

Policy Repairs and Maintenance

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Printed paper copies of this procedure are **uncontrolled**.
The current version of this procedure is available on the SHG Intranet site

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1. Purpose

- To ensure the Associations comply with legislation and regulation.
- To ensure that standards achieved comply with the 'Signpost Standard' agreed with residents.
- To ensure the Associations operate a cost effective maintenance and appointment system.
- To ensure that budgets for all types of maintenance are agreed as part of the overall budget setting process and in consultation with residents.

2. Legislative, Regulatory and Good Practice Requirements

This policy complies with:

- Housing Corporation Regulatory Code section 3.4.1: "the homes their residents live in are well maintained and in a lettable condition".
- Housing Corporation Regulatory Code section 3.4.2: "maintenance is carried out effectively and responsively and in ways that reflect residents' preferences".
- Housing Corporation Regulatory Code section 3.4.3: "necessary investment in the future of their stock is made a key priority".
- Housing Corporation Regulatory Guidance 3.4 b: "Housing stock is maintained in a lettable condition that exceeds the statutory minimum requirements".
- Housing Corporation Regulatory Guidance 3.4 c: "Progress in achieving Decent Homes Standard is monitored".
- Housing Corporation Regulatory Guidance 3.4 d: "There is a responsive repair service that meets legal and contractual obligations and is efficient and effective. It has published standards and is sensitive to the needs of vulnerable residents".
- Housing Corporation Regulatory Circular 94-33 the Right to Repair and Right to Compensation for Improvements.
- Key Line of Enquiry 1 Prospect for Improvement.

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- Key Line of Enquiry 3 Stock Investment and Asset Management – includes repairs and maintenance.
- Key Line of Enquiry 30 Access and Customer Care
- Communities and Local Government Decent Homes Standard 2006.

Other specific Legislation is referred to in the policy.

3. Definitions

Cyclical Maintenance: is a programme of repair and maintenance work that is undertaken on a regular periodic basis.

Planned Maintenance: is a planned programme of major repairs and/or improvement works.

Responsive Maintenance: is a routine repair of a reactive nature to deal with an immediate problem.

Void Works: are works undertaken when a property becomes vacant before it can be offered to a new resident.

4. Policy

4.1 Responsive Maintenance

- Repairs reported will be prioritised as Emergency, Urgent and Routine.
- Emergency repairs will be attended to within 24 hours.
- Residents will be offered an appointment for Urgent and Routine repairs.

4.2 Cyclical Maintenance

The Associations will carry out:

- annual service and test of gas and oil appliances owned by the Associations to comply with the Gas Safety (Installation and Use) Regulations 1998,
- annual service and test of communal fire alarm and emergency lighting

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systems to comply with British Standard 5839,

- annual service and test of lifts to comply with the Provision and Use of Work Equipment Regulations 1998, Lift and Equipment Regulations 1998 and SAFED guidelines,
- annual test and dose against Legionella to comply with Health and Safety at Work Act 1974 and Code of Practice L8,
- external decoration every six years,
- electrical tests every 5 years for Independent Living, Signpost Care Partnerships, Key Worker and Student accommodation to comply with to comply with Chapter 73 of the 16th edition of the IEE wiring regulations (BS7671 : 1992) and the Supply of Electricity Regulations 1988,
- electrical tests every 10 years for General Needs and Market Rented accommodation to comply with Chapter 73 of the 16th edition of the IEE wiring regulations (BS7671 : 1992) and the Supply of Electricity Regulations 1988,
- grounds maintenance routinely as required,
- service of sewerage pumping station equipment to comply with standards set by the Environment Agency,
- annual test of lightning protection systems to comply with British Standard 6651.

This list is not exhaustive and the Associations will carry out cyclical maintenance on other appliances as required.

4.3 Planned Maintenance

The Associations will produce a programme of planned major repairs every year. This will include an outline four-year programme.

The programmes will be designed to meet the Decent Homes Standard and beyond.

The replacement frequency of building components will be in-line with industry standard life cycles.

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4.4 Void Works

When a property is vacated the Associations will:

- test the gas appliances and electrical system,
- carry out repairs to meet the Void Re-let Standard, and
- issue decoration vouchers as appropriate.

Major repairs will only be carried out to void properties in exceptional circumstances at the discretion of the Asset Manager.

4.5 Monitoring and Control

The Associations will monitor how effective it is at achieving this policy by:

- holding regular Repair and Maintenance Meetings,
- consulting with Planned and Response Repairs Review Group (PARRR),
- consulting with Asset Management Steering Group,
- reviewing Customer Feedback.

4.6 Relationship with other Policies and Procedures

This policy should be read in conjunction with:

- Gas Policy Jan 2007 Version 1
- Health and Safety Procedures Jan 2008 Version 1
- Leasehold Major Repairs Feb 2007 Version 1
- Minimum Letting Standard Sep 2006 Version 1
- Recharge Policy Jun 2007 Version 1
- Repair Responsibility Procedure Mar 2004 Version 1
- Right to Repair Procedure Dec 2007 Version 1

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- Tenancy Termination Procedure Dec 2006 Version 1
- Tenants Improvements Procedure Oct 2006 Version 1

5. **Equality, Diversity and Inclusion**

The procedures supporting this policy must ensure sufficient flexibility to ensure equality, diversity and inclusion amongst our residents.

6. **Equality Impact Statement (*if required*)**

Not required.

7. **Responsible Officer**

Asset Manager

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