

# Electric Gates Policy

Originator:	Regulatory Compliance Team
Executive Management Team Approval Date:	March 2026
Review date:	March 2029

1	Introduction
1.1	One Vision Housing (OVH) treats the health and safety of tenants, staff, contractors and other users of its buildings of paramount importance.
1.2	This Policy sets out OVH’s responsibilities to comply with the relevant legislation and regulatory guidance on the safety, installation and maintenance of electric gates within properties it owns and controls.
1.3	Key legislation and guidance includes: <ul style="list-style-type: none"> <li>• The Health and Safety at Work etc Act 1974</li> <li>• The Management of Health and Safety at Work Regulations</li> <li>• The Workplace (Health, Safety and Welfare) Regulations 1992</li> <li>• The Construction Products (Amendment etc.) (EU Exit) Regulations 2020</li> <li>• The Supply of Machinery (Safety) Regulations 2008</li> <li>• BS7671 (Requirements for Electrical Installations) IET Wiring Regulations</li> <li>• BS EN 12453:2017 Industrial, commercial and garage doors and gates</li> </ul>
1.4	The Policy also enables OVH to meet the requirements of the Regulatory Framework for Social Housing adopted by the Regulator for Social Housing (RSH) as follows: <ul style="list-style-type: none"> <li>• Registered providers must provide an effective, efficient and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible</li> <li>• When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas</li> </ul>
1.5	<b>Access and Communication</b>
1.5.1	OVH is committed to ensuring that its services are accessible to everyone. OVH will seek alternative methods of access and service delivery where barriers, perceived or real may exist, that may make it difficult for people to work for OVH or use its services.
1.5.2	Working with our customers we have established a Vulnerable Persons and Reasonable Adjustments Policy to ensure we make best use of every customer interaction to meet customers’ needs in our service delivery and ensure this information is kept up to date.

<p>1.6</p> <p>1.6.1</p> <p>1.6.2</p> <p>1.6.3</p> <p>1.6.4</p> <p>1.6.5</p> <p>1.6.6</p> <p>1.7</p> <p>1.8</p>	<p><b>Equality, Diversity and Human Rights</b></p> <p>OVH is committed to fairness and equality for all customers, colleagues, and stakeholders.</p> <p>OVH’s approach to Equality, Diversity, and Inclusion (EDI) goes beyond legal or statutory obligations, however, OVH will meet or exceed its legal requirements as outlined in the Equality Act 2010 and the Human Rights Act 1998. This policy also demonstrates how OVH will meet the requirements of Public Sector Equality Duties, which it has chosen to adopt and implement as a matter of good practice rather than as a legal obligation.</p> <p>OVH is fully committed to eliminating unfair and unlawful discrimination. Hate crime, harassment and bullying will also not be tolerated and OVH will take proactive steps to prevent such behaviours.</p> <p>It is unlawful to discriminate directly or indirectly based on the following protected characteristics:</p> <ul style="list-style-type: none"> <li>• Disability</li> <li>• Gender</li> <li>• Gender identity, or gender reassignment status</li> <li>• Race, racial group, ethnic or national origin, or nationality</li> <li>• Religion or belief</li> <li>• Sexual orientation</li> <li>• Age</li> <li>• Marriage or civil partnership status</li> <li>• Pregnancy or maternity</li> </ul> <p>OVH are also committed to ensuring that individuals are not treated less favourably due to their social, economic, or cultural backgrounds, as well as specific medical conditions as defined in the Equality Act.</p> <p>OVH regularly review policies and practices to ensure they reflect its commitment to equality and diversity.</p> <p>This Policy must be read in conjunction with:</p> <ul style="list-style-type: none"> <li>• OVH Periodic Electric Testing Policy</li> <li>• OVH Health and Safety Policy</li> <li>• OVH Repairs, Maintenance and Planned Works Policy</li> </ul> <p>OVH staff can access procedure maps in relation to all aspects of Assets Management (in relation to this Policy) via the internal document management system.</p>
<p><b>2</b></p>	<p><b>Statement of Intent</b></p>
<p>2.1</p>	<p>OVH is committed to meeting legal obligations set out in the Health and Safety Executive-Safety Notice that requires Registered Providers to comply with standards and safety requirements for the operation of electric gates.</p>

2.2	<p>To meet the above requirements OVH will adopt a number of measures when installing and maintaining electric powered gates to ensure safety of customers, staff and the public within properties it owns or controls as outlined below:</p> <ul style="list-style-type: none"> <li>• In operating electric gates, OVH will; <ul style="list-style-type: none"> <li>○ Ensure that contractors are competent and they use the right testing equipment to measure closing/opening forces</li> <li>○ Confirm that when opening and closing, the force of the gates will be limited to those specified in the standards. The gates should also reverse if they hit any obstructions</li> <li>○ Ensure that parts of the gate where someone could be trapped or crushed while the gate is moving are protected, to prevent injuries from protruding parts</li> <li>○ Take prompt action, if advised by the competent contractor that the equipment is unsafe</li> </ul> </li> </ul>
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<b>3</b>	<b>Policy</b>
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3.1	<p>OVH will undertake an annual risk assessment and force test of all electronic vehicle gates, and service them at least once a year to comply with its statutory obligations and with the Health and Safety Executive (HSE) guidelines and past safety alerts, including: <a href="https://www.hse.gov.uk/work-equipment-machinery/powerd-gates/index.htm">https://www.hse.gov.uk/work-equipment-machinery/powerd-gates/index.htm</a></p>
3.2	<p>OVH will use competent manufacturers, installers and contractors to install, inspect and maintain electric gates within its premises or any other building it owns or manages. The contractors will be available to inspect and repair the electric gates as and when required by any breakdowns or faults that may be observed.</p>
3.3	<p>As part of its service standard, developed and reviewed in consultation with customers, OVH operate the following response times for dealing with responsive repairs to electric gates:</p> <ul style="list-style-type: none"> <li>• Emergency Repairs – respond and complete works or make safe within 24 hours (with attendance within 2 hours if there is a risk to health and safety in order to make safe)</li> <li>• Urgent Repairs - respond and complete works within 5 working days</li> <li>• Routine Repairs - respond and complete works within 20 working days</li> <li>• Manufactured Items and Small Projects - where manufactured parts are required or for any other reason repairs cannot be completed within 20 working days these will be classified as ‘priority X’. In these circumstances OVH will endeavour to resolve issues as expediently as is possible, keeping customers informed of expected timescales to restore to full working order)</li> </ul>
3.4	<p>All electric gates will be installed with safety devices, designed to stop if obstructions are detected e.g. vehicles or people. OVH will appoint a competent contractor to perform regular inspections on all safety devices and features, in accordance with the manufacturer’s instructions to ensure safety is maintained.</p>
3.5	<p>OVH will keep a record of all new installations to ensure that service and maintenance arrangements are put in place. As part of health and safety, OVH will also conduct risk assessment of any new installations of electric gates to identify hazards. OVH will also</p>

3.6	<p>periodically evaluate risks of electric gates within its premises or any other property it owns or manages to ensure hazards are adequately controlled.</p> <p>Where it is known that electric gates are going to be out of operation for any considerable length of time, OVH will inform affected residents by putting up an appropriate notice or signage in communal areas of the building and will endeavour to remedy the situation as soon as it is possible.</p>	
<b>4</b>	<b>Implementation</b>	
4.1	<p>All staff have a responsibility to be aware of the OVH Electric Gates Policy to be able to direct any customer queries that may arise. Staff also need to be aware of the Policy to fulfil their health and safety duties, <i>“to take reasonable care of the health and safety of themselves and of others who may be affected by what they do or do not do”</i>.</p>	
4.2	<p>The Building Safety and Compliance Manager will be responsible for ensuring the risk assessment is carried out and determining the schedule of checking for fixed-wiring in association with the operation of electric gates.</p>	
<b>5</b>	<b>Performance</b>	
5.1	<p>There are no additional performance requirements as a result of this Policy.</p>	
<b>6</b>	<b>Consultation</b>	
6.1	<p>All staff have been consulted in the development of this Policy. The Customer Policy and Strategy Review Group have also been consulted in the development of this Policy.</p>	
<b>7</b>	<b>Review</b>	
7.1	<p>The Policy will be reviewed at least once every Three Years from the date of approval to ensure its continuing suitability, adequacy and effectiveness or as required by the introduction of new legislation or regulation that impacts on the obligations of OVH.</p>	
<b>8</b>	<b>Equality Impact Assessment</b>	
8.1	<b>Was a full Equality Impact Assessment (EIA) required?</b>	No
8.2	<b>When was EIA conducted and by who?</b>	An EIA Relevance Test was undertaken by the Strategic Regulatory Compliance Manager and the Policy and Strategy Administrator in January 2026.
8.3	<b>Results of EIA</b>	The EIA Relevance Test indicated there are no adverse or differential impacts for any groups with protected characteristics as a result of the operation of this Policy.

9				Scheme of Delegation			
9.1		Responsible committee for approving and monitoring implementation of the policy and any amendments to it		EMT			
9.2		Responsible officer for formulating policy and reporting to committee on its effective implementation		Operations Director - Assets and Compliance			
9.3		Responsible officer for formulating, reviewing and monitoring implementation of procedures		Operations Director - Assets and Compliance			
10				Amendment Log			
Date of revision:		Reason for revision:		Consultation record:		Record of amendments:	
15 <sup>th</sup> November 2022		In line with the Review Schedule		See section 6		There are no significant changes to the Policy in this review.	
20 <sup>th</sup> February 2024		Updated to reflect current operational practice		See Section 6		<ul style="list-style-type: none"> <li>• Relevant Legislation updated at 1.3</li> <li>• Revised repairs priorities included at 3.3</li> <li>• Revised job titles updated throughout</li> <li>• Team names updated throughout</li> <li>• Equality, Diversity and Human Rights statement updated</li> <li>• EIA Relevance Test updated at Section 8</li> <li>• In line with Board approved procedure the review period for this Policy has been extended to every Three Years rather than Annually</li> </ul>	
17 <sup>th</sup> March 2026		In Line with Review Schedule		See Section 6		<ul style="list-style-type: none"> <li>• EIA information updated in Section 8</li> </ul>	