Electrical Safety Standard

This Safety Standard should be read in conjunction with the Bromford Flagship LiveWest's Compliance Safety Policy.

1 Purpose

1.1 The safety of our customers, colleagues and contractors is at the heart of all we do.

1.2 We are fully committed to ensuring employees, customers and the general public, are not knowingly exposed to any risks that would affect their health and safety.

1.3 We are fully committed to achieving high levels of safety and quality in the services we deliver, providing homes that are safe to standards that reflect legislative requirements and best practice where appropriate.

1.4 Our risk appetite is averse for health and safety risks. We have zero tolerance for actions or omissions that could compromise the health and safety of individuals affected by our operations. We are committed to upholding the highest standards of health and safety compliance, proactively identifying and mitigating risks, and fostering a culture of safety throughout the organisation.

2 Standard

2.1 We have dedicated Mechanical & Electrical Management teams, responsible for delivering electrical services consistently across the whole business. These teams manage all electrical installations delivered both internally and through external contractors.

2.2 We maintain organisational membership with Competent Person Schemes as an approved contractor and are able to undertake repair and inspections on electrical installations and self-certify our work. We only appoint contractors to work on our electrical installations who are a member of a recognised Competent Person Scheme.

2.3 We employ qualified electricians and use approved contractors to make sure electrical installations are safely installed, tested, and maintained. We only appoint contractors who are competent and properly registered to carry out electrical work. We also use qualified electricians and approved contractors to carry out regular electrical safety inspections in our commercial buildings and rented homes.

2.4 All electrical installations are repaired and maintained in accordance with British Standards, ensuring that all work is safe, reliable, and meets nationally recognised quality requirements. We expect new homes to be built in line with these standards. We will also ensure that we can demonstrate, at all times, that all reasonable steps have been taken to properly maintain every installation.

2.5 We have Electrical Safety Procedures that set out in detail how we manage electrical systems and installations across our properties. These procedures explain how we carry out inspections, testing, repairs, and maintenance, as well as how we ensure that all work is carried out safely and in compliance with regulations and British Standards. They also outline how we record inspections, track repairs, and follow up on overdue work, ensuring the ongoing safety and reliability of all electrical installations.

2.6 Electrical Safety Inspections will be carried out in compliance with the Electrical Safety Regulations and the latest revision of the British Standards. The Frequency of future inspections will be determined based on the condition of the installation at the time of the most recent inspection. In all cases, the interval between electrical safety inspections will not exceed five years.

2.7 We will provide a copy of the Electrical Installation Condition Report (EICR) to existing customers within 28 days of the inspection being completed. New customers will receive a copy before they move into the property.

2.8 We follow clearly defined procedures and timescales when contacting customers to arrange safety inspections. Customers are always given the opportunity to rearrange appointments if the scheduled time is inconvenient. All reasonable steps are taken to gain access, and every step is fully recorded.

2.9 Failed access attempts are recorded to demonstrate that all reasonable efforts have been made to gain entry. Where customers are unable to provide reasonable access for required safety inspections or maintenance work, appropriate legal action may be pursued. This option will be considered a last resort and will only be taken after all other practical steps to gain access have been exhausted.

2.10 We will work proactively with freeholders or their management companies to obtain evidence that safety inspections have been completed in the communal areas of a building, in line with the relevant regulations and British Standards.

2.11 We keep a register of all properties that require safety inspections ensuring that this is regularly updated to reflect changes to our stock. This record shows when each inspection was last carried out and when the next one is due. We also maintain a history of all repairs and maintenance completed on our properties, which is kept for future reference.

2.12 We continuously monitor performance, keeping track of the number and percentage of properties with a current safety inspection, as well as the progress of any work on properties where an inspection is overdue.

2.13 Repairs are completed in line with performance targets. Any reported electrical emergency will be treated as a priority, and we will make it safe within 24 hours.

2.14 In conjunction with our Health and Safety team, we investigate any incidents or near misses and take all necessary actions to prevent them from happening again.

2.15 We carry out quality assurance checks on 5% of the electrical work completed in our homes and communal areas to ensure it meets our safety and quality standards.

2.16 We continually review legislation, best practice, and other relevant requirements, and we update this standard at least once a year or sooner if changes occur to ensure it remains current and appropriate.

Version control

Note: minor updates approved by delegated authority increase version number by 0.1; major updates and formally approved versions increase version number by 1.0.

Version	Detail	Approved by	Date
1.0	First Issue	Customer & Place Committee	1st April 2026