

PLANNED AND CYCLICAL MAINTENANCE POLICY

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Policy Owner	Strategic Development Director
Author	Simon Fitzpatrick, Strategic Development Director
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Approved by	Joint Housing & Care / People & Resources Committee
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Audience – Training and Awareness Method	Training Sessions arranged and delivered by the Property Investment Manager at Assets and Regional Housing Team meetings by February 2017
Effective Date	21 st December 2016
Internal References	Detailed in Section 5 of the policy
External References	Detailed in section 4 of the policy
Comments	

PLANNED AND CYCLICAL MAINTENANCE POLICY

1. INTRODUCTION

1.1 Blackwood defines good Asset Management as;

The process of operating, maintaining, upgrading, developing, and disposing of our properties in a sustainable, cost effective manner which meets our customers' priorities, our long term business plans, and wider housing need, while sustaining value in our portfolio.

1.2 The Planned and Cyclical Maintenance Policy forms part of the suite of policies designed to deliver our Asset Management Strategy.

1.3 **Planned Maintenance** is defined as being the planned replacement and upgrading of major components such as the windows, kitchens, bathrooms and heating systems of our existing properties.

1.4 **Cyclical Maintenance** consists of those works included in servicing and maintaining properties and their associated elements. It includes such items as gutter cleaning, communal paint work and electrical checks. Due to the specialist nature of our activities, this policy also covers the regular servicing of special equipment such as hoists and automatic door entry systems. Grounds Maintenance programmes are also covered by this policy

2. PRINCIPLES, AIMS AND OBJECTIVES

2.1 Blackwood's Planned and Cyclical Maintenance Policy is underpinned by the following principles, aims and objectives:

2.1.1 We will deliver the Blackwood Standard across all of our Planned Maintenance activities recognising this reflects the aspirations of our customers.

2.1.2 We will prioritise the Energy Efficiency of our homes by meeting the Energy Efficiency Standards for Social Housing (EESH) ahead of the 2020 deadline while recognising that Affordable Warmth is not simply the upgrading of homes and requires a wider organisational approach.

2.1.3 We will prioritise innovation to enhance our customer's choice and experience of improvements, upgrades and maintenance to their homes and to maximise Blackwood's efficiencies in delivering its maintenance programmes.

2.1.4 We will continue to reduce the amount of ad hoc major repairs and reactive maintenance through a planned and strategic approach to our programmes.

- 2.1.5 We will ensure that all Planned and Cyclical Maintenance programmes comply with legislative and regulatory requirements.
- 2.1.6 We will produce 3 year Planned and Cyclical programmes annually to allow our customers to actively understand the timetable for improvements and maintenance to their homes. These will be reviewed by our Housing and Care Committee and approved by Board.
- 2.1.7 Choice for our customers will be a priority for Blackwood as per our Rent Strategy. This may involve component choice, co-design (landscaping, kitchen and bathroom layouts), colour schemes etc. In line with our Procurement Policy we will continue to focus on quality recognising that appearance and design is important to our customers, alongside durability.
- 2.1.8 We will monitor customer satisfaction through a variety of measures consistent with our Customer Engagement Strategy and satisfaction results will be reported through the regular performance reports to the Audit Committee. This will actively influence how we shape our delivery of programmes.
- 2.1.9 Our programmes for Planned and Cyclical Maintenance will reflect the investment outlined in our Asset Management Strategy.

3. OPERATIONAL FRAMEWORK

- 3.1 This Policy shall be implemented through compliance with detailed Planned and Cyclical Maintenance Procedures.
- 3.2 The effectiveness of this policy shall be monitored through our Performance Management Framework.
- 3.4 Our Regional Teams will work in partnership with the Assets Team to develop and deliver the programmes in line with our procedures. Our procedures will be in line with our Scheme of Delegation and Financial Standing Orders.

4. RELEVANT LEGISLATIVE AND REGULATORY REQUIREMENTS

- 4.1 This policy its subsequent procedures and programmes are subject to a number of Legislative and Regulatory requirements, including:
- The Health and Safety at Work Act 1974
 - Construction Design and Management Regulations 2015
 - Asbestos Management Regulations 2012
 - Housing (Scotland) Act 2014
 - Control of Substances Hazardous to Health 2002
 - The Building (Scotland) Act 2003
 - Scottish Housing Quality Standard
 - Energy Efficiency Standard for Social Housing
 - Scottish Social Housing Charter
- 4.2 All work related to programmes will be subject to risk management procedures.

5. RELATED POLICIES

- 5.1 Blackwood has a number of policies that link operationally and strategically:
- Asset Management Strategy
 - Housing Strategy

- Reactive Maintenance Policy
- Procurement Policy
- Health and Safety Policy
- Asbestos Management Policy
- Legionella Management Policy
- Adaptations Policy
- Customer Engagement Strategy

6. **MONITORING AND REVIEW**

6.1 This policy will be reviewed every three years or earlier if required.