



# Electrical Safety Policy

## Version Control

This is version 1 of the Electrical Safety Policy, effective from 19/05/2026

Approved by NewArch Homes Board: 19/05/2026

Next Review Date: 19/05/2028

Policy Owner: Georgia Kirby-Watt (Operations Director for NewArch Homes)

This policy applies to residents in NewArch rented homes

This policy has been written using recognised best practice and reflects our current approach at the time of publication.

## Our approach to electrical safety

At NewArch Homes, your safety and wellbeing are our top priorities. We're committed to making sure every home and communal area is safe, well-maintained, and fully compliant with all legal and regulatory requirements. This policy explains how we manage electrical safety in our rented homes and shared spaces, so you know exactly what we're doing to keep you safe.

## What this policy means for you

This policy applies to all rented properties and communal areas managed by NewArch, including leasehold and shared ownership blocks. Our trusted Management Partners and contractors are expected to follow this policy, ensuring a consistent and caring approach for all residents.

If there's ever a difference between this policy and your tenancy agreement, your agreement will always take precedence.

**Where this policy uses the term 'we or us', it refers specifically to both Management Partners, who are responsible for putting this policy into practice on a day-to-day basis, and NewArch who will be ensuring this is happening as expected by seeking regular assurance and reporting.**

**If you need help, have a question, or wish to report an issue, you should always contact your Management Partner in the first instance, as they are your main point of contact for managing your home.**

## Checks and assurance

We carry out five-yearly electrical safety checks in all homes and communal areas, following the latest BS 7671 Wiring Regulations. All work is done by qualified professionals registered with NICEIC or an equivalent body.

Our managing partners keep accurate records of all properties, inspection dates, completed checks, and any necessary follow-up actions. We also make sure residents receive a copy of their Electrical Installation Condition Report (EICR) within 28 days of the check.

NewArch request copies of all completed electrical certificates to ensure that the information provided by the Managing Partners is accurate, all certificates are in date and compliant.

## How we manage electrical safety

NewArch make sure our managing partners have a schedule for regular inspections and that all staff and contractors report any issues they notice. If a communal area is shared with other organisations, we'll work with them to ensure safety checks are completed.

We also conduct audits - both internal and external - to ensure compliance and identify areas for improvement.

## Electrical safety checks

We carry out electrical safety checks every five years or sooner if there are changes to the electrical system. These checks cover all fixed electrical parts, including wiring, sockets, light fittings, and permanently connected equipment.

Residents will be notified of upcoming checks and can reschedule if needed. If access isn't granted after three attempts, legal action may be taken as a last resort to ensure safety. If access is not granted after these attempts, Management Partners will refer the case to NewArch, who will make additional efforts to contact the resident and agree an appointment. If NewArch is unable to agree an appointment with the resident and is satisfied the policy has been followed – they will approve commencement of legal action (injunction) to gain access to complete the safety checks. The legal costs that are incurred will be passed back to the resident, unless there are exceptional circumstances.

Any urgent issues (C1 and C2) found during checks are addressed immediately or within 24 hours. Other issues (C3 or FI) are logged for future work or further investigation. Re-certification will happen when works have been carried out on any properties that had C1 or C2 remedial actions (emergency and urgent).

## Keeping records and staying compliant

Our managing partners maintain up-to-date records of all inspections, reports, and remedial actions. We monitor performance and request copies of the certificates to ensure 100% of checks are completed on time and track outstanding actions and access issues.

## Equality and diversity

We're committed to making reasonable adjustments to meet the diverse needs of our tenants, ensuring everyone has fair access and outcomes.

## Appeals and complaints

If you're not happy with a decision made under this policy, you can appeal using our Complaints Policy.

## Policy management and review

Our Board oversees this policy, which is reviewed every two years, or sooner if needed. We track performance using measures like:

- % of homes and communal areas with up-to-date EICRs with assurance and evidence
- Upcoming EICR expiry volume
- Number and type of outstanding remedial actions
- Time taken to resolve issues
- Number of properties in the no-access process and legal action taken to gain access.
- Completion rates for electrical repairs

## Related policies and documents

This policy should be read in conjunction with the legal and regulatory documents listed below:

- The Regulator of Social Housing's Safety & Quality Standard
- The Landlord and Tenant Act 1985
- The Housing Acts 1985 and 1988
- Health and Safety at Work Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Construction (Design and Management) Regulations 2007
- Supply of Machinery (Safety) Regulations 2008
- Institute of Electrical Engineers Wiring Regulations: BS 7671

And policies:

- Lift Safety Policy