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Revision



## Property Management

### Cyclical and Planned Maintenance

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<b>Scope:</b>	This policy applies to: Circle 33 Housing Trust, Old Ford Housing Association, South Anglia Housing and Wherry Housing Association
<b>Effective Date:</b>	November 2006
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<b>Author (current version):</b>	Jason Christensen, Policy Officer
<b>Policy Owned by:</b>	Policy and Planning
<b>KLOE:</b>	3 Stock Investment and Asset Management
<b>QAF (Supported Housing):</b>	N/A
<b>Statute:</b>	Landlord and Tenant Act 1985 Housing Act 1985 Commonhold and Leasehold Reform Act 2002
<b>Regulatory Code:</b>	3.4.1, 3.4.2
<b>Consultation (current version):</b>	Staff, SMPRG, Have Your Say, OF HS, OF TML, GPF

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# Cyclical and Planned Maintenance Policy

## 1 Scope

1.1 This policy applies to general needs, general needs agency managed and supported housing properties and all communal areas of:

- Circle 33 Housing Trust
- Old Ford Housing Association
- South Anglia Housing
- Wherry Housing Association

## 2 Policy Statement

2.1 The Group carries out cyclical repairs and maintenance generally on a 6 year cycle for general needs properties. Self-contained SHD units are included in the general needs programme. Works are carried out to the outside of the properties, and external and internal communal areas.

2.2 The Group carries out planned repair, maintenance and improvement work to all of its homes on a regular basis. We aim to carry out this type of work to ensure that areas like kitchens and bathrooms are replaced at the end of their natural lifespan.

2.3 Pre-planned contracts have several advantages including:

- Ability to be reviewed and agreed in the context of priorities identified through the group
- Better value through economies of scale by securing better prices for components when many are ordered versus 'one off' purchases
- Better consistency of component used, as defined in the Circle Anglia Standard, whose life cycle costs are properly assessed to reduce future repair and maintenance costs and
- Helps to provide effective communication and consultation through the use of contract resident liaison staff and the issue of informative newsletters

2.4 The Circle Anglia Standard is the minimum standard to which we carry out repairs and improvements. The Circle Anglia Standard will exceed the Decent Homes Standard, delivering So Much More to all of our residents.

### 3 Policy

#### Cyclical maintenance

- 3.1 The Group carries out cyclical repairs and maintenance generally on a 6 year cycle for general needs properties. Self-contained SHD units are included in the general needs programme. Works are carried out to the outside of the properties, and external and internal communal areas.
- 3.2 Cyclical maintenance for SHD HMOs (Supported Housing Department Houses in Multiple Occupation) takes place on a 5 year cycle. The Group is responsible for the maintenance of shared internal facilities (e.g. living rooms, bathrooms, kitchens, etc) as well as the outside of the building and communal areas.
- 3.3 There are exceptions to this, including properties where the Group is the leaseholder and the terms of the lease state a different frequency for cyclical works.
- 3.4 The following works are guaranteed to be carried out as part of the Cyclical Maintenance programme:

#### Decoration and repair

- 3.5 We will survey residents' home and carry out external decorations and repairs to their home about every six years.
- 3.6 We will fit additional loft insulation and draught proofing as necessary.
- 3.7 We will give residents a choice of colours for all painted surfaces (walls, window frames, doors, etc).
- 3.8 We will also offer the additional benefit of:
  - Fitting five lever mortice locks, spy holes and security chains to a flat or house door

if residents have not been served with a Notice of Seeking Possession (NOSP) within the last 12 months.

#### External areas

- Repainting of previously painted surfaces, including windows, front entrance doors, soffits and eaves of roofs, metal work, and previously painted rendering

- Roof repairs and flashings to provide a further 6 years of life. Some individual roof replacements may take place as part of the cyclical maintenance programme.
- Repointing of brickwork and chimney stacks
- Cleaning of gutter and downpipes, replacements where necessary
- Overhaul of windows, including easing, adjusting and repairs where necessary
- Pre-painting repairs to woodwork to enable painting
- Additional security locks to all ground floor windows and other vulnerable windows
- Reglazing of cracked glass in windows
- Replacement of failed double glazing in windows (but not full window replacements)
- Repairs to boundary fencing and some replacement (but not full replacements). Where fencing is replaced, it will generally be with timber palisade fencing.
- Preservative treatment of timber fencing
- Installation of roof ventilation, if problems identified
- Minor paving repairs that pose a health and safety risk
- Overhaul of garden gates

#### **Internal communal areas**

- Repainting of previously painted surfaces, including walls, ceilings, flat entrance doors, and internal faces of communal windows
- Clean/renew carpets/floor coverings in communal areas
- For SHD HMOs, the Group is responsible for shared areas, including living rooms, kitchens, bathrooms and corridors. SHD will work with the Decent Homes Team in identifying these properties

#### **Works not included**

3.9 The following works are not carried out as part of the Cyclical Maintenance programme, unless funding is provided from another budget:

- Clear gardens
- Carry out improvements (see [Property Alterations and Improvements](#) policy)
- Provide new carpets/floor coverings for communal areas if none previously installed
- Extend/replace paved areas (unless it is a health and safety issue)

- Paint previously unpainted surfaces, including fences
- Provide new garden gates where none previously existed
- Carry out any internal works in non-communal areas

### **Works that may be carried out with additional funding**

3.10 The following works can be carried out in conjunction with the Cyclical Maintenance programme if additional funding is secured:

- Window replacement contracts. Generally, new windows will be uPVC, double-glazed units. Whilst carrying out works, contractors will usually also replace soffits and fascias in uPVC, in order to gain maximum use of the scaffolding.
- Estate improvements, including renewal of boundary walls and fences and provision of garden gates where none previously existed.
- Security works, including intercom systems
- Communal lighting improvements
- Provision of communal area carpets/floor coverings where none previously existed
- Wholesale roof replacements, including replacement of roof of blocks of flats
- Carry out improvements (see [Property Alterations and Improvements policy](#))

### **Planned maintenance**

3.11 The Group carries out planned repair, maintenance and improvement work to all of its homes on a regular basis. We aim to carry out this type of work to ensure that areas like kitchens and bathrooms are replaced at the end of their natural lifespan.

3.12 The types of work that are often carried out as part of this type of programme include:

- Replacement kitchens and bathrooms
- Replacing gas central heating systems and boilers
- Electrical testing and rewiring

3.13 We will write to residents to advise when their home is due to receive planned maintenance as part of one of these programmes of works.

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## Bathrooms

- 3.14 Circle Anglia will replace residents' bathrooms at least every 30 years.
- 3.15 Residents will be given a choice of bathroom styles and designs.
- 3.16 We will offer a shower instead of a bath if preferred.
- 3.17 We will help residents save water by installing a double flush WC.
- 3.18 We will install an extractor fan in residents' bathrooms to help provide improved ventilation and reduce the occurrence of condensation.
- 3.19 We will also offer the additional benefits of:
  - We will paint bathroom walls and ceilings or give residents £50 of DIY vouchers so they can do this work themselves
  - Residents will be able to select from an increased range of wall tiles and floor coverings
  - We will give residents a choice of tap styles

if residents have not been served with a Notice of Seeking Possession (NOSP) within the last 12 months.

## Electrical testing

- 3.20 We will carry out an inspection of and repairs to electrical systems at least every 10 years.
- 3.21 We will rewire residents' homes every 30 years.
- 3.22 When rewiring residents' homes we will provide additional electrical sockets in their home to ensure they have 3 double sockets in their kitchen and living room and 2 double sockets in each bedroom.
- 3.23 We will also offer the additional benefit of:
  - A free pack of four low energy light bulbs

if residents have not been served with a Notice of Seeking Possession (NOSP) within the last 12 months.

## Gas boilers

- 3.24 Existing gas central boilers will be replaced every 10-15 years.
- 3.25 To help keep fuel bills down, we will fit energy efficient boilers and thermostatically controlled radiator valves.

3.26 We will also offer the additional benefits of:

- We will paint the pipe work and carry out minor decoration or give residents £50 of DIY vouchers so they can do this work themselves
- A digital, programmable timer instead of a standard mechanical time clock

if residents have not been served with a Notice of Seeking Possession (NOSP) within the last 12 months.

### **Gas heating**

3.27 Existing gas central heating systems will be replaced about every 30 years.

3.28 To help keep fuel bills down, we will fit energy efficient boilers, thermostatically controlled radiator valves and reflective panels behind new radiators

3.29 We will ensure that residents have a radiator in every room that needs one.

3.30 We will also offer the additional benefits of:

- We will paint the pipe work and carry out minor decoration or give residents £50 of DIY vouchers so they can do this work themselves
- A digital, programmable timer instead of a standard mechanical time clock
- A heated towel radiator in residents' bathrooms

if residents have not been served with a Notice of Seeking Possession (NOSP) within the last 12 months.

### **Kitchens**

3.31 Circle Anglia will replace residents' kitchens at least every 20 years.

3.32 Residents will be given a choice of kitchen styles and designs.

3.33 We will install extra electrical sockets if required to ensure there are enough electrical sockets in the new kitchen.

3.34 We will re-plumb in residents' existing appliances and subject to space will provide additional points to allow residents to plumb in a dishwasher.

3.35 We can arrange for residents' local water company to carry out an assessment of the water usage to see if a water meter may save our residents money.

3.36 We will design recycling facilities where available.

3.37 We will also offer the additional benefits of:

- Painting kitchen walls and ceilings or giving £75 of DIY vouchers so residents can do this work themselves
- Residents are able to select from an increased range of kitchen styles, wall tiles and floor coverings

if residents have not been served with a Notice of Seeking Possession (NOSP) within the last 12 months.

## **4 Section 20 Consultation**

4.1 Circle Anglia will undertake Section 20 consultation where any major works, exterior decorations or improvements to communal areas will result in any one leaseholder being recharged for works totalling £250 or more (including VAT).

## **5 Service Standards**

5.1 We will advise residents when their property is due for improvements.

5.2 We will provide residents with a named tenant liaison officer before, during and soon after works.

5.3 We will keep residents informed throughout the works programme.

5.4 Repairs and improvements are carried to the Circle Anglia Standard. This is a minimum standard and will exceed the Decent Homes Standard.

## **6 Monitoring**

6.1 We will record and monitor the number of cyclical and planned maintenance works completed.

## **7 Equality and Diversity**

7.1 It is essential to recognise that customers of all races, ages, religions, gender, sexual orientation and disability should be treated equally and fairly.

7.2 We will pass on our requirements regarding diversity to all our contractors.

7.3 All customers will have access to this document upon request.

7.4 This document and accompanying leaflet can be translated or provided in alternative formats (e.g. Braille, large print, audio) upon request.

7.5 Equality and Diversity training is mandatory for all staff.

## 8 Publicising the Policy

8.1 Circle Anglia publicises its policies and procedures on Cyclical and Planned Maintenance to residents and staff in a number of ways:

- Resident Handbook
- Leaflets
- Resident Newsletter
- Resident Website
- CIRANO
- Policy Briefings and
- Training

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## Glossary

<b>Term</b>	<b>Definition</b>
<b>GPF</b>	Group Policy Forum
<b>OF HS</b>	Old Ford Housing Services
<b>OF TML</b>	Old Ford Tredegar Monteith Lefevre (residents' group)
<b>Section 20</b>	Legal process and requirements set out in s20 Landlord and Tenant Act 1985, amended by the Commonhold and Leasehold Reform Act 2002
<b>SMPRG</b>	Senior Managers Policy Review Group

## Related Documents

<b>Connected Policies:</b>	<a href="#">Property Alterations and Improvements</a>
<b>Forms and Letters:</b>	<a href="#">N/A</a>
<b>Leaflets:</b>	<a href="#">Circle Anglia Standard: Bathroom</a> <a href="#">Circle Anglia Standard: Decoration and Repair</a> <a href="#">Circle Anglia Standard: Electrical Testing</a> <a href="#">Circle Anglia Standard: Gas Boiler</a> <a href="#">Circle Anglia Standard: Gas Heating</a> <a href="#">Circle Anglia Standard: Kitchen</a>

## Version history

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<b>Brief summary of changes:</b>	n/a		
<b>Consultation:</b>	Staff, SMPRG, Have Your Say, OF HS, OF TML, GPF		
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<b>Author:</b>	Jason Christensen, Policy Officer		

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