

London Borough of Brent

Mechanical & Electrical Services Policy 2026-2027

This policy sets out Brent Council's approach to managing mechanical and electrical services safely and in compliance with relevant requirements across its housing stock. It defines the responsibilities and controls for their safe operation, maintenance and management.

Owner:	Spencer Randolph, Director of Housing Services	
Approved by:	DMT/Board/Cabinet	Insert date in format dd/mm/yyyy
Review cycle: (years)	1	
Next review date:	dd/mm/yyyy	



Regulator:	<ul style="list-style-type: none"> • Health and Safety Executive (HSE) • Regulator of Social Housing (RSH) – Safety and Quality Standard • Building Safety Regulator (BSR)
Legislation:	<ul style="list-style-type: none"> • Health and Safety at Work etc. Act 1974 • Management of Health and Safety at Work Regulations 1999 • Electricity at Work Regulations 1989 • Provision and Use of Work Equipment Regulations 1998 • Lifting Operations and Lifting Equipment Regulations 1998 • Lifts Regulations 2016 • Construction (Design and Management) Regulations 2015, where applicable • Building Regulations 2010 • Building Safety Act 2022, where applicable • Regulatory Reform (Fire Safety) Order 2005, where applicable • Control of Substances Hazardous to Health Regulations 2002, where applicable • Pressure Systems Safety Regulations 2000, where applicable • Gas Safety (Installation and Use) Regulations 1998, where applicable
Codes of Practice:	<ul style="list-style-type: none"> • BS 7671 • Relevant HSE Approved Codes of Practice and guidance
The policy also operates in the context of:	<ul style="list-style-type: none"> • M&E Management Plan • Building Safety Management System • Resident Engagement Strategy • Fire Policy • Gas Safety Policy • Electrical Safety Policy • Asbestos Policy • Water Safety Policy • Health & Safety Policy • Complaints Policy • Repairs and Maintenance Policy • No Access Policy • Mobility Scooter (Including e-Bike and e-scooter) Policy

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1. Purpose

The purpose of this policy is to set out Brent Council's commitment to the safe and compliant management of all Mechanical and Electrical (M&E) systems across its housing portfolio.

It ensures compliance with all relevant statutory regulations and industry standards, protecting residents, staff, contractors, and visitors from harm arising from the failure, misuse, or deterioration of mechanical and electrical systems.

This policy underpins the Council's responsibilities under the Building Safety and Health and Safety frameworks, ensuring systems are safe by design, installation, operation, maintenance, and decommissioning.

2. Scope

This policy applies to:

- All residential properties owned or managed by Brent Council, including general-needs housing, supported and sheltered schemes, temporary accommodation and houses in multiple occupation (HMOs).
- All communal areas, plant rooms, risers, and system interfaces under Brent Council's control.
- All Brent Council staff, contractors and partners involved in housing management, maintenance, asset management or compliance functions that affect the condition of dwellings.

This includes, but is not limited to:

- Passenger lifts, through-floor lifts, and stairlifts.
- Door entry and access control systems.
- CCTV and communal telecare systems.
- Ventilation, heating, and mechanical plant systems.
- Solar photovoltaic systems (PV).
- Associated control panels, cabling, and safety interlocks.
- Air Source Heat Pumps (ASHPs).
- Oil-Fired Boilers and Storage Systems.

Non-Housing corporate premises or assets are covered under the Council's Corporate Health and Safety Policy.

3. Policy Statement

Brent Council recognises that robust mechanical and electrical safety management is vital to ensure the safety of residents, maintain statutory compliance, and preserve the integrity of its building assets.

Our policy is to:

- **Comply Fully** with all legislation, codes of practice, and standards governing M&E systems, e.g. LOLER, PUWER, Electricity at Work Regulations 1989, and Building Regulations.
- **Ensure Systems are Safe** by design, installation, use, maintenance, and inspection throughout their lifecycle.
- **Implement a Risk Based Approach** to identify, prioritise, and mitigate hazards associated with lifts, electrical plant, and mechanical equipment.
- **Ensure Competence** by employing or contracting appropriately qualified engineers and technicians who meet statutory competence requirements.
- **Maintain Accurate Records** through the Council's compliance and repairs management system (True Compliance and NEC), supporting the "Golden Thread" of building information.
- **Engage Residents** through clear communication, accessible information, and consultation on building safety improvements.
- **Drive Continuous Improvement** through audits, training, and lessons learned from incidents, complaints, or enforcement activity.

This policy supports Brent Council's overarching goal of maintaining safe, decent, and sustainable homes in line with the Building Safety Act 2022 and the Decent Homes Standard.

3.1 Equality, Diversity and Inclusion

This policy embodies Brent Council's commitment to Equality, Diversity and Inclusion within our work and the services we provide. Please refer to our Equality, Diversity and Inclusion Strategy here: [brent-equity-diversity-and-inclusion-strategy-2024-28-digital-version-v2.pdf](#)

Brent Council will ensure that M&E compliance measures consider the diverse needs of residents and staff, including those with disabilities, language barriers or additional vulnerabilities, in line with the Equality Act 2010.

4. Strategic Principles

Brent Council's approach to implementing this policy is guided by the following principles:

4.1 Lifecycle M&E Management

- M&E safety will be integrated into every stage of the building lifecycle. From design, procurement, and installation to operation, inspection, maintenance, and decommissioning.
- All system information, testing records, and asset data will form part of the building's Golden Thread.

4.2 Risk-Based and Proportionate Control

- Brent Council will apply a proportionate, risk-based approach to M&E safety. High-risk systems (such as lifts) will be prioritised for inspection and monitoring in line with statutory and best-practice interval.

4.3 Governance and Accountability

- Clear lines of accountability underpin effective M&E safety management.
- All responsible persons have defined duties, supported by the Brent Housing Committee Board and Audit & Assurance Committee, ensuring transparent oversight and assurance.

4.4 Competence and Training

- All staff and contractors involved in M&E Safety will be suitably trained and qualified. Competence will be maintained through ongoing professional development and independent verification where appropriate.

4.5 Resident Engagement and Inclusion

- Residents and leaseholders will be kept informed about safety relating to M&E system arrangements in their homes and buildings.
- Brent Council will provide residents with relevant information or instructions to help control electrical risks.
- We will seek to engage residents through communications and, where appropriate, consultation on major works affecting electrical supply systems.
- Particular consideration will be given to residents who may be at higher risk to ensure suitable additional measures or adjustments are in place.

4.6 Monitoring, Audit and Continuous Improvement

- M&E safety performance will be reviewed and verified through regular inspections, internal and external audits, and data analysis.
- Brent Council is committed to learning from any Building Safety incidents, audit findings, or near-misses, as well as updates in legislation or best practice, in order to continually improve our safety management systems and procedures.

4.7 Open Safety Culture

- Brent Council will promote a just and open culture where employees, contractors, and residents can report safety concerns without fear of reprisal. All reports will be investigated, acted upon, and used to strengthen system-wide learning.

5. Governance and Accountability

Brent Council operates a clear governance framework that defines strategic accountability and operational responsibility for safe management of mechanical and electrical systems across all housing assets. The structure ensures effective oversight, competent delivery, and continuous improvement.

5.1 Duty Holder

The Chief Executive is the Council's Duty Holder for health and safety and retains ultimate accountability for compliance with M&E regulations, legislation and standards. They ensure that appropriate arrangements, competent personnel, and sufficient financial and organisational resources are in place to manage associated risks.

This accountability is supported through the Council's governance framework, including the Brent Housing Committee Board, internal audit, and reports to the Cabinet and Audit & Assurance Committee.

5.2 M&E Management and Assurance

Strategic Responsible Person	Name	Spencer Randolph
	Position	Director Housing Services
	Email	spencer.randolph@brent.gov.uk
	Responsibilities	Holds overall strategic accountability for M&E compliance. Approves the M&E Policy and Management Plan, secures resources, and ensures that M&E Safety is integrated within the wider Building Safety and Asset Management Strategy. Champions a positive safety culture and ensures that performance and risks are reported to the Chief Executive and corporate governance boards.
Deputy Strategic Responsible	Name	Gary Mitchell
	Position	Head of Service Housing Management Property
	Email	gary.mitchell@brent.gov.uk

Person	Responsibilities	Supports and deputises for the Strategic Responsible Person. Coordinates the delivery of the M&E strategy across departments, ensuring collaboration between housing, asset management, and compliance teams. Monitors performance data, escalates significant risks, and ensures that M&E compliance is given appropriate priority within service planning.
Local Responsible Person	Position	Strategic Compliance Manager
	Responsibilities	Provides assurance that operational arrangements for M&E compliance are effective and compliant. Oversees the implementation of the M&E Management Plan, monitors contractor performance, and ensures that records, certificates, and statutory inspections are accurate and up to date. Acts as the principal contact for regulators, auditors, and certification bodies.
Compliance Lead (Contract Manager)	Name	John Roche
	Position	Contract and Compliance Manager Mechanical
	Email	John.Roche1@brent.gov.uk
	Responsibilities	Acts as the Council's professional lead for M&E compliance. Manages the delivery of testing, inspection, and remedial programmes, verifies contractor competence, and monitors KPIs and SLAs. Provides expert advice to the Local Responsible Person on technical standards, legislation, and best practice.

5.3 Employees

All employees must cooperate with the Council's M&E compliance safety arrangements, follow safe systems of work, complete relevant training, and report hazards or defects promptly.

5.4 Residents and Leaseholders

Residents and leaseholders must allow reasonable access for inspection and remediation works, report issues without delay and follow any safety guidance provided by the Council.

5.5 Contractors

All relevant contractors must demonstrate competence, comply with Brent Council procedures and meet legislative standards. Contractors should maintain records on the Council's chosen system(s) without delay. Failure to do so may result in contract termination or removal from approved lists.

6. Monitoring and Assurance

Compliance with this Policy will be monitored and verified through both ongoing performance tracking and periodic reviews. These reports enable senior management to review safety performance and address any areas of concern.

- Key performance indicators (KPIs) will be reported monthly to the Brent Housing Committee Board.
- Audits will be conducted to provide assurance that the Council's Policies and Management Plans remain effective and compliant with current legislation and best practice.
- The M&E Management Plan outlines in detail how compliance will be achieved and evidenced, including the use of our chosen compliance monitoring system (True Compliance). We will utilise such systems to maintain accurate records and produce management reports.
- A formal review of this policy will take place every 12 months, or sooner if legislation or best practice changes.

7. Communication

This policy will be published on Brent Council's website and made available to all relevant stakeholders, including residents, staff, and contractors. Brent Council will communicate with residents about safety in their buildings through appropriate channels.

Residents who remain dissatisfied with any mechanical or electrical safety issue response may follow the Brent Council Complaints Policy.

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