Electric Vehicle Charge Points - Existing Homes Procedure

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1 Purpose and anticipated outcomes

Bromford is working to reduce carbon emissions and air pollution across all our homes, schemes and offices and we recognise that the use of electric vehicles by customers is increasing.
This Procedure sets out how Bromford will consider requests from customers to install electric vehicle chargers, and the factors to consider when granting or refusing permission.

This Procedure aims to:

- Ensure the safe installation of electric vehicle charging points where permitted.
- Provide a consistent approach to the installation of electric vehicle charging points.
- Provide details on the responsibilities for the safe and efficient use of the electric vehicle charging points.
- Ensure that Bromford's aims in relation to the provision, use and maintenance of the charging points is clearly communicated to colleagues, customers and other stakeholders.
- Contribute to efforts to minimise the impact the organisation's activity has on the environment.

2 Scope and definitions

This Procedure applies to all existing homes provided by Bromford, whether single dwellings or schemes.

This Procedure applies to charging points which are intended to be used for charging electric cars or vans.

This Procedure covers all tenures, including shared-ownership customers, where a tenant is permitted to make improvements with Bromford's consent and the term 'Customer' refers to any resident, tenant or leaseholder living in a property owned or managed by Bromford.

This Procedure **DOES NOT** apply to the provision of electric vehicle charging when off street parking is not available (e.g. where customers park on the street or land not owned or managed by Bromford).

This Procedure covers the installation of charging points that are privately owned (a charging point installed by and paid for by a customer)

This Procedure sets out responsibilities for the safe and efficient use of the electric vehicle charging points in all circumstances.

3 Installation of Electric Vehicle Charging Points – Chargers attached to the home

Customers will need to gain prior permission, in writing, for any alterations to their home in accordance with the Bromford Customer Alterations Policy and the terms of their occupation agreement.

Bromford will not unreasonably withhold permission for alterations; however, there may be instances where it is not possible to give permission due to the layout of the home and parking or restrictions imposed by any third party funders. Before approving a request, it will be necessary to ascertain that Bromford owns the relevant land and has the necessary permitted rights to grant permission.

Instances where permission **will** be refused (this list is not exhaustive):

- Where parking is remote from the home or includes crossing land not within the control of Bromford or the customer e.g. Public Highway or footpath (irrelevant of any highways or local authority permissions being provided)
- Any system that crosses a Bromford owned communal area (such as Gully systems or similar) other than an authorised pedestal charger, with legal consent
- You have a shared driveway
- Leasehold where Bromford is not the freehold owner.
- Underground parking
- Undercroft parking – such as flats over garages.

Where permission is granted

If approved, consent will be conditional on the matters set out in the written permission including that any electric vehicle charging points must be installed by a competent installer in line with The Electric Vehicles (Smart Charge Points) Regulations 2021.

All applications must supply full details of the following at point of enquiry:

- Name and address of installer
- Confirmation that installer complies with The Electric Vehicles (Smart Charge Points) Regulations 2021
- Proposed Equipment Details
- Details of existing property area of proposed installation including relevant photos and Proposed plan

In the case of privately owned electric vehicle charging points, the Customer is responsible for providing to Bromford the following details on completion of the installation (this should be provided as the technical file by the installer):

- Manufacturer, model, and serial number of the installed charging point.
- Name and Address of Installer.
- Plan and Description of location of the installation.
- Operation manual for the installed equipment.

- Statement of Compliance from the installer, including confirmation that G98 Certificate has been submitted to the DNO
- Electrical Installation Certification.
- Other relevant test documentation.

Customers must agree to the following terms:

- Keep the private electrical charger and cables in repair and proper working order and/or remove or replace at end of life.
- At least every 5 years, obtain from a qualified electrician an electrical certificate confirming the installation and cabling is in good and proper working order and safe and provide the same to Bromford upon request.
- Remove the installed charger and cabling from the property at the end of the tenancy and make good any damage unless there is a specific agreement that it will be gifted to an incoming tenant on similar terms.
- Not rent out the charger to third parties.

Consent will be conditional on the Electric Vehicle User accepting that they must:
In the case of privately owned electric vehicle charging points, the customer is responsible for any and all costs associated with the installation of the equipment and for ensuring the system is used, maintained, and inspected in line with the manufacturer's recommendations.

When the customer leaves the property the private electric charging point may be removed by the tenant and the property make good any damage or gifted to the incoming customer. However, Bromford reserves the right to remove the equipment, make good and recharge the outgoing customer if they fail to remove and make good.

We reserve the right to disconnect a charger for safety reasons and hold no liability for subsequential losses and any costs for reconnecting.

For the avoidance of doubt, pursuant to s11 (2) (c) of the Landlord and Tenant Act 1985 Bromford has no obligation under s11 (1) (b) of the 1985 Act to keep in repair and proper working order any private electric vehicle charging point for the supply of electricity installed by or on behalf of the tenant with Bromford's consent.

4 Installation Of Electric Vehicle Charging Points – Communal parking/non allocated spaces

Bromford is currently unable to support the installation of electric vehicle charging points in communal parking areas regardless of whether parking is allocated or not. The organisation is under no obligation to provide electric vehicle charging points purely because customers choose electric or plug-in hybrid vehicles.

5 Customer Responsibilities

It is the responsibility of the person charging the vehicle to adhere to any parking restrictions that may be in place and to not obstruct the footway or any accesses.
Users of privately owned charging points will be responsible for payment of their own electricity usage, equipment lease costs, maintenance, and replacement cost. Evidence of maintenance and testing should be provided to Bromford on request.

Bromford reserves the right to request the removal of any privately owned charging point if this Procedure and the associated procedure is not followed, there is misuse of the equipment, failure to maintain the equipment (or provide evidence of such maintenance) or on termination of a tenancy agreement. Any removal costs incurred will be the responsibility of the outgoing customer.

- Customer alterations Policy
- Compliments, complaints and feedback Procedure
- Reasonable Adjustment Procedure
- Vulnerability Procedure

Bromford will not be responsible for any cost relating to vehicle purchase, repairs or damage that may occur to the vehicle when it is parked at the electric vehicle charging point. Use of the electric vehicle charging point and any cabling is at the risk of the driver.

Damage allegedly caused by the electric vehicle charging point to a vehicle is a matter solely between the device manufacturer and/or the device maintenance company and the customer or vehicle manufacturer.

Damage caused to an electric vehicle charging point by any party will be the responsibility of the owner of the charging point to recover the cost of the repair.

Electric vehicle users may only charge vehicles at Bromford homes using purpose built electric vehicle charging points. Charging using any other means is not permitted.

All charging is undertaken at the customers own risk and Bromford accept no liability for any damages to persons or property arising from the charging point.

6 Monitoring and review

This Procedure will be subject to a desktop review annually and updated as necessary to reflect any changes in Procedure, regulation, legislation, and guidance. A full review will be carried out every three years.

7 Linked/associated policies

Below is a list of linked or associated Bromford documents and to which our employees, contractors and other individuals are required to comply, as appropriate: