

Your safety, our responsibility

Faulty electrics and appliances cause about 70 deaths and 350,000 injuries in UK homes every year. Electrical faults are responsible for nearly half of all accidental house fires.

We believe everyone has the right to feel safe in their home. That's why we take electrical safety seriously – in the homes we provide, the communal areas we manage, and the places people live.

As your landlord, we have a legal duty under the Landlord and Tenant Act 1985, to ensure that your home's electrical wiring is safe when you move in and stays safe throughout your tenancy.

What we do to keep your home safe

We carry out regular checks and maintenance to make sure your home remains a safe and secure place to live:

- Every five years, we arrange a qualified, registered electrician to carry out an Electrical Installation Condition Report (EICR) on your home and any communal areas.
- Communal EICR certificates are displayed in scheme noticeboards.
- We test any white goods we provide as part of your tenancy during the five-year check.
- Any electrical items we supply in communal areas are CE marked, and PAT tested in line with national guidance.
- Before re-letting a home, we carry out visual inspections of the electrical systems.

These checks help prevent avoidable harm and are a core part of our commitment to safe, well-maintained places.

What you can do

We rely on our partnership with residents to report issues and keep homes safe. Here's what you can do:

Report concerns immediately

Tell us about any electrical problems straight away. We will arrange a qualified electrician to visit.

Never attempt your own electrical repairs – this is dangerous and a breach of your tenancy.

Always contact us for permission before making any changes, such as to light fittings.

Safety tips in your home

- Know where your fuse box is, and how to switch it off in an emergency.
- Don't overload plug sockets or adaptors.

- Regularly check that plugs, sockets and cables are not damaged.
- Keep microwaves clear on top and around.
- Never run cables under rugs or take plugged-in items into the bathroom.
- Check light fittings are not visibly damaged and in good condition; contact us if you think they need repairing or replacing.
- Always unplug items you're not using.
- Use an RCD (residual current device) for any outdoor electrical equipment.
- Never store flammable materials near a fuse box or meter.

Keeping your home electrically safe is part of keeping it a place where you feel confident and secure.

For leaseholders and shared owners

If you own a share in your home, you are responsible for maintaining the electrical installations inside your property. We recommend:

- An electrical safety check every 5 years.
- Contacting a registered electrician if you notice any faults or damage.

We can provide you with details of our approved contractors, or you may use your own – if they are registered with a government-approved scheme.

If we're conducting safety checks in your building, we'll let you know. You're welcome to request an inspection from our contractor -any work carried out will be invoiced to you directly.

Trusted guidance

You can find further advice at Electrical Safety First; a UK charity focused on reducing injuries and deaths from electrical accidents.

Visit: <http://www.electricalsafetyfirst.org.uk>

We encourage all residents to register their appliances in case of future product recalls.

People, Places, Partnerships in practice

Electrical safety is central to how we manage risk and maintain standards.

For **people**, it reduces the chance of harm or disruption in the home.

In the **places** we manage – whether private homes or shared spaces – we carry out regular checks and respond to concerns.

Through strong **partnerships** with residents and qualified professionals, we make sure electrical systems are safe, compliant, and fit for purpose.