



Electrical Installation Condition Report Policy

1.0 Introduction

- 1.1 This Policy outlines how Southern Housing will comply with the Regulatory Framework for Social Housing in England. As a Registered Provider we must, under the Homes Standard, meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.
- 1.2 Southern Housing has a specific duty under [Section 11 of the Landlord and Tenant Act 1985](#) to “...keep in repair and proper working order the installations in the dwelling house for the supply of electricity” and the [Electrical Safety Standards in the Private Rented Sector \(England\) \(Amendment\) \(Extension to the Social Rented Sector\) Regulations 2025](#), to “... have electrical installations in our properties inspected and tested by a qualified person at least every 5 years.
- 1.3 The aim of this Policy is to keep safe the occupiers of its properties, visitors, staff, contractors, and the public, from the risks associated with electrical installations so far as is reasonably practicable. This document sets out key policy objectives, control measures and accountabilities to protect residents, staff, and contractors from harm.
- 1.4 The terms ‘you’ and ‘your’ in this Policy mean residents. The terms ‘we’, ‘our’ and ‘us’ mean Southern Housing.

2.0 Scope

2.1 Where does this Policy apply?

This Policy applies to all properties owned or managed by Southern Housing including non-residential premises. In some cases, Southern Housing will not hold the landlord’s duty of care. This must be clearly established before we exclude these properties from the principles of this Policy.

This Policy does not cover In-Service Inspection and Testing of Electrical Equipment.

2.2 What electrical installations are included in this Policy?

In this Policy 'electrical installations' means any fixed electrical installations. This includes the wiring, fixtures, fittings and fixed electrical equipment within a dwelling or the common parts of buildings.

2.3 What electrical installations are excluded from this Policy?

In some cases, Southern Housing may not hold a landlord's duty of care in respect of electrical installations. These are excluded from this Policy. For example, Southern Housing does not hold a landlord's duty of care in respect of electrical installations in leaseholders or shared owners' homes.

2.4 What legislation has been considered when writing this Policy?

- [Landlord and Tenant Act 1985](#)
- [Electrical Safety Standards in the Private Rented Sector \(England\) \(Amendment\) \(Extension to the Social Rented Sector\) Regulations 2025,](#)
- [Health and Safety at Work etc. Act 1974](#)
- [The Management of Houses in Multiple Occupation \(England\) Regulations 2006](#)
- [Management of Health and Safety at Work Regulations 1999](#)
- [The Housing Act 2004](#)
- [The Electrical Equipment \(Safety\) Regulations 1994](#)
- [Electricity at Work Regulations 1989](#)

2.5 Who has responsibilities under this Policy?

- 2.5.1 **The Executive Director of Operations** chairs the Health and Safety Group, which oversees sign off and agreement of all H&S policies.
- 2.5.2 **The Executive Director of Assets and Sustainability** retains overall accountability for this Policy and implementation of the related management plan being a key instrument outlining specific processes and tasks colleagues across the business need to follow.
- 2.5.3 **The Executive Director of Development** is responsible for ensuring compliance with the Building Regulations and receipt of EICs.
- 2.5.4 **The Executive Team** are responsible for ensuring adequate resources are made available to meet the policy objectives. Southern Housing is the duty holder.
- 2.5.5 **The Director of Asset Compliance** is responsible for delivery of the key policy objectives and for achieving the associated targets.
- 2.5.6 **The Head of Asset Compliance** is responsible for overseeing operational delivery, including the management of all contractors carrying out EICRs and related works to ensure we have up-to-date EICRs on file for all relevant properties including mutual exchanges.

- 2.5.7 **The Electrical Compliance Managers** are responsible for the operational delivery of the EICR programme to ensure all are under five years old.
- 2.5.8 **The Directors of Reactive Repairs** are responsible for ensuring all EICRs for voids and all electrical repair works they undertake are in line with this Policy.
- 2.5.9 **The Director of Health & Safety** will direct Southern Housing in meeting the requirements of relevant legislation and responsible for ensuring the Policy is reviewed and updated in line with legislation.
- 2.5.10 Residents are responsible for allowing access to their homes that Southern Housing is responsible for maintaining electrical installations in.
- 2.6 **How will we reduce risk?**
- 2.6.1 We will inspect and test all new build electrical installations and produce an EIC (Electrical Installation Certificate) to evidence compliance.
- 2.6.2 We will provide a copy of the EIC to all new residents before they occupy the premises, as part of a handover pack.
- 2.6.3 We will inspect and test all existing electrical installations and produce a satisfactory EICR (Electrical Installation Condition Report) as follows:
- Every five years (planned programme) or other as advised by the competent person
 - At every change of tenancy (void)
 - At every mutual exchange
 - Following a major flood or fire (reactive).
- 2.6.4 We will only accept satisfactory reports for our periodic cyclical inspections. This means service providers must complete all remedial actions (Code 1's, 2's and FI's) before issuing the report.
- 2.6.5 We will supply a copy of the report to existing tenants within 28 days of the inspection and test.
- 2.6.6 We will supply a copy of the report to any prospective tenant within 28 days of receiving a request for it.
- 2.6.7 We will supply the local council with a copy of the report within 7 days of receiving a request for it.
- 2.6.8 We will supply a copy of the report to the inspector and tester who will undertake the next inspection and test.
- 2.6.9 We will maintain an 'Asset Register' of properties where we hold a duty to maintain appliances and installations. We will ensure that EICRs are kept and administered in an electronic format via an appropriate database and linked to the relevant property record by the properties unique identifying codes.

- 2.6.10 We will retain on file the last two EICRs for any property or building for which we are responsible. Or, otherwise in line with our Records and Data Retention Policy.
- 2.6.11 We'll produce an EICR at change of tenancy, apart from when one or more of the existing residents remains in occupation.
- 2.6.12 We will provide supply a copy of the report to all new tenants before they occupy the premises.
- 2.6.13 Where mutual exchanges are required, we will undertake a new EICR on any property under our ownership before the exchange can happen.
- 2.6.14 Southern Housing will monitor implementation of this Policy using the following quality assurance measures:
- Minimum 5% onsite QA audits on EICR, using competent consultants.
- 2.6.9 The above will ensure the work carried out by our contractors meets regulations and have been properly completed and documented.
- 2.6.10 We will operate a suitable and sufficient audit and assurance programme. This will help to provide reassurance on the quality of work and data linked to our EICR programme.

2.7 What can residents and staff expect?

- 2.7.1 Southern Housing will appoint electrical contractors from our Approved Suppliers List who are registered with one or more of the following:
- National Inspection Council for Electrical Installation Contracting (NICEIC)
 - Electrical Contractors' Association (ECA)
 - National Association of Professional Inspectors and Testers (NAPIT)
 - Another accredited body registered under a recognised Domestic Installer Self-Certification Scheme in compliance with Part P of the Building Regulations.
- 2.7.2 Southern Housing will only allow electricians to work on electrical installations, who:
- Have a Level 3 qualification in Periodic Inspection and Testing, plus two years' experience
 - Are qualified to the current edition of the I.E.T Wiring Regulations BS7671 (currently The Eighteenth Edition 2018) and
 - Hold a City & Guilds 236- Electrical Installation (or equivalent)
 - Southern Housing will appoint suitably qualified and competent contractors to inspect, test, and repair electrical installations.
- 2.7.3 It's a condition of individual tenancy agreements that residents must, given reasonable notice, provide access for us to carry out works in their home.

2.7.4 We will make reasonable attempts to gain access to carry out an EICR. Our contractors will make and attend a minimum of two lettered appointments before referring a property back to us if access isn't gained.

2.7.5 Properties referred to Southern Housing will follow a defined process to gain access.

2.7.6 We will take appropriate action to ensure we meet our obligation to complete an EICR. If we're unable to gain access, we'll consider taking legal action to gain access.

2.7.7 Where legal action is taken, we'll seek to recover any costs incurred.

2.8 Within what timescale will we complete any non-compliant installation?

2.8.1 We will promptly repair or renew any defective part of an installation when completing an EICR. If we cannot complete the remedial works at first inspection, we will arrange a further visit to return and complete serious deficiencies (Code 1's, 2's and FI's) within 28-days.

2.8.2 In the event of significant risk, the circuit/installation will be isolated and made safe pending repair.

2.8.3 Ensure any unauthorised and defective alterations or additions to electrical installations are rectified or removed on discovery.

2.9 How will we report performance?

Southern Housing will report compliance with this Policy using a set of performance measures as below:

Measure	Target	Reviewed by / interval
No. of blocks with an EIC or satisfactory EICR	100%	Executive Team (Monthly)
No. of dwellings with an EIC or a satisfactory EICR < 5 years old	100%	Property Health and Safety Group (Bi-Annually)
Progress against programme to move from a 10 to a 5 yearly EICR cycle (5-year programme due to complete 31 March 2025)	100%	Board (Quarterly)

2.10 We will implement this Policy by way of a written EICR Management Plan. This document will cover the following:

- Allocation of specific roles and responsibilities to staff and contractors
- The means of populating and disseminating the electrical inspection and testing register
- The competences and responsibilities of contractors
- Training requirements

- Process is for incident management and emergencies
- Arrangements relating to enforcement
- Technical specifications and protocols
- Resident access to electrical certification

3.0 What we've done to ensure this Policy is fair

- 3.1 We've carried out an Equality Impact Assessment to consider the positive and negative impacts this Policy may have on people with protected characteristics under the [Equality Act 2010](#).
- 3.2 We recognise some residents may need adjustments due to a language barrier, disability, cultural need, or vulnerability. In these circumstances, in line with our [Reasonable Adjustments & Vulnerable Needs Policy](#), we'll work with residents to ensure we consider their specific needs, on a case-by-case basis, provided it doesn't compromise health and safety to individuals or homes. This includes working in partnership with other agencies to ensure we manage and mitigate any known risks of safety and wellbeing.
- 3.3 We aspire to embed diversity and inclusion within the culture of our business activities.

4.0 Review

- 4.1 We will review this Policy to address legislative, regulatory, best practice or operational issues.

Policy controls

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