Electric Vehicle (EV) charging policy - version 1

Date communicated for use:	Date of next review:
29th September 2026	September 2029

About this policy and who it is for

1.1 This policy is to be implemented by all Dimensions colleagues with responsibilities for the management of accommodation where the responsibility for building maintenance repairs is with Dimensions, whether owned or leased by Dimensions. This policy does not cover tenants in properties where Dimensions does not have repairs responsibility, however we can support them to request permission from other landlords if requested.

1.2 This policy is addressed to:

- tenants and licensees in accommodation managed by Dimensions
- all Dimensions colleagues with responsibilities for managing accommodation.

1.3 This policy is a Dimensions Group policy. This means it applies to all its subsidiaries as listed in **Dimensions Policy Statements**. The document also contains details about, our regulators, equality, diversity and inclusion, data protection, and policy reviews.

The documents, forms and other policies mentioned in **bold** in this policy can be found on the Hub (Dimensions intranet).

To go straight to the policy content, click on the hyperlink section title below or go to the page:

Section	
Responsibilities	Page 2
Definitions	Page 3
Location considerations	Page 5
Vehicle choice and tenancy sustainment	Page 6
Safety considerations	Page 6
Compliance, enforcement and removal of permission	Page 7

Policy statement (why we have this policy)

2.1 The purpose of this policy is to set out Dimensions' approach to the installation and use of electric vehicle (EV) charging infrastructure.

2.2 Dimensions recognises the increasing use of electric vehicles and supports their use where this can be managed safely, fairly, and sustainably.

2.3 This policy prioritises:

- the safety of people we support, colleagues, and visitors
- compliance with statutory and regulatory requirements
- the long-term sustainability of tenancies
- the protection of Dimensions' housing assets.

The impact of not following this policy

3.1 Failure to comply with this policy may result in increased risks to health and safety, regulatory non-compliance, financial loss, reputational damage and enforcement action.

3.2 If this policy is not followed, there is an increased risk of:

- fire or electrical incidents
- injury caused by trip hazards or unsafe installations
- unauthorised alterations to Dimensions properties

3.3 Failure to manage EV charging safely may result in regulatory or enforcement action by our regulators as listed in **Dimensions Policy Statements**.

3.4 They might serve a requirement or warning notice. They may include that we have failed in their inspection report or downgrade their rating of the Group, and this would badly damage our reputation.

3.5 There may be an impact for colleagues and the organisation with our regulators.

Policy content

Responsibilities

4.1 Dimensions will:

- manage and maintain electrical systems in line with statutory requirements
- control and approve alterations to buildings and communal infrastructure
- assess requests for EV charging consistently and fairly
- ensure EV charging arrangements do not compromise fire safety, accessibility, or tenancy sustainment
- install, manage, and maintain communal EV charging infrastructure where approved and within available budgets.

4.2 Tenants and licensees will:

- request written landlord permission before installing or using EV charging equipment
- comply with any conditions attached to approval, including sign off by a competent person and electrical installation certificate provided
- use only approved and safe charging methods
- ensure charging equipment and cables do not create hazards in communal or public areas.

4.3 Colleagues will:

- follow this policy when responding to EV charging enquiries or concerns
- ensure requests are referred through the appropriate housing, asset, and health and safety processes
- escalate concerns where unsafe or unauthorised EV charging is identified.

4.4 Approval may also be subject to consent from freeholders, superior landlords, management companies or other third parties where required.

Definitions

5.1 The following terms are used throughout this document; these are their definitions:

Term	Definition
EV	Electric Vehicle
EV Charger	A dedicated electrical charge point designed specifically for charging an EV

Term	Definition
Communal Electricity	An electricity supply that is shared by more than one tenant or dwelling
Demised parking	Parking allocated exclusively to a single property
Personal	Belonging to a single tenant
Communal	Shared by more than one tenant
RCD	Residual Current Device, an electrical safety device designed to prevent electric shocks and reduce the risk of electrical fires
Tenant	A person who holds a tenancy to live in a property
Licensee	A person how has been granted a license to reside in a property, but does not have a formal tenancy
Freeholder	A person or company that owns the land or property
Superior Landlord	The person or company responsible for the building where Dimensions only has a lease – usually the freeholder.

5.2 A personal EV charger is a charger that can only be used by a single person/household. The cost of using these is normally applied to the tenant's electric bill and they would be personally responsible for paying for this additional electric usage, either through their electricity company, or via a service charge where housing pays the bills on the tenant's behalf.

5.3 A communal EV charger is a charger, usually with more than one charging port, that can be used by anybody. The cost of using these chargers is usually charged via a dedicated app on your phone or other Android/iOS device. This would then be paid for by the tenant's preferred payment method, usually card, Apple Pay or Google Pay. A portion of that charge would then be paid to the landlord to cover the cost of the electricity used and would be used to offset EV charger usage against the electricity service charge in communal settings.

5.4 Public EV chargers are fast chargers that can be found in various locations around the country, including supermarkets, car parks and service stations. The cost of using these chargers is usually charged via a dedicated app on an individual's phone or other Android/iOS device. This would then be paid for by their preferred payment method, usually card, Apple Pay or Google Pay. These chargers are meant for occasional convenience when the battery is low rather than being used as the main charging method.

5.5 13amp trickle chargers are chargers that can be plugged into a normal 13amp socket and can increase the battery level over a longer period, usually overnight. These shouldn't be plugged into any internal 13amp sockets due to the increased risk of fire they should only be plugged into external sockets that are weatherproof, have an RCD failsafe and are compliant with regulations. These chargers should only be used as a backup charging option and should never be plugged into a communal electrical supply.

Location considerations

Homes with private driveways

6.1 Where a property has a driveway for private, exclusive use and a non-communal electricity supply, tenants may request permission to install a personal EV charger.

6.2 Installation will only be permitted where:

- written landlord permission is granted before works begin
- the installation is funded by the tenant, including through Motability or similar schemes
- the work is completed by a suitably qualified installer
- the installation complies with BS 7671 and Building Regulations
- the installation complies with the Electric Vehicle (Smart Charge Point) Regulations 2021
- the installation does not prevent other tenants from installing a personal EV charger.

6.3 The tenant is responsible for the ongoing maintenance of privately installed chargers. The installation must be kept in a safe condition and remain compliant with relevant electrical standards. Fixed wiring tests must be completed by a competent person every 5 years as a minimum in line with the **Electrical Safety Policy**. Dimensions reserve the right to request evidence of maintenance and to withdraw permission where the installation is considered unsafe or non-compliant.

6.4 On termination of the tenancy, the charger must be removed or made safe unless otherwise agreed by Dimensions.

Homes with communal parking and/or communal electricity

6.5 Personal EV chargers will not be permitted where:

- parking is communal, and/or
- the electricity supply is communal or shared.

This reflects the fire safety, accessibility and fair-use considerations set out at paragraph **4.1** and the assessment criteria at paragraph **6.7**.

6.6 In these circumstances, tenants may request that Dimensions considers the installation of a communal EV charging facility. Where Dimensions provides the housing management service, this should be requested through the tenant's Regional Housing Advisor. Where housing management is provided by another party, tenants should raise the request with Dimensions directly, in line with the **Landlord Permission procedure**.

6.7 Dimensions will assess requests based on:

- electrical capacity
- fire safety and accessibility risks
- demand and fairness across the scheme
- budgets and long-term asset management arrangements.

6.8 Where installed, communal EV chargers will remain the responsibility of Dimensions or its appointed provider and may operate on a managed or pay-per-use basis.

Vehicle choice and tenancy sustainment

7.1 Where EV charging infrastructure cannot reasonably be provided, tenants should consider available charging options before acquiring a vehicle. If no suitable charging options are available tenants are encouraged to consider alternative vehicle types.

7.2 Alternative vehicle types, such as petrol-electric hybrid vehicles, may provide a more practical option in schemes with communal parking or limited charging provision.

7.3 Dimensions cannot guarantee access to EV charging in communal settings, and this should be considered before acquiring a vehicle. See the **Vehicles for people we support policy**.

Safety considerations

Use of 13-amp sockets

8.1 EV charging must not take place using internal (indoor) 13-amp sockets due to increased fire and electrical risk.

8.2 Charging from an external 13-amp socket is only permitted where:

- the electricity supply is not communal

- the socket is weatherproof, RCD protected, and in good condition

8.3 Charging from external sockets is considered a temporary measure only and is not suitable for regular or long-term EV charging.

Cable management and trip hazards

8.4 Charging cables must not trail across:

- communal areas
- shared footpaths
- public access routes.

8.5 Charging arrangements must not obstruct:

- wheelchair access
- emergency escape routes

8.6 Where a cable run exceeds one metre at ground level, a rubber cable protector with high-visibility warning markings must be used. If this is not practicable, the cable must be routed in a way that reduces the chance of creating a trip hazard.

8.7 Where a tenant's vehicle is driven by Dimensions colleagues, weekly vehicle checks must be completed which includes checking for damaged vehicle cables. Please refer to the **Safe use of vehicles policy** and **Vehicle check guide**.

8.8 Failure to manage cables safely may result in withdrawal of permission to charge.

Fire safety

8.9 Given increased understanding of risks associated with lithium-ion batteries and EV charging, Dimensions adopts a precautionary, risk-managed approach. EV charging arrangements must not introduce uncontrolled or unacceptable fire risk within a property or scheme.

8.10 Charging equipment must be located away from combustible materials and building entrances where possible.

8.11 EV charging is not permitted in garages or under car ports due to increased fire risk. Exceptions may only be granted where a formal risk assessment confirms that risks can be reduced to an acceptable level. This would usually be determined by a Fire Risk Assessment. See the **Fire safety policy**.

8.12 EV charging arrangements will be considered as part of the fire risk assessments.

8.13 Dimensions reserves the right to refuse or withdraw permission for EV charging where risks cannot be adequately controlled. See the **Risk assessment policy**.

Compliance, enforcement and removal of permission

9.1 Unauthorised EV charging installations or unsafe charging practices may result in:

- withdrawal of permission
- removal of equipment
- recharge of remedial works
- tenancy enforcement action where appropriate

9.2 Dimensions reserve the right to withdraw permission where an installation has a negative or unfair impact on other tenants, neighbours or colleagues. In these cases, if this is a concern, please refer to the **Concerns, complaints and compliments policy**.

Legislation and external guidance

This policy and related procedures consider the following legal requirements and regulatory codes, standards, and guidance:

- Data Protection Act 2018
- General Data Protection Regulations (UK-GDPR)
- Equality Act 2010
- Landlord and Tenant Act 1985
- The Housing Grants, Construction and Regeneration Act 1996
- Electricity at Work Regulations 1989
- Building Regulations (Part P)
- Electric Vehicles (Smart Charge Points) Regulations 2021
- BS 7671 (IET Wiring Regulations)
- Regulatory Reform (Fire Safety) Order 2005
- Fire Safety Act 2021
- Housing Act 2004 (HHSRS - Housing Health and Safety Rating System)
- **The Regulator of Social Housing (GOV.UK)**
- **Energy Saving Trust - Charging Electric Vehicles**

Dimensions related guidance, procedures, forms, or flowcharts

- **Landlord Permission procedure**

Ownership and approval

Policy owner	Head of Property and Property Supply
Policy Responsible Executive Lead	Chief Housing and Communications Officer
Approval level	Group Executive Team
People and groups consulted	Diversity Matters National Colleague Forum Policy Subgroup
Policy review period	Three yearly

Version control

Version number	Approved date	Communication date	Summary of changes
1	**12th August 2026**	**29th September 2026**	New policy.