

Customer Electric Vehicle Charger Policy

Scope of Policy

This policy applies to:

- All Platform Housing Group (PHG) customers (renters, shared owners, leaseholders)
- Private owners whose proposed installation affects PHG-owned or managed land

It applies only where the customer is seeking to install an electric vehicle (EV) charging point via the alterations process and assumes full responsibility for the installation, maintenance, and associated risks.

It covers how PHG will handle applications to install charging points in:

- Private driveways
- Allocated parking spaces
- Managed communal car parks
- On-street parking adjacent to PHG properties

1. Policy Statement

1.1 This policy is intended to balance the desire of PHG to encourage and enable the move to electric vehicles with its obligations in respect of various statutory and contractual obligations included (but not limited to) those set out below:

- Government EV charging legislation
- Building Regulations (Part S)
- Customer desire to transition to electric and plug-in vehicles
- RISC Authority RC59 – Recommendations for fire safety when charging electric vehicles
- Public charge points regulations 2023
- Electric Vehicles (Smart Charge Points) Regulations 2021
- Equality Act 2010
- Building Safety Act 2022

2. Context

2.1 The UK's commitment to phase out new petrol and diesel vehicles by 2030, alongside increasing Zero-Emission Vehicle (ZEV) mandates, is transforming how our customers travel. Platform Housing Group (referred to as PHG for the remainder of this document) recognises the growing demand for home-based electric vehicle (EV) charging and the need to manage installations safely and equitably across our housing stock.

- 2.2 This policy sets out PHG's position on the installation and use of EV charging infrastructure at properties we own or manage, balancing customer needs with safety, legal compliance, and property management responsibilities.
- 2.3 This policy applies only to electric vehicle (EV) charging points where a customer wishes to install the equipment via PHG's alterations process. It does not cover installations initiated or funded by PHG as part of planned investment, communal infrastructure, or strategic retrofit programmes. All approvals under this policy are granted on the basis that the EV charging point is the customer's responsibility.

3. Policy Outline

- 3.1 PHG supports the transition to electric vehicles and aims to enable safe, feasible installations of EV chargers at customer homes. This policy provides a framework for assessing applications, ensuring installations meet regulatory and safety standards.
- 3.2 This policy applies only to customer-led EV charger installations via PHG's alterations process. It does not cover communal or strategic installations. All approvals are subject to eligibility criteria, safety assessments, and customer responsibility for installation and maintenance.
- 3.3 PHG will consider each application on its merits, subject to the criteria and limitations outlined below.

3.4 Eligibility and Assessment Criteria

3.4.1 Eligibility Criteria (Fixed Rules)

3.4.1.1 Approval will only be considered for:

- Houses, bungalows and maisonettes with in-curtilage parking (driveway directly attached to the home)
- Houses with allocated parking not separated from the home by communal land or shared pathways

3.4.1.2 Application will be not approved for:

- Flats or apartments (with or without parking)
- Properties with communal parking
- Properties where communal land separates the home from the parking space

- 3.4.1.3 PHG appreciates applications for an EV charging point may be based on personal circumstances, however, approvals will only be granted where the installation proposed meets our safety, legal and practical feasibility requirements. PHG cannot approve installations where the infrastructure or risk profiles makes the installation unsafe, non-compliant, or unreasonable to manage.

3.4.2 Assessment Considerations (Discretionary Factors)

3.4.2.1 For eligible applications, PHG will assess:

- Whether all equipment and cabling can be contained within the applicant's demised land
- Safety risks (e.g., trip hazards, fire risks)
- Installer credentials and insurance
- Charger type, power source, and location
- Impact on communal land or property
- Conservation or listed building status
- Any third-party rights or legal restrictions

3.5 **Limitations**

3.5.1 Installation of EV charging points will only be approved through PHG's alterations process, and only where the proposed alteration is fully contained within land rented, leased or demised to the customer. Applications involving communal land or shared infrastructure do not form part of PHG's alterations process and will not be considered under this policy.

3.5.2 The presence of legacy infrastructure in the surrounding area, installed under previous regulations does not guarantee approval of a new application.

3.5.3 PHG reserves the right to impose reasonable conditions on any consent granted.

3.6 **Conditions of Consent**

3.6.1 Where consent is granted, PHG will require:

- Use of approved equipment in line with manufacturer guidance
- Ongoing maintenance and safety certification
- Retention of the charger at tenancy end (unless unsafe)
- Prohibition of commercial use
- Payment for any remedial works if the charger is unsafe

3.6.2 Failure to comply may result in withdrawal of consent, recovery of costs, and/or tenancy enforcement action.

3.7 **Insurance and Maintenance**

3.7.1 Customers are responsible for:

- Obtaining and providing (upon request) electrical certification and warranty details post-installation
- Maintenance and repair of the EV charger, ensuring it remains in good working order

- Leaving the EV charger at the home at the end of lease/tenancy agreement
- Paying the costs where work is identified to make the EV charger safe at the point of void

3.7.2 At the point of void, PHG will take on responsibility for EV chargers found in good working order and safe to maintain.

3.7.3 PHG strongly recommends customers obtain public liability insurance.

3.8 Garden Conversion Option

3.8.1 Where a property does not meet the eligibility criteria for an EV charger, the customer may submit a separate application to convert a garden into off-street parking. Approval for this conversion would be subject to the standard alterations assessment criteria and must be granted prior to any EV charger application being considered.

3.8.2 Refer to PHG's "Improving or altering your home" guidance for details.

3.9 Administration and Timescales

3.9.1 PHG may charge an administration fee for processing applications. This fee is payable upon application and is non-refundable. It may be waived in exceptional circumstances or for Motability-related requests.

3.9.2 PHG aims to process applications within 28 working days of receiving a completed application form.

4. Equality and Diversity

4.1 We are committed to fairness and equality for all regardless of colour, race, ethnicity, nationality, gender, sexual orientation, marital status, disability, age, religion or belief, family circumstances or offending history, as referred to in our relevant Group policies. Our aim is to ensure that our policies and procedures do not create an unfair disadvantage for anyone, either directly or indirectly.

4.2 In the event a reasonable adjustment is needed for the process to be followed, PHG will ensure this is provided to ensure accessibility and inclusion.

5. Complaints

5.1 We aim to meet the needs of our customers by providing an excellent service. However, it is acknowledged that occasionally things go wrong and customers may wish to complain. Should the need arise to make a complaint, please refer to our Complaints, Comments and Compliments Policy.

6. Monitoring and Review

- 6.1 This policy reflects PHG's stance based on the wider EV infrastructure landscape of today, and the associated risk exposure.
- 6.2 Due to the ever-evolving landscape associated with EV infrastructure and government support for the transition to electric vehicles, the policy will be reviewed every 12 months.
- 6.3 Approved documents are valid for use after their approval date and remain in force beyond any expiry of their review date until an updated version is available.

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