

## PLANNED MAINTENANCE POLICY

### Aim of Policy

- We aim to increase the proportion of maintenance carried out on a planned basis and provide a planned maintenance service that:
  - meets customers' needs
  - maintains the value of our property assets
  - ensures that all sustainable properties are brought up to Decent Homes Standard by 2010
  - undertakes the programme developed from the results of the Stock Condition Survey and the Asset Management Assessments
  - meets customers aspirations where possible
- We will not discriminate against any customer affected by planned maintenance on grounds of their race, colour, ethnic or national origins, religion, sexual orientation, disability, gender or age. We will monitor the planned maintenance service to ensure that no individual or group of individuals receives less favourable treatment, and will include clauses in our contracts in accordance with our **Equality and Diversity Policy**.
- We aim to achieve continuous improvement of the quality and value for money of our planned maintenance services.
- We will regularly consult with interested parties to seek their views on the effectiveness of the service that we provide and how we could improve it.

### Objectives of Policy

- Definition of planned maintenance
- Relating planned maintenance work to sustainable outcomes of the stock condition survey

### Statement

1. "Planned maintenance" includes:
  - "Cyclical" works which are repeated at regular intervals, such as painting, servicing of lifts, gas servicing etc.
  - "Major repairs", such as electrical rewiring, heating upgrades, re-roofing, kitchens & bathroom refurbishment etc.
2. Responsive maintenance i.e. repairs carried out in response to tenant requests is covered in our **Responsive Maintenance Policy**.
3. We will comply with all relevant legislation and regulatory guidance in relation to planned maintenance including:
  - The Construction (Design and Management) Regulations 1994 (CDM)

- The Gas Safety (Installation and Use) Regulations 1994 and Amendments to the Regulations
- The Control of Substances Hazardous to Health (COSHH) Regulations 1999
- The Environmental Protection (Duty of Care) Regulations 1991

## **Policy**

### 1. Long-term Programme

1.1 Using data on the condition and projected sustainability of our properties, we will devise and implement a 30-year investment programme of Cyclical works and Major Repairs works that ensures that all sustainable stock meets the Decent Homes Standard by 2010, makes a real difference to the quality of neighbourhoods and contributes to sustaining communities.

1.2 We will redecorate the outside of all our properties every five years.

### 2. Customer Involvement

2.1 We will involve customers in:

- Prioritising overall investment in planned maintenance to meet their aspirations, where possible
- Developing, on an annual basis, works programmes that reflect local preferences while taking forward the 30-year investment programme
- Selecting and monitoring the performance of contractors commissioned to carry out planned maintenance

### 3. Customer Choice

3.1 We are committed to providing choice to our customers when we carry out major works such as refurbishments. The minimum level of choice that we guarantee is set out at Appendix 1 to this policy, but wherever feasible and achievable at no or minimal extra cost, we will offer more choice.

3.2 We will consult customers about their choices at an early stage in the planning process for works schemes. Once a customer has made up his/her mind about their requirements, it is important that they recognise that it may not be possible to change their requirements.

### 4. Improvements in advance of a Planned Programme

4.1 We will consider requests from tenants for improvements to their property to be carried out in advance of a planned programme. In these cases, the tenant must repay the cost of the improvement (plus a charge for administration - see Appendix 2 to this policy for details of how the charge is calculated) over a period of time to be negotiated with the tenant but not exceeding 5 years in total. VAT will also be payable. Only works that would normally be carried out by the Association can be considered.

## 5. Compensation to Tenants who have to Move to Allow Works to Progress

5.1 We offer compensation to tenants who make a temporary or permanent move of home to allow access for building works. We will pay for removal expenses, cooker connections, telephone connections, TV aerials, and gas services, subject to a maximum of £440 for a one-way move or £656 for a two-way move. In addition, tenants may also claim for the removal and refitting of carpets, curtains, shower units and automatic washing machines.

## 6. Leaseholders

6.1 Where projects include properties that have been bought on a leasehold basis under the Right to Buy, we will discuss our proposals at an early stage with leaseholders so that they are aware of the extent of the work and the estimated costs.

6.2 We will inform and consult leaseholders as prescribed by law about the content and cost of works so that we are able to recover the leaseholder's share of the costs of the work from the leaseholder in due course.

## 7. Adaptations of properties for people with disabilities

7.1 When a local authority carries out major adaptations to a Group property under the Disabled Facilities Grant scheme, we will consider the authority's proposals and, when work is completed, inspect them as quickly as possible to ensure that they have been undertaken satisfactorily.

7.2 We have a statutory obligation to install and subsequently service equipment to aid disabled people as requested by Social Services Occupational Therapists, hospital-based Occupational Therapists and Social Services Deaf Services Officers. We will complete these adaptations within the timescales set out in Appendix 3 to this policy.

## 8. Internal Decorations for Older and Disabled Tenants – Oakfern only

8.1 For Oakfern tenants aged 70 or over, and tenants who are disabled and therefore unable to carry out their own internal decorations, we will undertake internal decorations. There will be a limited budget for this work so applications are dealt with on a "first come, first served" basis. A maximum of 2 rooms may be redecorated every 4 years.

## 9. Carrying our Works for Owner Occupiers

9.1 Owner-occupiers living in properties close to the Group's would sometimes like works carried out to their property and are looking for reliable firms to do this work. Our expertise in this work is seen as a way of generating income for the Group.

9.2 We will therefore consider whether there is scope within certain Major Repairs projects to offer this service to owner-occupiers. We will only do so where this service will not be detrimental to the progress of the project and where the owner-occupier is prepared to pay a fee for our services in commissioning the work. This service will be offered for window & door replacement, refurbishments, environmental works and the replacement of fascias & soffits.

## 10. Health and Safety in the Maintenance Service

10.1 The Group's **Health and Safety Policy** gives full details of our overall policy. This section highlights our health and safety policies in relation to maintenance. Specific policies in relation to asbestos management and legionella are also in place.

- 10.2 We will only use contractors with a satisfactory Health & Safety record.
- 10.3 We will undertake risk assessments for every maintenance project to identify the likely risks to the contractor undertaking the works and tenants and others who may be affected by the work to identify the measures needed to comply with the relevant Health & Safety Legislation.
- 10.4 We will monitor the contractor's work on site to ensure safe working practices are adhered to.
- 10.5 We will arrange for a CORGI-registered contractor to service and check gas appliances, flues and gas pipework for safety each year. We will take all action necessary to gain access to properties where tenants have not responded to requests for access for this purpose.

## 11. Procurement

- 11.1 We will select contractors from the Group's Approved List and Constructionline if the project value exceeds £50,000 (excluding VAT) and from the Group's Approved List only if the project value is less than £50,000. If the project exceeds the European Union threshold, it is a requirement that the project is advertised in the Official Journal of the European Union (OJEU) and a tendering process in accordance with the EU Directive is followed.
- 11.2 We will specify low maintenance materials in all planned works to reduce the future costs of maintenance. We will also incorporate relevant provisions of the Group **Environmental Policy** in specifications of work.

## 12. When Work is Underway

- 12.1 When works are underway on site, we will always:
  - Provide a contact number where customers who encounter problems as a result of the works can report them to an appropriate person or leave a message outside business hours
  - Work with the contractor to resolve problems as quickly as possible
  - Make every effort to minimise disruption and inconvenience to customers affected by the works

## 13. Payments for Loss of Facilities

- 13.1 Payments will be made to tenants who lose the use of rooms or facilities as a direct result of works being carried out, or as a result of facilities (including water, gas, electricity or drainage) not being repaired within the contractual target time.
- 13.2 Payments will only be made for full days (i.e. 0830 - 1730 hours) on which the use of the room or facility was lost. The amount to be paid is calculated as follows:

Loss of room :  $\frac{\text{Weekly rent}}{7} \times \text{number of days lost}$   
 or facility

#### 14. Fire and Flood Damage to Properties

- 14.1 When our properties are damaged by fire or flood, we aim to ensure that disruption and discomfort for tenants is minimised, and that their safety and that of the general public is prioritised.

#### **Performance**

We will measure our performance in relation to planned maintenance by achieving the following targets:

- Customer satisfaction is to be at least 98%
- Specific KPIs relating to partnering contracts are used
- All homes are to meet the Decent Homes Standard by 2010 and remain decent
- Increase the average SAP of the stock year on year
- Aim to increase the valuation of the stock in line with national trends

#### **Policy Review**

The Operations Director in conjunction with the Maintenance and Asset Manager and the Planned Maintenance Manager will review the operation of the Planned Maintenance Policy, in consultation with resident groups, on an annual basis.

**Approved by: Sentinel, Hart and Oakfern Boards. 13 January 2005 (SHG.15/05)**

**Choice for Tenants**

The table below sets out the minimum levels of choice to be offered to tenants in refurbishment contracts. Wherever feasible, and provided that it is at no or minimal additional cost to the Group, further choice will be made available.

<b>Kitchens</b>	6 choices of worktop
	6 choices of unit finish
	at least 6 choices of floor tiles
	positioning of electrical sockets
	6 choices of ceramic wall tiles
	3 choices of Artex finish
<b>Bathroom</b>	at least 6 choices of floor tiles
	6 choices of ceramic wall tiles
	3 choices of Artex finish
<b>General</b>	Whenever major works are being undertaken tenants will be given the option of materials other than those specified by the Association (for example, luxury kitchen units instead of the group's standard units) providing that the tenant is willing to pay for any extra-over costs involved. The choices will be balanced against the likely future cost of maintenance of the materials in question.

**Administration Charge for Works to be paid for by the tenant when carried out in advance of a programme**

The Maintenance & Asset Manager will obtain quotations for the work to demonstrate value for money. An administrative charge will be added to the cost of the work and included in the calculations for determining the repayments.

This charge is as follows:

<b>Repayment period</b>	<b>Administration charge</b>
1 year	20% of the cost of work
2 years	25% of the cost of work
3 years	30% of the cost of work
4 years	35% of the cost of work
5 years (maximum permitted)	40% of the cost of work

VAT is added to the cost of works and administration charge before calculating repayments

**Target timescales for completion of minor adaptations to properties to aid people with disabilities**

The minor adaptations the Association carries out to tenant homes are organised on a priority basis depending on the urgency of the disabled person's need for the adaptation to be carried out.

Priority of need	Target timescale
1	24 hours
2	Within 7 calendar days
3	Within 20 calendar days
4	Routine works – priority times to be set when orders raised, but not less than 28 calendar days