

MAINTENANCE	Planned & Cyclical Maintenance Policy
Providence Row Housing Association	VERSION: 4

PLANNED AND CYCLICAL MAINTENANCE POLICY

1. Definitions and Aims

Cyclical repairs are those which prevent breakdown of components, such as external decoration programmes and regular servicing of heating and equipment.

Planned or programmed repairs are those which replace worn out components before they breakdown e.g. windows or kitchen units.

It is essential that the stock improvement service delivered is effective, economic, efficient and carried out with equality. The maintenance service already fulfils a number of statutory obligations, to protect the Health and Safety of tenants and employees and importantly to maintain the condition of the stock, which is Providence Row's principal asset.

The association aims to maximise the proportion of maintenance expenditure on planned repairs and minimise the amount spent on responsive repairs.

The Planned and Cyclical Maintenance Policies are informed by the stock condition survey. See also Asset Management Strategy (Corporate Policies & Strategies)

RESPONSIBILITIES

It is responsibility of the Service Improvement Manager (Community Services) to manage and coordinate the cyclical maintenance programme with the Maintenance manager and in liaison with the Assistant Director: Client Services and SMT and to ensure that it is delivered.

The Maintenance Manager will be responsible for ensuring that relevant project/Service Managers are consulted on the proposed programme and where choice is available to ensure proper consultation processes are set up for tenants and licensees.

POLICY

REDECORATION

Effective Date: 14 th September 2017	Review Date: 10 th March 2026
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- 3.1** The Organisation's properties will be programmed for the decorations of the external and communal areas generally at five yearly intervals. However, the Organisation recognises that some buildings experience heavy usage and in such cases internal decorations will be carried out more frequently.

Every year approximately one fifth of the properties will be identified for inclusion in the programme. The cyclical programme will be reviewed annually.

Prioritisation for decoration will usually be based on the original acquisition or refurbishment date. However, a variety of other sources may be used such as the stock condition survey and progress on planned and major works programmes.

The Properties included in the annual programme are all pre-inspected for disrepair. Certain repairs may be included in the painting contract; other may be rectified before the start of cyclical works.

Areas covered by the cyclical decoration programme are:

External timber and wood work e.g.; window frames, doors, cills, fascias.

External stone, concrete, rendering etc. e.g. walls, balconies, pillars.

External metal work e.g. gutters, railings, fire escapes etc.

External PVC e.g. gutters, downpipes etc.

Internal (common parts) woodwork e.g. Doors, window frames, stair stringers etc.

Internal (common parts) metal work e.g. balustrades, galvanised window frames etc.

Internal (common parts) plaster and boards e.g. walls ceilings.

Properties in the programme are to be grouped, usually on a geographic basis and each grouping will be put out to tender. (See Tendering Procedures)

Providence Row will use a standard written specification of work for its cyclical painting programme. Products used and the standard of work will be regularly inspected during the course of the contract by the Association or its consultants.

- 3.8** Prior to any works taking place PRHA's Property Services department will set up a meeting on site for all service users to attend. This will include any works that affect several households and may cause disturbance to tenants either during the works or as a result of the works. The purpose of these meetings are three fold:

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Information: To give information as to why the works are needed, who the main contractor will be, how the works will affect individuals. (this information will also be produced into an information sheet for the use of those who cannot attend the meeting).

Consult: where possible to consult on the nature of the works – for example if the building is to be completely redecorated, consultation on colour, style etc. There are some works that are necessary for the health and safety of licensees and therefore cannot be changed. But what can be done is the provision of full information, listen to any concerns or queries and make any changes where at all possible.

Where to report concerns during works: Information on who to contact should the need arise during works will be provided. As well as the opportunity to discuss such concerns.

SERVICING

- 4.1** The servicing of the following may be the subject to competitive tendering by specialist trade registered contractors under a renewable contract up to a maximum of 3 years durations:

- central heating boilers
- lift
- entry-phones
- fire alarms
- fire extinguishers
- smoke detectors
- intruder alarms
- specialist equipment (e.g. wheelchair lifts)

The contractor will be required to visit every project on an annual / quarterly basis (as required) and carry out a physical service on each appliance or installation in accordance with the Manufacturer's instructions and the requirements of their appropriate trade federation.

The contractor will be required to submit certificates confirming that servicing has been completed and provide PRHA's Property Services Department with the Original certificate. A copy of this certificate is then passed to the project/service by the Property Services department for their records.

The contractor will be additionally required to response to any breakdown failure of the appliances or installations. The contractor will be expected to respond to such calls on the same day but in all cases within 48 hours during the working week.

The contractor's work will be monitored for issue such as abortive work due to non-access, potential dangerous appliances and by back checking on completed services.

PLANNED AND PREVENTATIVE MAINTENANCE

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- 5.1** Stock condition surveys are carried out on a programmed basis to assess the condition of the organisation's stock. This ensures that accurate and up to date information regarding the condition of the stock is available in order to enable the strategic planning and targeting of limited cash resources so they are effectively directed towards properties with greatest repair and maintenance needs.

Annual planned maintenance programme are drawn up in conjunction with Client Services staff and residents to reflect the needs of the stock and resources available. Works are tendered according to the tendering procedures. Once the annual programme is agreed this is submitted to the Director of Finance and Business Support for final agreement so to ensure adequate finance resources is made available for this programme. The final decision on the budget rests with the CEO, Director and the board.

Annual inspections may be carried out on roofs, gutters and drains to ensure that any minor defects or clearance that is required is attend to an early stage.

MONITORING & REVIEW

- 6.1** The Service Improvement Manager (Community Services) is responsible for monitoring to ensure that the policy is implemented. The policy will be reviewed every two years to ensure that it remains effective and consistent with good practice. It will be reviewed earlier if required.

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