

# Planned Maintenance Policy

**Responsibility:** Head of Strategic Asset Management

**Approval date:**

**Approved by:**

**Review date:**

## Policy summary

Our planned maintenance programmes cover annual servicing/testing and safety checks of equipment. They also include regular programmes of preventative maintenance and modernisation work. This policy explains how we will carry out planned maintenance work to make sure all our properties are safe, secure, well maintained, regularly serviced and kept in good repair.

We carry out a stock condition survey of homes regularly. This survey, combined with analysis of breakdowns, checks during servicing and feedback from customers and employees, is used to plan our programmes of work. We will set timescales for the planned programmes that maximize the life of the elements. We will, wherever possible, combine planned work programmes to improve cost effectiveness and minimize inconvenience to customers.

If the work is related to health and safety or statutory compliance, we must access your home to complete this.

If you have any queries about our programme of planned maintenance, call us on 0300 555 0500 or email [enquiries@chp.org.uk](mailto:enquiries@chp.org.uk). You can also contact us through our online services, our website <https://www.chp.org.uk/contact-us> or via social media.

## Contents

1. Policy purpose .....	2
2. Policy scope .....	2
3. Planned maintenance .....	3
4. Programme identification .....	4
5. Access for work .....	5
6. Temporary accommodation during major work .....	5
7. After work has been completed.....	6
8. Monitoring performance .....	6
9. Equalities considerations .....	6

10. Policy consultation, approval and review .....	6
Appendix 1: Policy context.....	7

## 1. Policy purpose

- 1.1 Our homes and other buildings are CHP's major financial asset. We invest significant funds in planned maintenance to keep these in good repair and up to modern day standards.
- 1.2 We will keep all of CHP's homes and buildings in a good state of repair by carrying out regular safety checks, stock condition surveys and programmes of planned maintenance. We will maintain all current and future fixed assets in a way that meets or exceeds all legal, regulatory and contractual obligations. We will make sure that this is done in a cost-effective and efficient way that meets our customers' expectations. This applies to:
- health and safety;
  - being fit for purpose;
  - addressing demand;
  - environmental considerations;
  - maintaining or enhancing economic and/or social value;
  - governance and risk;
  - consistency with CHP's Corporate Strategy objectives.
- 1.3 This policy explains how we will carry out planned maintenance work to make sure all our properties are safe, secure, well maintained, regularly serviced and kept in good repair. This policy also sets out how we will make sure that all our homes meet the Regulator of Social Housing's Home Standard, now and in the future.

## 2. Policy scope

- 2.1 This policy applies to all CHP assets. If we manage your home on behalf of another organisation a different policy may apply. Please contact us for the relevant policy.
- 2.2 This policy covers CHP's planned maintenance programmes. For information about day-to-day maintenance work, view our Repairs Policy.
- 2.3 The following policies cover safety in your home, which are available on our website. If you have a question or concern about your safety, please get in touch with us:
- Asbestos Policy;
  - Electrical Safety Policy;
  - Fire Safety Policy;
  - Gas and Heating Systems Safety Policy;
  - Lift Safety Policy;
  - Water Hygiene (*Legionella*) Policy.

- 2.4 Adaptations are permanent alterations to your home that mean you can carry out day-to-day tasks while you continue to live safely and independently. You can find our more information about these in our Adaptations Policy.
- 2.5 If you want to make improvements or alterations to your home, you need to get our permission first, in line with our Permission for Improvements and Alterations Policy.
- 2.6 Further details of the regulatory and corporate context are set out in Appendix 1.

### 3. Planned maintenance

- 3.1 Our planned maintenance programmes cover annual servicing/testing and safety checks of equipment. They also include regular programmes of preventative maintenance and modernisation work.
- 3.2 If you lease a flat or commercial property from us, your lease agreement will outline your responsibilities to carry out safety checks and planned maintenance. We may ask you to provide evidence that you have carried out these requirements. View our Homeowner Policy for further details about how we will consult with you if we are replacing, renewing or repairing parts of your home or block.
- 3.3 We will carry out servicing of the following:

Servicing	Timescale
All gas-fired heating and hot water appliances. We will issue a Landlord's Gas Safety Record (LGSR) to tenants after the appliance is serviced, when a home is re-let or when a mutual exchange occurs.	Annually
All oil- or solid-fuel-fired heating and hot water appliances	Annually
Sweeping of flues	Twice a year
All renewable heating systems (e.g. solar and air-source)	Annually
Fire-fighting equipment, warning systems and emergency lighting to communal areas of buildings containing flats and sheltered schemes	Annually
Testing and cleaning of mains- and battery-operated smoke and fire alarms fitted in homes	Annually
Septic tanks and non-mains sewage treatment plants	Annually
Passenger lifts in offices and blocks of flats	Not exceeding every 3 months
Stair lifts and through-floor lifts in homes	Not exceeding every 12 months
Testing of cold and hot water (where applicable) in blocks with communal storage tanks for the control of <i>Legionella</i> bacteria in the water systems	Annual
Electrical installations to homes and communal areas	Not exceeding every 5 years
Re-inspection of asbestos where present in communal areas	Not exceeding every 2 years

- 3.4 We will plan, develop and implement programmes of proactive maintenance for the following elements:
- external redecoration and pre-painting repairs to homes and communal areas;
  - external door entry systems;
  - external rendered and brick walls, as part of our external redecoration programme;
  - chimneys and roof coverings, as part of our external redecoration programme;
  - internal decoration of communal areas;
  - internal elements, including kitchens, bathrooms, heating, water supply and waste services, doors and windows.
- 3.5 If appropriate, we will give customers the opportunity to discuss options related to the planned work being done in their home. This may include having a choice of colours for certain materials to be used.
- 3.6 We will set timescales for the planned programmes that maximize the life of the elements.
- 3.7 We will, wherever possible, combine planned work programmes to improve cost effectiveness and minimize inconvenience to customers.
- 3.8 We will use suitably qualified employees and contractors to service equipment and carry out planned works, as appropriate. They will use a standard specification for the work.
- 3.9 We will always follow procedures and guidelines set out in our Procurement Policy and Value for Money Strategy to ensure contracts are cost effective.
- 3.10 Our Code of Conduct leaflet provides more information about the standards you can expect from contractors and CHP employees working in your home.

## **4. Programme identification**

- 4.1 We use our asset management data to identify planned programmes of work. This considers five main areas:
1. stock condition surveys;
  2. frequency of breakdown or failure of appliances or building elements;
  3. assessment of components during servicing;
  4. feedback from employees and customers;
  5. analysis of repairs carried out.
- 4.2 We carry out a stock condition survey of homes regularly. This will be done a minimum of every five years. The purpose of the survey is to:
- identify any components or building elements that require replacement or repair;
  - assess each home against the Regulator for Social Housing's Home Standard;
  - check that the information we hold against each home is accurate and complete;

- gather relevant information to calculate an up-to-date energy performance (SAP) rating for each home.
- 4.3 We will enter all the survey information collected into our asset management system.
- 4.4 We will analyse electronic repair records to identify trends of repeat repairs or breakdowns. This information will be used to design preventative maintenance programmes.
- 4.5 If we identify a component has failed in several homes of a similar type, we will consider whether we need to change our scheduled programme of work to ensure replacement is timely.
- 4.6 If equipment is serviced on a regular basis, our in-house team or contractor will provide a report about the condition and remaining useful life of the equipment. If it is considered that, due to age and/or condition, the equipment requires replacement, we will add the individual component to a replacement programme.
- 4.7 The housing sector has an integral role in the fight against climate change. Through our planned maintenance programmes, we aim to increase the efficiency of homes.
- 4.8 If we identify any urgent repairs or replacements, we will carry these out in line with our Repairs Policy.
- 4.9 When a home is empty, we'll make sure it meets a minimum lettable standard before the new customer moves in. All homes must meet the current statutory minimum standards for housing, which are specified under the Home Standard. Homes must be in a reasonable state of repair, secure, safe, clean with reasonably modern facilities and services, and provide a reasonable degree of thermal comfort.
- 4.10 If we identify that major work is needed, we may complete this when the home is empty rather than as part of a future planned programme. However, to reduce rent loss and make sure tenants can move into their new home quickly, we may carry out major works after tenants have moved into their home. We will only do this if it is safe and after negotiation with the new tenant.

## **5. Access for work**

- 5.1 Some customers may not want work to be completed on their home and are able to refuse to have the work done. However, if the work is related to health and safety or statutory compliance, then as a landlord we must access your home to complete this.
- 5.2 In this situation we will agree mutually convenient appointments with customers. If a customer still doesn't allow us access to carry out essential safety-related work, we will use the legal remedies available within the terms of your Tenancy Agreement or License.

## **6. Temporary accommodation during major work**

- 6.1 If you cannot stay in your home whilst work is completed, we may ask you to move temporarily to alternative accommodation. We will always try to pre-empt decisions before moving you and will minimise disruption wherever possible. You can view our Decant Policy for further details.
- 6.2 We will grant tenants who have been moved into alternative accommodation during any emergency or major work a tenancy with no less security on their return to their original home.

## **7. After work has been completed**

- 7.1 After any major planned or modernisation work, we will inspect the work to make sure it is completed to the required standard of quality.
- 7.2 We will ask customers to provide feedback about the quality of the work and standard of service provided. We will listen to the feedback and use this to improve future maintenance programmes.

## **8. Monitoring performance**

- 8.1 We monitor performance of our programmes to make sure they deliver value for money and are meeting the needs and priorities of our customers.
- 8.2 We have regular meetings with customer groups to review our long-term programmes, monitor performance, consult on changes and suggest improvements.

## **9. Equalities considerations**

- 9.1 We have completed an equality impact assessment for this policy.
- 9.2 We will support customers if vulnerability issues are known or identified, working with relevant partners. We will maintain a robust process to gain access to properties to complete health and safety-related work, in order to be compliant with this policy and safeguard the wellbeing of the customer.
- 9.3 We will work with customers to provide choice where it is available, considering the needs of individuals. This policy links with our Adaptations Policy.
- 9.4 We will monitor access to our planned maintenance programme by diversity strand to ensure we do not discriminate against any protected characteristic.

## **10. Policy consultation, approval and review**

- 10.1 This policy will be reviewed every three years, or as legislation changes.

## Appendix 1: Policy context

<b>Corporate Strategy</b>	<p>This policy supports delivery of our Corporate Strategy objectives:</p> <ul style="list-style-type: none"><li>• A new home a day;</li><li>• Delighting customers;</li><li>• Well-maintained, safe and sustainable homes</li><li>• Strong growing business;</li><li>• Connected systems and efficient processes;</li><li>• Great place to work.</li></ul>
<b>Regulatory Standards</b>	<p>This policy supports the <a href="#">Regulatory Standards</a>, which registered providers of social housing must meet. The regulatory standard applicable to planned and cyclical maintenance is contained within the Home Standard. This states the required outcomes and specific expectations for the quality of accommodation and repairs and maintenance.</p>
<b>Legislation</b>	<p>This policy supports the following legislation:</p> <ul style="list-style-type: none"><li>• Commonhold and Leasehold Reform Act 2002;</li><li>• Construction (Design and Management) Regulations 2015;</li><li>• Data Protection Act 2018;</li><li>• Defective Premises Act 1972;</li><li>• Equality Act 2010;</li><li>• Health and Safety at Work Act 1974;</li><li>• Housing Act 2004;</li><li>• Landlord and Tenant Act 1985;</li><li>• Management of Health &amp; Safety At Work Regulations 1999;</li><li>• Right to Buy/Right to Acquire Long Lease;</li><li>• Gas Safety (Installations and Use) Regulations 1998;</li><li>• 18th Edition IET Wiring Regulations (BS7676);</li><li>• Control of Asbestos Regulations 2012;</li><li>• The Control of Substances Hazardous to Health Regulations 2002 (amended 2004);</li><li>• The Regulatory Reform (Fire Safety) Order 2005 (FSO 2005).</li></ul>
<b>Related policies</b>	<p>This policy is linked to the following policies:</p> <ul style="list-style-type: none"><li>• Adaptations Policy;</li><li>• Asbestos Policy;</li><li>• Construction (Design and Management) (CDM) Regulations Policy;</li><li>• Customer Dissatisfaction and Complaints Policy;</li><li>• Compensation and Goodwill Gesture Policy;</li><li>• Electrical Safety Policy;</li><li>• Fire Safety Policy;</li><li>• Gas and Heating Systems Safety Policy;</li><li>• Lift Safety Policy;</li><li>• Permission for Improvements and Alterations Policy;</li><li>• Repairs Policy;</li><li>• Water Hygiene (<i>Legionella</i>) Policy.</li></ul>

**Related documents**

This policy is linked to the following documents:

- Asset Management Strategy;
- Compliance Framework;
- Cyclical Decoration Leaflet;
- Environmental Strategy;
- Tenancy Agreement;
- Value for Money Strategy.

DRAFT