and then noted on the report and added to a remedial programme ensuring property is left in a safe and functioning capacity for the end user.
  **All remedial actions are required to be actioned within twenty-eight days of the electrical test date**.

- **C2**: Issues will be completed during the test, however if in the event that a C2 issue will take substantially longer due to the complexity of the issue, it is at this point the Electrical engineer carrying out the test must disconnect from the Electrical system and make safe. Any issues repaired will need to be noted on the EICR but on completion they must be documented on a separate minor works certificate to demonstrate the issues have been resolved, ensuring the minor works certificate indicates that it is matched to the original EICR report by use of the EICR reference number on the front page. All C2 issues not rectified during the inspection will be disconnected from the electrical system

and noted on the report and added to a remedial programme ensuring the property is left in a safe and functioning capacity for the end user.
- **All remedial actions are required to be actioned within twenty-eight days of the electrical test date**.

- **C3**: Recommendations will be added to the electrical report and rectified following a review from either the Qualifying Supervisor or Electrical Manager on a case-by-case basis as in most circumstances rectifying the C3 recommendation may not necessarily improve the condition and integrity of an installation.
  **All remedial actions are required to be actioned within twenty-eight days of the electrical test date**.

- **FI** (Further Investigation): FI issues will require an additional inspection booked to allow time for further exploratory works, therefore will be added to a remedial programme. For clarity, all FI issues will be left in a safe and functioning capacity for the end user.
  **All remedial actions are required to be actioned within twenty-eight days of the electrical test date**.

- **Advisory**: These are issues GCH should be aware of but do not fall into a category C3 under the regulations.

Properties that are tested and found to be unsatisfactory must be left in a safe and satisfactory condition upon completion of the visit. This may involve disconnecting circuits or implementing temporary measures to ensure the customer can continue to use the electrical installation safely. Any defects identified during the test that cannot be rectified during the initial visit due to time constraints will be recorded as advisories, with the intention to address them later. However, there is an expectation that all faults will be rectified during the test visit where reasonably practicable.

In cases where a property must be left in an unsatisfactory condition as a last resort, due to complications requiring further investigation and time, a formal unsatisfactory report will be issued. Remedial works must then be scheduled and completed within 28 days. This timeframe is mandatory and non-negotiable.

All reports will be uploaded to The Compliance Workbook (TCW) and CRM with next test dates due being updated in the Housing Management System Orchard. Satisfactory properties will be updated to reflect a 5-year retest date or less if advised on the electrical reports. All electrical reports and certificates will be audited through the TCW software. A minimum of 10% of electrical reports and certificates are checked by our external electrical auditors per year.

## MUTUAL EXCHANGE

In the instance of a Mutual Exchange, the property must have an electrical inspection carried out at the time of the property inspection and before it is agreed for the mutual exchange to go ahead. This is to enable GCH to identify whether any DIY electric works have been carried out and to ensure the property is safe to relet. Any DIY electrical works identified are required to be corrected or removed before the property is relet. All remedial works must be carried out before a mutual exchange is processed and a new customer moves in. A visual inspection is to be carried out once the mutual exchange has been completed and the new tenancy in place.

## NO ACCESS & REFUSAL

Due to the importance of completing EICR's, GCH have adopted a strict no access procedure which is to be implemented by those managing the testing programme - please see electrical testing procedure.

GCH will work with our customers to understand the issues around no access, however on completion of the no access procedure, GCH will apply for an injunction to compel customers to provide access in line with the requirements of their tenancy agreements.

Customers cannot refuse an electrical safety check and any attempt to do so will be treated as a breach of tenancy and appropriate action will be followed in line with the customer's tenancy agreement.

GCH will also not allow customers to refuse essential rewire work to the properties. Where there are reasonable grounds, works may be postponed, however only when safe to do so.

## PORTABLE APPLIANCE TESTING

Portable appliance testing will be carried out on all GCH owned electrical appliances within premises owned or managed by GCH. Frequency of testing is as per the table above.

Equipment provided to employees must be used in accordance with the operating instructions and the person using the equipment will be responsible to check the electrical equipment is PAT Tested and in a safe condition prior to use.

## RECORDS

Certificates will be saved onto the Electronic Document Management System, CRM in the property management folder for each property. The test renewal date will be updated on GCH Housing Management System, Orchard.

## REWIRES AND REMEDIAL WORK

Where possible, remedial works will be completed during the initial electrical test to minimise disruption for customers and support efficient programme delivery. If it is not feasible to carry out the works during the initial visit, a follow-up appointment will be scheduled within 28 days to ensure the remedial actions are completed.

If a property is deemed beyond economical repair, it will be recommended for a full rewire. Recognising that rewiring may take time to arrange, minor works may be undertaken in the interim to ensure the property remains safe for customers until the rewire is completed.

In cases where an Electrical Installation Condition Report (EICR) indicates that a system requires retesting sooner than the standard five-year interval due to its condition, GCH will consider a full rewire rather than shortening the testing cycle.

## HOARDED PROPERTIES AND UNWORKABLE CONDITIONS

Where GCH encounter properties that have issues around hoarding and living condition, the engineer will be instructed to report back with images as evidence to the Compliance Manager and Electrical Manger and then carry out a visual inspection and report. If any defective items are found, rectify, and report and ensure the property is left in a safe and functioning condition with a retest date of 1 year.

Hoarded properties are to have additional smoke detectors installed in each room where condition is poor to ensure risk of fire is mitigated.

A clutter score template will be used to determine the severity of the property and reported to tenancy services.

All hoarded or properties in an unworkable condition will be passed to Neighbourhood Management Team to manage with an objective of working with the customers to ensure the property is tested once issues raised by the electrical inspector have been mitigated.

## REPORTING

Progress against the annual testing programme will be fed back once a month within a compliance meeting.  This will provide information on the number of tests scheduled within the year and the number of properties completed.

Properties requiring remedial action as a result of the electrical test will be reported on in a monthly compliance meeting to ensure programme targets are being met.

Properties that are passed to tenancy services will be managed and progressed via a no access team that sits on CRM and this is reviewed and be reported on a two-weekly basis.

The electrical testing and remedial works KPIs will be published to all Board Members on a quarterly basis.

## REVIEW

This policy will normally be reviewed triennially to ensure that it remains fit for purpose, unless an earlier review is required due to regulatory, statutory or other requirements.