

PLANNED MAINTENANCE AND IMPROVEMENT POLICY 2012

1.0 INTRODUCTION

The Association's objective is to provide an efficient and effective maintenance and improvement service which maintains all the Association's stock to a standard that is compliant with the Scottish Housing Quality Standard, maximises the physical life span of the properties, achieves high levels of tenant satisfaction and meets the standards set out in the Social Housing Charter.

2.0 GENERAL STATEMENT

This policy demonstrates the Association's commitment to invest in its tenants' homes by providing high standards of work, which will be regularly monitored and reviewed to ensure that the Association meets its obligations in the most cost efficient and effective manner.

The Association is determined to ensure that dwellings meet tenants' needs and are maintained/improved in good order to minimise future maintenance liabilities and comply with the Scottish Housing Quality Standard.

This policy is in line with the Association's general aims and objectives of providing high standard homes at affordable rents.

3.0 GUIDANCE AND LEGAL CONTEXT

The Association shall maintain its stock in line with legal requirements and in accordance with the division of responsibility for repairs set out in the Tenancy Agreement.

The policy has also been drawn up with reference to, the Scottish Social Housing Charter.

4.0 CATEGORIES

'Planned' Maintenance activities are separated into the following categories for management purposes:

Cyclical Maintenance:

Describes maintenance tasks which are pre programmed or carried out on a periodic basis to ensure the proper functioning of a component or installation, or to extend or protect a component or installation that is subject to cumulative wear and tear; e.g. Gutter cleaning central heating servicing, external painterwork etc.

Planned Maintenance and Major Repairs:

Refers to those activities which deal with the expiry, failure or obsolescence of major components on a programmed basis e.g. the replacement of roof coverings, renewal of kitchen fitments etc.

The primary area of work within this category is related to ensuring that the Association's stock is compliant with the Scottish Housing Quality Standard. However it also includes minor planned maintenance projects which relate to single activities such as common ground improvements.

Improvement:

This refers to the improvements, alteration or addition to the property. This can include the provision of new features or the replacement of existing components with elements of a significantly higher standard than at the time of initial installation. These improvements add to the amenity of the property.

Improvements can also be undertaken to the environment eg a neighbouring playpark.

5.0 FUNDING

The Association is committed to ensuring that adequate provision is made for funding the maintenance programme. The programme will be resourced using rental income and ensuring that funds are available as and when required to carry out the programmed works.

The financial position will be monitored by using the annual budget, five year and 30 year financial plans. It may be the case that the Association may have to borrow money to fund major capital spend and this will be considered if the need arises and assuming that the cashflow can sustain the loan repayments and the Association can offer the appropriate security. The Committee would be required to approve this course of action.

6.0 LIFE CYCLE COSTING

In order to make financial provision for the Association's planned maintenance and improvement programmes, life cycle costs shall be prepared for each new build and refurbishment project at completion, using information from recent contracts and standard life cycle intervals. The life cycle intervals shall form the basis of the Association's programmes.

7.0 STOCK CONDITION SURVEYS

To inform and update the planned maintenance/improvement programme, stock condition surveys shall be carried out on a sample of the Association's stock.

The period and form of these surveys shall be in accordance with the Association's procedures, with the aim of achieving a 100% survey by 2015.

8.0 LANDLORDS RESPONSIBILITIES

The Association is legally responsible for the maintenance of the following areas as set out in sections 5.1 to 5.14 of the Tenancy Agreement:

- The structure and exterior of the property e.g. Walls, roofs chimneys, external doors, windows, etc;

- Heating and hot water installations, sanitary fittings, water heaters, back boilers, sinks, basins, baths, WC's, pipework, electrical circuits, switches and outlet points, smoke alarms, etc;
- Common areas, e.g. Stairs, stair lighting, bin stores, open outside spaces, etc.

9.0 TENANTS RESPONSIBILITIES

The tenant's legal obligations are as follows as set out in sections 5.15 to 5.18 of the Tenancy Agreement:

- The tenant shall take proper care of the property in accordance with the terms of their tenancy agreement e.g. not allowing waste pipes to block, report landlord's repairs promptly. The tenant is liable for any repairs caused by their own actions or negligence.

10.0 TENANTS' IMPROVEMENTS

The Association wherever possible will agree to requests from tenants wishing to carry out improvements and will give assistance to tenants with regard to Section 28 of the Housing (Scotland) Act 2001 which states that tenants cannot add new fixtures and fittings to their house without the landlord's consent which shall not be unreasonably withheld.

Following the termination of the tenancy, subject to certain conditions a tenant may be entitled to some compensation for the cost of improvement works which they have carried out to the property.

Applications for improvements will be made in writing to the Association in a standard form available from the Association's office. The Association will reply to the request in writing within 28 days.

The tenant will be required to inform the Association when the work has been completed. The Association will then inspect the quality of the work and log details in the tenant's file. This information will be necessary in the event of the tenant exercising his/her Right to Compensation.

Details of the Right to Compensation will be provided in the tenants' handbook.

11.0 PROCUREMENT OF PLANNED MAINTENANCE AND IMPROVEMENT SERVICES

The procurement of services in relation to the planned maintenance function shall be undertaken in accordance with the Association's Corporate Procurement Policy.

The Association will actively seek opportunities for joint procurement with other registered social landlords where these offer efficiencies.

12.0 TENANT CONSULTATION

The Association will advise and, where appropriate, consult tenants on forthcoming programmes. Opportunities for tenants' choices will be offered where possible for contracts such as kitchen replacement.

13.0 DELEGATION / AUTHORITY TO INSTRUCT WORK

Where quality/price selection procedures do not apply the Development and Property Services Manager shall have authority to appoint Consultants and Contractors from the Association's Approved Lists of Consultants and Contractors.

The Development and Property Services Manager in conjunction with the Director, shall have the authority to accept tenders for planned maintenance contracts where the works form a part of the Association's annual planned maintenance programme previously approved by the Management Committee through the annual budget process, where costs are within budget and where procurement has followed the Corporate Procurement Policy.

Where the carrying out of any planned maintenance/improvement work will result in the Association exceeding the annual maintenance budget, the approval of the Management Committee will be required prior to any expenditure being incurred.

Where the works do not form part of the Association's annual planned maintenance programme, these will also require the approval by the Management Committee prior to these being undertaken.

14.0 POST COMPLETION

Following Completion of major planned maintenance/improvement contracts, a post completion satisfaction survey shall be carried out in accordance with the Association's procedures. This will not include cyclical maintenance contracts.

A Review Meeting of all technical parties will also take place within 6 months of completion of planned maintenance contracts.

15.0 QUALITY CONTROL

The Association will monitor the performance of contractors and external consultants and will undertake regular inspections during the course of contracts to ensure work is carried out to a high standard.

16.0 DECORATION ALLOWANCE AND DECANT COSTS

Decant Costs and decoration vouchers shall be given, where appropriate , in accordance with the Association's Customer Payments Policy.

17.0 REPORTING REQUIREMENTS

The Association's Management Committee shall monitor the planned maintenance service by means of written reports indicating financial status of budgets and quality of work. Specific reports to be produced shall be as follows:

- Cyclical Budget v. Expenditure
- Major Repairs Budget v. Expenditure
- Improvement budget v Expenditure
- Annual Maintenance Programme (annual budget)
- Contractors / Consultants Performance

- Project Progress Reports
- Other reports as may be requested by the Management Committee.

18.0 HEALTH AND SAFETY

The Association is committed to a policy of ensuring the highest standard of health, safety and welfare are maintained on all projects undertaken by them.

Planned maintenance contracts shall be undertaken in accordance with the Association's Health & Safety Management System.

19.0 EQUAL OPPORTUNITIES

The Association recognises that social and cultural processes may disadvantage certain groups and individuals in society and is determined to ensure that its actions promote an environment of respect, understanding and the elimination of discrimination by encouraging diversity and providing equal opportunity for all.

20.0 CLAIMS

Any claims made against the Association will be dealt with in accordance with the Association's policy on claims.

21.0 REVIEW PERIOD

This policy shall be reviewed at least every 3 years.

Trish Baxter
Development & Property Services Manager

November 2012

Policy Consultation and Review Process:

Reviewed by the Management Team on 13 November 2011
Policy Recommended for Approval by the Development & Property Services Committee on 21 November 2012

APPROVED BY THE MANAGEMENT COMMITTEE 29 November 2012