



Planned and cyclical maintenance policy

1. Aim and scope of policy

To proactively maintain our assets to a safe and decent standard through well planned programmes of works and cyclical maintenance that maximises their lifecycle and ensures we are legally compliant. We will provide warm, safe, secure, modern homes while achieving value for money. This is in line with our Asset Management Strategy and broader corporate objectives.

2. Scope of policy

This policy covers all planned and maintenance works, including:

- the structure and exterior of our building (roofs, walls, flooring, stairs, windows, external doors, drains, gutters, outside pipes)
- asbestos regulation 4 checks to common areas
- disabled adaptation servicing
- electrical testing and re-wires
- environmental and energy efficiency works
- external communal areas to blocks of flats (paving, grounds maintenance, parking areas, rubbish storage areas, street lights)
- fire risk assessment works
- heating and hot water provision
- insulation
- internal communal areas (flooring, stairs, lifts, landings, lighting, entrance doors, door entry systems, warden call, telecom)
- kitchen and bathroom fittings (basins, sinks, toilets, baths)
- boilers and heating systems
- paintwork and cleaning of PVCu to the outside of dwellings and blocks
- stock condition surveys
- water monitoring and remedial works

3. Policy statement

We'll design and manage our planned works and cyclical maintenance in a way that meets our statutory obligations, maximises the performance of our assets and delivers value for money for customers and stakeholders. The principles of the Decent Homes Standards will be used as a minimum standard for housing condition.

Planned works is defined as being the planned replacement or refurbishment of major components, e.g. doors and windows, kitchens and bathrooms and heating systems. We maintain our assets using a mixture of lifecycle and 'just in time' approach, replacing component parts when they are at the end of their life.

Cyclical Maintenance consist of the planned servicing of properties and their associated components; it includes electrical checks and decoration and is essentially preventative maintenance.

4. Policy

To maintain and manage our assets in line with our corporate objectives, meeting the needs of our customers, staff and stakeholders, we will:

- Look after our homes through efficient, well planned and managed programmes of works
- Utilise information from stock condition surveys effectively to form our planned works programmes (see table 1 below for some of the lifecycles of assets that drive planned works – these are independently reviewed and benchmarked on a regular basis)
- Reduce the number of ad-hoc major repairs and reactive maintenance through a planned approach by looking at patterns in repairs raised and early component replacements
- Use data from other areas of the business to identify any other patterns and use this to design pre-emptive works that sit outside of the typical programmes and protect the value of our assets
- Maximise the lifecycle of our housing stock and component parts, for example through mid-lifecycle refurbishment
- Seek to continuously improve the quality of our assets and the way we look after them
- Environmental – VIVID will improve the thermal comfort of homes to as close to current minimum Building Regulations where practicable
- Incorporate innovation and improvements to contracts for our long term benefit and that of our customers
- Provide homes with high quality, warm, safe, secure and sustainable modern homes
- Be clear about the standards, targets and performance expectations of our planned and cyclical programmes and who is responsible for meeting and monitoring them (see table 2 below for some examples of cyclical works)
- Meet our legal and statutory obligations in the repair of our housing stock and ensure health and safety and financial regulations are achieved through best practice
- As a minimum, meet the Decent Homes Standard 2010 for all of our homes.

Table 1 - Lifecycle of components

Element	Replacement Period Years
Bathrooms	30
Communal Bathrooms	20
Complete Heating System	30
Doors	30
Gas Boiler	12
Kitchens	20
Roofing	65
Windows	30
Electric Heating	25

Table 2 – Cyclical works

Element	Service/Maintenance cycle 'of no more than' (years)
Gas boilers and CH systems	1
External decorations dwellings and blocks	7
Internal decorations blocks	7
Asbestos reg 4 checks	1
Lifts	6 monthly
Legionella	As per risk assessment
Electrical checks	5yr or 10yr dependent on dwelling

5. Statutory Requirements

We comply with various legal duties to ensure our properties are safe for people to live and work in. We must also adhere to procurement legislation.

Our statutory requirements in relation to planned and cyclical programmes can be found:

- Commonhold and Leasehold Reform Act 2002
- Control of Asbestos at Work Regulations 2012
- Construction and Design Management Regulations 2015
- Housing Health and Safety Rating System (HHSRS)
- Decent Homes Standard
- Electricity and Work Regulations 1989
- Equality Act 2010
- Gas Safety Regulations 1998
- Health and Safety at Work Act 1974
- Landlord and Tenant Act 1985 (in particular sections 8, 10, 11, 13, 17)
- Lifting Operations and Lifting Equipment Regulations 1998
- Management of Health and Safety at Work Regulations 1999
- Provision and Use of Work Equipment Regulations 1998
- Public Contracts Regulations 2015
- Regulatory Reform (Fire Safety) Order 2005
- The Housing Act (in particular section 105)

Our Health and Safety team and specialist consultants provide advice on duties and legislative requirements and changes. It is also included in job descriptions that staff should keep themselves up to date with legislation changes and good practice.

Our procedures underpin this policy and detail how we ensure that we comply with the legal requirements and they're regularly reviewed to ensure compliance.

6. Related Policies

This policy supports or is supported by the:

- Complaints Policy
- Health and Safety Policy
- Adaptations Policy
- Right to Repair Process
- Compensation Policy
- Lettings Policy

- Void Property Standard
- Rechargeable Works and Services Policy
- Planned & Cyclical maintenance policy
- Asset Compliance Policy
- Estates Services Policy
- Fire strategy

And all procedures associated with the above.

7. Monitor and review process

This policy will be reviewed every 3 years. We monitor our performance in complying with our legal obligations and report regularly through the VIVID Executive Team.

At intervals we complete internal audits and also arrange for an independent audit of our procedures and records, including project management of programmed works, to ensure that they reflect good practice and are being followed.

The responsibility framework:

Main action	Sub-action	Head of Asset Mgt.	Head of Property Services	Asset Mgt Team	Property Services Team	Compliance Team	Head of N'hoods
Policy	Ensure compliance with policy	A	I	R	I	I	C
	Monitor performance & budget	A	R	C	C	I	I
Service Level Agreement							
	Delivery of contracts/services	I	A	I	R	I	I
	Audits of work (external & internal)	I	A	I	R	R	I
	maintain asset database	A	I	R	I	I	C

R – responsible – achieve the task

A – Accountable – final approving authority

C – Consulted – opinions are sought

I – Informed – kept up-to-date on progress

Author	Owner	Date approved	Review date
Kevin Hartshorn	Julian Chun	September 2021	September 2024