



POLICY: PLANNED AND CYCLICAL MAINTENANCE AND SERVICE CONTRACTS

Sections

1. Purpose and aim of the Policy
2. Regulatory code and legal framework
3. Planned and cyclical maintenance
4. Service contracts
5. Procurement and supervising planned, cyclical and service contracts
6. Monitoring
7. Performance measurement
8. Equality diversity implications
9. Resident participation 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.

Previously agreed by the Board:
Previously approved by the Board
Agreed by the Board
Approved by the Board

September 2022
November 2022
29 January 2025
21 May 2025

Next review date:

January 2028

Published on website:

Yes

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, firefighting equipment, alarms and door entry systems.

2. Regulatory Code and Legal Framework

- 2.1 We will conduct planned or cyclical maintenance works and have service contracts in place in line with our legal obligations and statutory obligations, to improve the quality of our homes and to safeguard the health and safety of residents, contractors and staff. These obligations include:
- 2.2 The Safety and Quality Standard of the Regulatory framework for social housing (from April 2024) which requires Registered Providers:
 - To provide efficient, effective and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible.
 - To ensure that tenants homes meet the standard set out in section five of the Governments Decent Homes Guidance and continue to maintain their homes to at least this standard unless exempt by the regulator.

- 2.3 The Leasehold Reform, Housing and Development Act 1993 requires us to conduct certain works on behalf of tenants, in accordance with the regulations set by the Secretary of State.
- 2.4 Our responsibility under section 11 of the Landlord and Tenant Act 1985 for maintaining the structure and exterior of our homes (including drains, gutters and external pipes) and installations within the property for the supply of water, gas and electricity; and for sanitation (including basins, sinks, baths and sanitary conveniences).
- 2.5 We are required to consult with leaseholders (including shared owners) prior to entering into Qualifying Long-Term Agreements and prior to undertaking Qualifying works, in accordance with section 20 of the Landlord and Tenant Act 1985 as amended by the Commonhold and Leasehold Reform Act 2002.

3. Planned and cyclical maintenance

The aims of planned and cyclical maintenance are as follows:

- 3.1 To provide good quality accommodation for residents.
- 3.2 To maintain the value of our property assets.
- 3.3 To ensure that our homes comply with the Regulatory Code and Legal Framework.
- 3.4 To use resources efficiently.
- 3.5 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.
- 3.6 To achieve value for money for the business residents and other stakeholders.

We will use a range of information to develop the programme, such as:

- Regular stock condition surveys including energy efficiency ratings of stock.
- Analysis of reactive maintenance demand
- Analysis of the life performance of materials and components
- Residents' views which are gained in a variety of ways which may include site surveys, satisfaction surveys, and feedback to newsletter articles.
- Information from our staff
- The cost of the proposed works in relation to the continued demand for and financial viability of the property within an asset management framework.

- 3.7 The annual programme is devised by us and normally approved by the Board and may involve residents and resident liaison.
- 3.8 Once the programme has been agreed it will be made available to residents, on request, and may be publicised via the residents' newsletter, on residents' noticeboards and on our website.
- 3.9 Residents whose properties are included in the programme may be consulted prior to the commencement of contracts. This 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 work commences. Residents will be given appropriate advanced notice of when work will start in their homes.
- 3.10 During the contract we will make every effort to limit disruption and inconvenience for residents. Residents will be able to raise any issues or concerns with us through a designated member of the team and we will aim to resolve these as quickly as possible with the contractor concerned.
- 3.11 Work will normally only be conducted during our working hours/days.
- 3.12 Once the work is 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 future programmes.

4. Service contracts

- 4.1 The aims of service contracts are as follows:
- 4.2 To ensure that where appropriate regular servicing of appliances/equipment/fittings is undertaken in accordance statutory requirements or in the absence of these manufacturers recommendations or accepted good practice. This will be supported by an appropriate responsive repairs service to ensure continuity between servicing intervals.
- 4.3 To provide value for money service for the business and residents
- 4.4 To protect the health and safety of our residents, staff and agents
- 4.5 To provide an efficient and timely service to residents
- 4.6 To service items within any statutory or regulatory requirements.

5. Procurement and supervising planned, cyclical and service contracts

- 5.1 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.

6. Monitoring

- 6.1 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.

7. Performance measurement

- 7.1 Performance against targets and budget for planned maintenance, cyclical and service contracts, will be reported to the Board.

8. Equality diversity implications

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

9. Resident participation implications

- 9.1 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.

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 it,
- 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 2024 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.