



# Planned and Cyclical Maintenance and Major Investment Policy

Ref: 217



The Pioneer Group

## **1. Policy Aim**

- 1.1 This policy outlines The Pioneer Group's approach to planned and cyclical maintenance, which is a proactive approach to maintenance as opposed to a reactive approach in responding to residents repair requests. Planned works include major investment and improvement works.

## **2. Scope**

- 2.1 This Policy relates to buildings, owned leased or managed by The Pioneer Group

## **3. Related Documentation**

- Asset Management Strategy
- Planned and Cyclical Maintenance Procedure
- Repairs and Maintenance Policy and Procedure
- Leasehold Management Policy
- Asbestos Policy and Procedure
- Management of Contractors Policy and Procedure
- Gas Safety Policy and Procedure
- Equipment and Adaptations Policy and Procedure
- Electrical Safety Policy
- Gas Safety and Servicing Policy
- Health and Safety Management Policy
- Health and Safety Executive (HSE)- Electrical Safety at Work Guidance Document
- Leasehold Cyclical, Planned Maintenance and Capital Works Procedure

## **4. Compliance**

- The Housing Act 2004 and the introduction of the Housing Health and Safety Rating System.
- The Landlord and Tenant act 1985, as amended by the Commonhold and Leasehold Reform Act 2002
- Health and Safety at Work Act 1974
- The Gas Safety (Installation and Use) Regulations 1998
- Construction (Design and Management) Regulations 2007
- RSH Home standards 2015
- Building Regulations, 2010 plus 2013 amendments
- Electrical Equipment (safety) Regulations 1994
- Electricity at work Regulations 1989
- The provision of use of Work Equipment Regulations 1998
- Management of Health and Safety at Work Regulations 1999
- Regulatory Reform Fire Safety Order 2005
- Approved Code of Practice and Guidance – Legionnaires Disease "The Control of Legionella Bacteria in Water Systems" (L8)
- Control of Substances Hazardous to Health (COSHH) Regulations 2002

## **5. Background/Context**

- 5.1 The Pioneer Group will maintain its housing stock in good condition for its tenants and protect the value of the housing stock by providing an effective planned and cyclical maintenance and major investment service to residents inclusive of:

- External painting/painting internally to communal areas.
- Gas Boiler Servicing/landlord Gas Safety Checks.
- Electrical safety Inspections, 5 yearly Communal areas, 5 yearly Domestic properties.
- PAT (portable appliance Testing)
- Lift maintenance/servicing
- Water Safety (Legionella)
- Main Internal component replacements – Kitchens, Boilers and Bathrooms
- External component replacements e.g. Roofs, Windows, Doors and Rainwater Goods
- Smoke/fire and CO alarms

The Pioneer Group will ensure that it provides a flexible, convenient and customer-oriented service that gives priority to the safety, comfort and convenience of its residents and meets regulatory and statutory requirements.

A key consideration in respect of the major investment programme is that a structured neighbourhood by neighbourhood approach to the investment programme is adopted. This is because, broadly in any given neighbourhood, properties were either originally refurbished or initially built within a relatively short time frame of typically two or three years. Therefore, investment in elements including kitchens, bathrooms and boilers should follow chronologically on from the initial date of either construction or refurbishment.

## 6. Policy Detail

### 6.1 Policy Principles

The Pioneer Group's policy for responsive repairs, sometimes referred to as "reactive" or "day to day" repairs is included within the Repairs and Maintenance Policy document (Policy Ref 201) and is therefore not included as part of this policy document.

For the purposes of this policy the following definitions shall apply:

**Planned maintenance** is organised repair work that is carried out on a planned schedule. The purpose of a planned maintenance programme is to obtain value for money by ensuring that the planned replacement work is carried out under pre-prepared plans and programmes.

**Cyclical or service maintenance** works are repeated at regular intervals e.g., external and internal redecoration works. Service maintenance works include the servicing of heating installations and other engineering services, testing of smoke detectors and electrical equipment supplied by The Pioneer Group, lifts, emergency lighting, firefighting equipment, alarms, and door entry systems.

The **Major investment programme** is based on the Stock Condition Survey information contained in the Orchard/MRI Asset Management system. This comprises a programme of major component replacements, together with their estimated replacement life cycle and costs over a 30-year period. The stock condition database is updated regularly to reflect the level of improvements and major work carried out to each property. Major investments include internal property component replacements such as kitchens, bathrooms and boilers, external component replacements such as roofs, windows, doors and rainwater goods and measures to improve Energy Efficiency.

## 6.2 Planned and Cyclical Maintenance and Major Investment Principles

- Seek to minimise reactive repairs by effective planned/preventative maintenance.
- Ensure that all procurement is in accordance with the Pioneer Group's Standing Orders and Financial Regulations
- Ensure that the most efficient procurement and maintenance practices are utilised, to maximise value for money on all procured goods, services and works through effective planning, innovative approaches and balancing cost and quality.
- Where appropriate, to incorporate the principles of 'sustainability' in the choice and use of materials etc.
- Monitor trends in reactive repairs to identify potential component deterioration.
- Maintain adequate records to assist in future maintenance planning.
- Each year, prepare detailed programmes setting out the works to be undertaken, the properties to be included and the estimated overall costs and ensure sufficient funds are available to meet the proposed programmes.
- Endeavour, where practical, to avoid waste of resources and unnecessary disturbance of tenants by grouping works where appropriate.
- Aim to realise economic, social and environmental benefits for the Pioneer Group through our procurement activities including supporting the use of local labour, local suppliers and requiring contractors to provide proposals for the use of approved training schemes wherever possible.

## 6.3 Planned, Cyclical and Major Investment Work Programmes

The Main Works Programmes of work include:

- **Cyclical painting** – the external painting of windows and doors (or washing of PVCU frames), the internal painting of communal areas in blocks of flats, and the cleaning and painting where required of external rainwater gutters and downpipes, inclusive of prior to painting repairs, carried out under a planned programme covering every property over a six-year period.
- **Electrical Safety Checks**- 10 yearly inspection of domestic installations but in line with best practice move to a 5-year cycle over the next three years (2023) on homes, on communal areas and facilities. Annual PAT testing of supplied portable appliances inclusive of Domestic, Communal and Office Premises.
- **Gas servicing** – the annual inspection of all gas appliances installed in our properties, including all gas supply pipework and carbon monoxide detectors to comply with our legal obligations as a registered social landlord. (LLGSR-Landlords Gas Safety Record documentation certificates)
- **Smoke detectors** – the annual inspection of hard-wired smoke detectors and replacement of back up batteries where required.
- **Service contracts** - To ensure both regular servicing is undertaken, and a responsive repairs service is provided and to protect the health and safety of the residents, public and The Pioneer Groups employees. These service contracts include.
  - Door Entry Systems
  - Automatic Barriers and Gates
  - Lifts
  - Water Safety
  - Fire equipment

- **Major investment programmes** - internal property component replacements such as kitchens, bathrooms and boilers, external component replacements such as roofs, windows, doors and rainwater goods and measures to improve Energy Efficiency.

## 6.4 Resident Perspective

We will consult with residents on Planned and Cyclical Maintenance works through The Pioneer Group's Scrutiny panel and a range of different consultation techniques. Our consultations will assist in shaping the future service delivery of major areas of investment and expenditure on Asset Management related works which will include all Planned and Cyclical Maintenance and Major Investment Works. All of which will be based on the following principles:

- Value for Money - maximising the return on Assets.
- Specifications
- Quality of product and works.
- Good Communication
- Choice

## 6.5 Contract Procurement and Management

Contractors will be selected, and contracts procured, in line with The Pioneer Group's Financial Regulations, Standard Orders and procurement procedures. The Management of Contractors procedure will be followed including Contractor's compliance with the Contractors Code of Conduct.

## 6.6 Leaseholders

We will comply with the Landlord and Tenant Act 1985 (as amended by the Commonhold and Leasehold Reform Act 2002) so that we consult with leaseholders on any repair and maintenance work to their block that will cost any one leaseholder £250.00 or more.

We will consult with leaseholders when entering into qualifying long-term agreements. These are agreements entered into by a landlord with a wholly independent organisation or contractor for a period of 12 months or more and where the amount payable by any one contributing leaseholder in any accounting period exceeds £100.00.

We will ensure that we discuss our proposals at an early stage with leaseholders so that they are fully aware of the extent of the works and the estimated costs.

For further information on how we consult with leaseholders on major and cyclical works please see our Leasehold Cyclical, Planned Maintenance and Capital Works Procedure.

Pioneer Group may only recover costs from leaseholders that are reasonable, and leaseholders have rights to challenge service charges they feel are unreasonable at First-tier Tribunal (F-t T). When planning works to buildings containing leaseholders the Contracts Manager (Asset Planning and Investment) and Home Ownership and Commercial Property Officer will consider:

- Whether the works are reasonably necessary
- Whether the costs incurred are at a reasonable amount
- Viability of a repair and maintenance option rather than replacement

- Possibility that the cost of remedial work has increased as a result of not carrying out work earlier.
- Approaching the F-t T for adjudication on the reasonableness of carrying out works that are contentious, if cost effective to do so. This will give the Pioneer Group comfort around what costs it can re-charge to leaseholders.

When planning works the Contracts Manager (Asset Planning and Investment) and NLO should consider whether the works constitute an improvement and therefore whether the cost can be recovered from leaseholders under the terms of the individual lease agreements. Some Pioneer Group leases do not allow improvements and legal advice may be required to determine whether the works do constitute an improvement.

Stock Condition Survey information will be used to calculate sinking fund contributions by leaseholders, where there is a provision for a sinking fund in the lease agreement.

## **6.7 Roles and Responsibilities**

Strategic responsibility for this policy rests with the Asset Management Director, who is also responsible for implementing the policy and, in conjunction with the Head of Asset Management will be responsible for ensuring that continued management meets the requirements of all relevant legislation.

## **6.8 Monitoring**

The implementation and co-ordination of this Policy and the Planned and Cyclical Maintenance Procedure is the responsibility of the Head of Asset Management. Regular reports will be submitted to Operational Board detailing key performance indicators, Value for Money, expenditure against budgets and contractor.

## **6.9 Review**

This Policy shall be reviewed in three years or sooner if there any major changes to current Legislation.

## **7. Data Protection Statement**

The Pioneer Group manages all of the data referred to in this policy in accordance with the GDPR 2018. For more information on how The Pioneer Group handles information please see;

- Access to Your Information Leaflet ([www.pioneergroup.org.uk](http://www.pioneergroup.org.uk))
- Data Protection Policy ([www.pioneergroup.org.uk](http://www.pioneergroup.org.uk))