



Electrical Safety Internal Audit – July 2026

KPMG completed an internal audit of Curo's electrical safety compliance arrangements, reviewing the design and operating effectiveness of controls supporting Electrical Installation Condition Reports (EICRs), remedial works, no-access cases, contractor management and compliance monitoring. The audit concluded with **Significant Assurance with Minor Improvement Opportunities**, reflecting a generally well-established control framework.

The audit identified a number of areas of good practice, including Curo's system-driven approach to scheduling and managing EICRs through QL, embedded quality assurance checks, structured contractor governance and regular reporting and oversight of electrical safety performance. At the time of the review, approximately 98–99% of properties held a valid EICR, with overdue cases identified and followed up through regular performance reporting.

The principal improvement identified related to the timely completion of remedial works. Testing found that only one of ten sampled domestic remedial cases had been completed within the expected 28-day timeframe, with five taking more than 60 days and two more than 500 days, although all sampled cases were ultimately resolved satisfactorily. KPMG therefore recommended strengthened tracking and reporting against the 28-day requirement, including clearer oversight and escalation of overdue cases.

KPMG also identified an opportunity to formalise Curo's no-access arrangements. Although nine of ten sampled cases demonstrated appropriate follow-up and escalation, the operational process was not formally documented and one case experienced a significant delay before entering the formal no-access process. A further improvement was identified around ensuring effective handover between tenancy and electrical safety teams where access cases have been escalated.

KPMG raised four management actions – two medium and two low priority, with no high-priority findings. These relate to improved monitoring of remedial works against the required timeframe; development of a clear no-access escalation procedure; clearer handover arrangements between Tenancy and Compliance; and strengthened quality assurance over EICR system records.