



POLICY: PLANNED AND CYCLICAL MAINTENANCE AND SERVICE CONTRACTS

Sections

1. Purpose and aim of the Policy
2. Planned and cyclical maintenance
3. Service contracts
4. Procurement and supervising planned, cyclical and service contracts
5. Monitoring
6. Performance measurement
7. Equality diversity implications
8. Resident participation implications
9. Legal implications
10. Financial implications
11. Health and safety implications
12. Equality impact assessment/Protected characteristics
13. Consultation arrangements

Copies of this Policy may be made available in alternative formats on request.

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POLICY: PLANNED AND CYCLICAL MAINTENANCE AND SERVICE CONTRACTS

All reference to 'we', 'our' or 'us' in this Policy should be read as meaning Sandbourne Housing Association.

1. Purpose and aim of the Policy

- 1.1 This document sets out our policy in relation to planned and cyclical maintenance and service contracts. These types of maintenance are pro-active as opposed to normally responding to residents' repair requests.
- 1.2 Planned maintenance includes major repair work such as electrical rewiring, heating upgrades, and kitchen and bathroom refurbishment.
- 1.3 Cyclical works refers to the redecoration of external areas and internal communal areas.
- 1.4 Service contracts include the servicing of heating installations and other engineering services, testing of smoke detectors and electrical equipment supplied by us, lifts, emergency lighting, fire fighting equipment, alarms and door entry systems.

2. Planned and cyclical maintenance

- 2.1 The aims of planned and cyclical maintenance are as follows:
 - 2.1.1 To provide good quality accommodation for residents
 - 2.1.2 To maintain the value of our property assets
 - 2.1.3 To ensure that, as a minimum, our properties comply with the Decent Homes Standard
 - 2.1.4 To use resources efficiently
 - 2.1.5 To involve residents, when we consider it reasonable to do so, in considering prioritising works to be included in the overall programme and to enable residents to exercise reasonable choice in relation to the detailed specification, where possible
 - 2.1.6 To achieve value for money for the tax payer and business.
- 2.2 We use a range of information to develop the programme, such as:
 - 2.2.1 Regular stock condition surveys including energy efficiency ratings of stock

- 2.2.2 Analysis of reactive maintenance demand
- 2.2.3 Analysis of the life performance of materials and components
- 2.2.4 Residents views which are gained in a variety of ways which may include site surveys, satisfaction surveys, newsletters
- 2.2.5 Information from our staff
- 2.2.6 The cost of the proposed works in relation to the continued demand for and financial viability of the property within an asset management framework.
- 2.3 The programme is devised by us and normally approved by the Board and may involve residents and resident liaison.
- 2.4 Once the programme has been agreed it will be made available to residents, on request, and may be publicised including in the residents' newsletter, on residents' notice boards and on our website.
- 2.5 Residents whose properties are included in the programme may be consulted at set times prior to the commencement of contracts. This consultation process may include obtaining resident choices in relation to certain aspects of the work, for example kitchen units, worktops, and tiles. Residents will also be asked if they have any special requirements before the work commences. Residents are given appropriate notice of when works will start on their property.
- 2.6 During the contract we will make every effort to minimise disruption and inconvenience for residents. Residents are also able to raise any issues with us and we will aim to resolve these as quickly as possible with the contractor.
- 2.7 Work will normally only be carried out during our working hours/days.
- 2.8 Once the works are completed, residents may be invited to complete a satisfaction survey. Comments made (both positive and negative) will be used to inform the delivery of our programmes.

3. Service contracts

- 3.1 The aims of service contracts are as follows:
 - 3.1.1 To ensure both regular servicing is undertaken and a responsive repairs service is provided
 - 3.1.2 To provide value for money service for the tax payer, business and residents
 - 3.1.3 To protect the health and safety of our residents, staff and agents
 - 3.1.4 To provide an efficient and timely service to residents
 - 3.1.5 To service items within any statutory or regulatory requirements.

4. Procurement and supervising planned, cyclical and service contracts

4.1 Contractors are selected in line with our procurement procedures. Contracts are supervised in relation to the quality of work, the progress of the contract and the working methods of contractors in accordance with our procedures.

5. Monitoring

5.1 Regular progress meetings are held to monitor progress against the published programme and address any issues that arise. All management information is discussed with the individual contractors at operational meetings.

6. Performance measurement

6.1 Performance against targets and budget for planned maintenance, cyclical and service contracts, which are reported to the Board.

7. Equality diversity implications

7.1 It is recognised that works may need to be reasonably adjusted to meet the needs of individuals, for example those with a disability.

8. Resident participation implications

8.1 Residents may be involved in devising the overall programme for planned maintenance. Residents are also consulted on aspects of the work to their own properties.

9. Legal implications

9.1 This Policy will ensure that our obligations are met in maintaining our properties and servicing appliances.

10. Financial obligations

10.1 The policy recognises that a planned maintenance, cyclical maintenance and service contracts budget will be required to implement and support this policy.

10.2 The cost of the proposed works in relation to the continued financial viability and asset management implications of any property will be considered when developing the programme.

10.3 The programme will be approved by the Board.

11. Health and safety implications

11.1 We have a Health and Safety Policy and will ensure it is applied where it impacts on planned and cyclical works and service contracts.

11.2 Contractors are contractually obliged to comply with all Health and Safety requirements.

12. Equality impact assessment/Protected characteristics (as at 8 January 2019 or later amendments/additions)

12.1 Neutral.

13. Consultation arrangements

13.1 We will consult all tenants and recognised tenants' bodies on this Policy and their views will be taken into account by the Board before approving it.