



Ongo Homes

Electrical Safety Policy and Procedure

January 2026

Lead Officer: Building Safety & Compliance Manager

Version No.	Purpose/Changes	Approval Date	Approved By	Suggested Review Date
2.0	Annual review	January 2026	Heads of Service Team	2028/2029
1.0	New Policy	16/04/2024	ELT	April 2025

1. Our policy is...

- 1.1 Ongo are committed to maintaining the health & safety of our staff, tenants and other customers. Our Building Safety and Compliance Team have been given the delegated authority to act as the Ongo Homes Electrical Administrator.
- 1.2 This policy and procedure supports Ongo to ensure that we meet our obligations as a landlord. Ongo are required by law to ensure all our properties have an electrical installation and wiring that is safe, when tenants move in and that they are maintained in a safe condition throughout the tenancy. Ongo will take all reasonable steps to prevent and control the risk from electricity in the properties that Ongo owns.
- 1.3 It also ensures compliance with Electrical Safety Regulations, the Equipment (Safety) Regulations 1994, the Consumer Protection Act 1987 and Ongo Homes' (OH) Electrical Safety Policy. OH have a legal obligation to ensure that all properties have a current satisfactory Electrical Installation Condition Report (EICR) and that the fixed installation is tested within a 60-month period (5 years).
- 1.4 Failure to adhere to this policy and associated procedures may put OH under the risk of prosecution from the Health and Safety Executive and more importantly put our tenants wellbeing in jeopardy.

2. It applies to...

- 2.1 This policy applies to all our housing stock and corporate premises.
- 2.2 It applies to all staff and contractors undertaking electrical work on our behalf and anyone likely to be put at risk from working, living or visiting one of our properties.
- 2.3 This policy should be read in line with our Operational Electrical Inspection Procedure, Inspection and Testing Plan and all other relevant policy & procedure documents.

3. Because we want to...

- 3.1 The aims of this policy are to ensure:

- Our commitment to ensuring our staff, contractors, customers or visitors are not knowingly exposed to any risks that could affect their health and/or safety from electricity.
- Ongo Homes will meet the requirements for electrical safety under relevant legislation such as the Social Housing (Regulation) Act 2023, Landlord and Tenant Act 1985, the Housing Act 2004, the Electricity at Work Regulations 1989, the Electrical Equipment (Safety) Regulations 2016 and the Housing and Planning Act 2016, Electrical Safety Standards in the Private Rented Sector (England) (Amendment) (Extension to the Social Rented Sector) Regulations 2025
- This policy provides assurance that measures are in place to ensure compliance with relevant regulations and to identify, manage and/or

mitigate risks associated with electrical installations and electrical portable appliances.

4. We will...

- 4.1 Code 3 - Improvement Recommended (C3) - observations are recommendations that are documented via our compliance management system and reviewed by the Electrical Compliance Lead & Qualified Supervisor(QS). EICR's with C3 recommendations are reviewed at a minimum on a weekly basis following the completion of works and certification being received.
- 4.2 Assets with any C3 observations are reviewed on a case by case basis. If remedial action is deemed necessary, this information will be passed on to the relevant team, dependant on the measures required, to action. Once complete, evidence must be provided to the Electrical Compliance Lead & QS to ensure the compliance management system (TCW) is kept up to date with all relevant information and to enable C3 observations to be completed with evidence.
- 4.3 Ongo Homes will ensure that all electrical installations shall be in a satisfactory condition following completion of an electrical installation inspection and test.
- 4.4 Ongo Homes will ensure that electrical installation inspection and tests are carried out prior to the commencement of any new tenancies (void properties), mutual exchanges and transfers and that a copy of that satisfactory EICR is issued to the incoming tenant
- 4.5 Ongo Homes will ensure that all electrical portable appliances in our corporate buildings and any domestic settings where Ongo retain the responsibility (i.e. shared facilities, such as a communal lounge /kitchen) are tested periodically in accordance with the testing guidance set out in 'The Code of Practice for In-Service Inspection and Testing of Electrical Equipment' (ISITEE) and as per our Inspection and Testing Plan.
- 4.6 Ongo Homes will test and replace as necessary smoke alarms, heat detectors and carbon monoxide detectors which are not covered as part of the annual gas safety check visit (i.e. the property does not have gas), as part of the 5-yearly electrical inspection and testing visit.
- 4.7 Ongo Homes will ensure that robust processes and controls are in place to manage the completion of follow up works identified during inspection and testing of electrical installations and electrical portable appliances.
- 4.8 Ongo Homes will have an access process in place to try and ensure timely access to any property, ensuring all contact and access attempts are recorded in order to gain access for the Electrical Installation Condition to be checked.

4.9 Defects, Remedial Works & Upgrades

4.10 Ongo Homes will as a minimum make safe and/or where possible endeavour to repair all code 1 (Danger Present) and code 2 (Potentially Dangerous) defects identified by a periodic electrical installation inspection and test before leaving site after completing the inspection and testing works. Any further remedial works to code 1 and 2 defects will be completed within 10 working days (except where a rewire is required) and an EICR will be issued stating that the installation is in a satisfactory condition.

4.11 HHSRS category 1 risks relating to Hazard 23, Electrical Hazards, shall be mitigated within 24 hours of the job being logged. The aim of this visit is to make safe, if a second visit is necessary to make the property fully operational again, this will be undertaken as a standard repair.

4.12 Ongo Homes will establish and implement programmes of electrical installation upgrading works to improve electrical installations, that have been identified as not meeting current standards (Less than 5 yrs. recommended retest date) but are in a satisfactory condition

4.13 Code 3 defects are recommendations that are documented are monitored on the compliance management system by the Electrical Compliance Lead & QS. The EICR's received from Ongo colleagues are dealt with on a daily basis to prevent any unnecessary delays. Any EICR's with Code 3 defects from contractors are monitored on a weekly basis when the completion of works is received.

5. Inspection / Testing Procedure (EICR)

To achieve compliance with Electrical Safety Regulations and this policy, specific steps will be taken, which are outlined in the Electrical Inspection Procedure.

6. Making sure we do what we say...

6.1 The Chief Executive is responsible for:

- The effective operation of this policy across Ongo Homes
- Adequate resources being made available to develop and implement appropriate procedures
- Enabling responsibilities to be effectively delegated

6.2 The Director of Property is responsible for:

- Interface with the Executive Management Team
- Making sure this policy is applied across all our housing stock and corporate premises
- Making sure electrical management systems and procedures are in place, maintained, monitored and reviewed across the organisations domestic rented accommodation
- The implementation of the policy and to make sure sufficient resources are available to support this implementation

6.3 The Head of Maintenance and Building Safety is responsible for:

- Interface with the Heads of Service Team
- The financial provision and budget for repairs and planned maintenance
- The final approval for tender lists

6.4 The Head of Neighbourhoods is responsible for the effective management of:

- Problematic access
- Legal injunctions
- Actioning identified vulnerability issues
- Mutual exchanges

6.5 The Building Safety & Compliance Manager is responsible for:

- Reporting on performance to the Executive Management Team
- Developing effective management information systems and establishing, monitoring and reviewing performance indicators for electrical inspections and repairs which ensure compliance with this policy
- Assisting in the procurement, management and monitoring of electrical contracts

6.6 The Electrical Compliance Lead & QS is responsible for:

- The management of Electrical related performance and monitoring through auditing both on site and desktop reviews
- NICEIC registration
- Assisting in the procurement, management and monitoring of electrical contracts
- The verification of contractors and operatives
- Ensuring property and appliance lists are up to date for EICR programmes and PA Testing schedules (where applicable)
- Working with Tenancy Teams to ensure access is gained to carry out the electrical checks required in a timely manner in line with this policy
- Communication with other services to make sure the services requirements are dealt with

7 Other things to bear in mind...

7.1 The main pieces of legislation and regulation relevant to this policy include:

- [The Electricity at Work Regulations 1989](#)
- [Health & Safety at Work Act 1974](#)
- [Management of Health & Safety at Work Regulations 1999](#)
- [Housing Health and Safety Rating System](#)
- [Electrical Safety Standards in the Private Rented Sector \(England\) \(Amendment\) \(Extension to the Social Rented Sector\) Regulations 2025](#)

7.2.1 This policy also links to our:

- Electrical Inspection Procedure
- Health & Safety Policy & Framework

- Maintenance Policy
- Mutual Exchange Procedure
- Operational Electrical Inspection Procedure
- Inspection and Testing Plan
- Voids Procedure

8.0 We'll look at this again...

8.1 This policy will be reviewed every three years unless it has been identified that an earlier review is required. Ong will also review earlier if any regulatory or legislative changes occur and have an impact on this policy.