

PLANNED & CYCLICAL MAINTENANCE, IMPROVEMENTS & MAJOR REPAIRS PROCEDURE

1.0 INTRODUCTION

1.1 This procedure describes our arrangements for planning and carrying out Planned and Cyclical Maintenance, Improvement and Major Repairs projects.

1.2 Definitions

Planned maintenance is the replacement of items that have come to the end of their useful life, where the replacement can normally be predicted and planned for, for example kitchen units, sanitary ware, windows, roofs, heating or electrical systems, external doors and door entry systems. Replacement work may provide a similar or higher standard of item. The purpose of the planned maintenance programme is to ensure, in a controlled way, the continuing useful life of each property, meeting modern requirements, standards and expectations, so far as is possible.

Cyclical maintenance includes the regular programme of internal and external painting of specified areas, the cleaning and/or re-painting of gutters and downpipes and the washing of UPVC external doors and window frames.

Improvements may be items installed for the first time, or work that is carried out to comply with changes in legislation.

Major repairs is the work required to return a property to an acceptable standard following significant damage such as partial/total loss of roof due to a storm, or a fire or flooding.

1.3 This procedure should be read in conjunction with the following policies and procedures:

- Procurement of Goods & Services policy
- Quotations & Tenders procedure
- Contract Management procedure
- Quality Control Procedure
- Defects Liability Repairs procedure
- CDM Regulations [section in Landlord's Health & Safety Manual]

2.0 STOCK CONDITION INFORMATION

2.1 The planned programme is based on the following information:

- Stock condition survey (external)
- Additional surveys conducted internally
- EPC's
- SHQS data
- Fixed Asset Register

This information is collated and maintained on QL.

2.2 The stock condition external survey will be conducted on a maximum 5 yearly cycle but may be carried out more frequently should that be considered necessary to ensure good quality data. As part of this 5 yearly review, the life cycles and the costs will also be reviewed.

The stock condition details will be provided to the Finance section for inclusion in the Association's Business Plan.

2.3 Each year the Capital Projects Manager (CPM) will produce a draft rolling programme for the following 5 years from the information held on QL. The programme may be amended to take into account factors including:

- previous experience;
- new legislation;
- local decisions on how or when to tackle specific elements of work e.g. due to faster or slower rates of deterioration than expected;
- rationalising work on separate elements, to minimise disruption to tenants, etc.;
- budget availability.

2.4 The 5 year programme will be submitted to the Board in February each year as part of drafting the Association's budget for the following year.

Once the 5 year programme is agreed the CPM will ensure that indicative information is available on the AHA website with the caveat that this is subject to change.

3.0 PRE-TENDER

3.1 Following identification of the properties and the elements to be covered in the programme for the next year the CPM will ensure that these are checked through visual inspection to verify the requirement for the works. This will normally be done on a sample survey but if any concern is raised then further checking may be required. This will be determined by the CPM.

3.2 Following agreement to the programme of works the CPM will advise the Housing Manager (HM) of any works likely to take place in the next 12 months to allow resource planning by Housing Management. In line with the roles and responsibilities outlined in Appendix 1 to the Contract Management procedure, the HM will confirm who will be the housing liaison officer for each contract. This should be done within 2 weeks of being requested.

3.3 The project coordinator will prepare a letter for the Housing Officer (HO) to issue outlining the following:

- how definite the project is to proceed;
- the broad outline of the likely works;
- an indication of the amount of time the works will take;
- any other key items such as an impact on rents.

3.4 Where work will also include owners the project coordinator will provide the HO with a specific letter outlining the same key points as per the tenant letter but also including an indicative cost.

Where owners are not factored then the project coordinator will seek confirmation from the HM of how the recharging will be made. The HM will write to each owner to obtain their signed agreement to meeting their share of the costs. Depending on the situation in each case, the Head of Housing Management (HHM) may decide that some or all of the costs are to be paid in advance of the work commencing and will advise the HM accordingly.

3.5 The HO will check the title deeds regarding any need to have specific owner agreement and will arrange for that to be put in place in accordance with the project timescale, as indicated by the project coordinator.

3.6 The project coordinator, in consultation with colleagues and any Consultants appointed, will draft the contract documentation including the contract specification and client construction information for each project, obtaining sign off to this as per the Contract Management procedure and CDM Regulations. Depending on the type of work to be undertaken this may involve discussions with Housing Management staff and consultation with the tenants and/or factored owners involved. For further details, see the Contract Management procedure and CDM section in the Landlord's Health & Safety Manual.

3.7 In line with the Contract Management procedure the project coordinator is responsible for ensuring effective and appropriate consultation and/or information is provided to all customers with regard to their project. The project coordinator should have regard to any changes in rent levels from works, costs to owners and the availability of owner grants in planning their projects.

3.8 The project coordinator in consultation with the CPM will ensure procurement of the project is carried out to ensure value for money, taking into consideration that there is minimal disruption to tenants and owners and is compliant to both legislation, our policy and procedure and good practice.

4.0 POST TENDER

4.1 Following Board approval of a tender, the Head of Asset management (HoAM) will verbally authorise the CPM to prepare the formal tender acceptance letter for signature by the HoAM.

The project coordinator will add a reference to the Board's approval in the project file on the system.

4.2 The project coordinator will prepare a letter for the HO to issue advising tenants of the appointed contractor and any other initial information they need to know about the contract. An FAQ sheet will be issued with this letter with the aim of responding to most of the common questions tenants and owners may have.

- 4.3 Where required, and in accordance with the Construction (Design & Management) Regulations (CDM) and/or other relevant statutory regulations such as those on asbestos, work will not start on site until the Principal Designer has confirmed to the project coordinator and Contract Administrator that they are satisfied with the contractor's Health & Safety Plan, and following any statutory notification required to the Health & Safety Executive.
- 4.4 Where required, e.g. for replacement kitchens, heating systems etc., the designer will produce drawings, following consultation with each tenant and taking into account their reasonable requirements for appliances and furniture layouts etc. The designer will submit the drawings to the project coordinator for approval or amendment as required. Where there are any special factors to be considered the designer will discuss these with the project coordinator before finalising initial drawings.
- 4.5 Where required the tenant's signature will be obtained on the drawing confirming agreement to the proposals, before final drawings are passed to the contractor. A copy of any drawing that has been signed will be given to the tenant.
- 4.6 Where tenants (and, where appropriate, owners) are to have a choice on colours or finishes the HO will prepare and issue a 'choices sheet' as soon as possible. Tenants or owners will be asked to complete and return the sheet by a specified date.
- 4.7 Where choices sheets have not been returned by the due date the HO will contact the tenant or owner in the following week, wherever possible by phone, to advise that if they do not reply they will be allocated the 'default choice'. Where contact by phone is not possible the HO will write giving 1 further week for return of the sheet.
- 4.8 The HO will remind tenants that if they wish to make any changes or additions to the design/layout after signing a drawing, they must provide details of the changes on the form that will be left with them. In some instances tenants will be given a specific deadline for any changes, e.g. 3 days, as these items are manufactured to order.
- 4.9 Tenants will also be advised that:
- Where the work involves disturbing existing floor coverings, the contract will include for lifting and relaying the floor covering, where this is reasonably possible without risk of damage. If the flooring is already damaged, old, brittle, stuck to the floor, or is laminate flooring, then lifting and re-laying will be the tenant's responsibility. Where flooring will be lifted/re-laid under the contract the tenant will sign the relevant disclaimer.
 - Where the work involves disturbing existing decoration, e.g. to walls or ceilings, the contract will include for the surfaces to be left in a suitable condition for the tenant's own redecoration, but will not include the redecoration itself.
 - There may be eligibility for compensation following major works.

5.0 ON SITE

- 5.1 Clerk of Works services will normally be provided in-house. However if required due to current workload, the HoAM or CPM will arrange for a temporary Clerk of Works (CoW) to be appointed, ideally in time to attend the pre-start meeting.

- 5.2 A pre-start meeting will normally be held involving the project coordinator, CoW, Contract Administrator (if external), contractor and relevant HO. The Contract Administrator will chair the meeting and ensure that minutes are produced and circulated.
- 5.3 The contractor will draft a programme of work and following acceptance will, where required according to the type of work, contact each tenant or owner with the proposed date(s) for the work. The contractor will be advised that they should obtain firm agreement on date(s). If a date has to be changed tenants/owners will be asked to contact the contractor's representative, who will advise the appropriate member of the Capital Projects Team.
- 5.4 Where necessary to finalise detailed arrangements before work starts in a property the HO and contractor's representative will carry out a pre-start visit, to:
- confirm that the tenant understands how the work will be carried out and what, if any, preparations they will need to make before the contractor's staff arrive, such as moving or covering furniture and furnishings, lifting or protecting flooring etc.;
 - discuss and provide advice on any particular issues or problems, e.g. depending on the time of year, or if there are elderly or young children or anyone on specific medication – particularly if it will be necessary to vacate the house for a time;
 - record the condition of relevant furnishings and fittings before work starts, in case there is a need to assess whether any damage has been caused as a result of the work.
- 5.5 During the contract the HO will contact individual tenants and owners as required, dealing with any contract queries, passing on relevant advice and information etc., to ensure so far as is possible that the contract runs smoothly for them. Where issues are of a complex or programme related nature they will be referred to the project coordinator to respond to. They will respond directly to the tenant/owner, at the same time advising the HO of the information provided.
- 5.6 The CoW will inspect the work on site at regular intervals and monitor progress, liaising with the contractor's contract manager or supervisor. The frequency and type of inspections will vary according to the type and size of contract. For further details see the Quality Control procedure.
- 5.7 Any contract variations will be agreed by the project coordinator, following consultation with the CPM and the HoAM as required. The project coordinator will ensure that the details are passed to the Contract Administrator and contractor. Telephone calls, which will be confirmed in writing, and e-mails may be used to avoid unnecessary delay. All variations will be recorded in the contract file.
- 5.8 Any variations that will result in the agreed tender price being exceeded by up to 5% will be approved by the Chief Executive under delegated authority. Any variations that will result in the agreed tender price being exceeded by more than 5% will require Board approval, either at the next Board meeting or if approval is urgent, by the Chairman under delegated authority.
- 5.9 The Contract Administrator will produce a report on the cost implications of the variations and other expenditure agreed to date and their impact on the agreed tender amount.
- 5.10 During the contract, the project coordinator will issue satisfaction surveys to each tenant/owner involved. They will report on this monthly to the CPM.

6.0 POST COMPLETION

- 6.1 To comply with current statutory regulations, the CoW will ensure that the contractor has handed over all necessary gas or electrical safety certificates **before** the work in any property is accepted as being complete.
- 6.2 The rectification period will be 12 months from the date of practical completion, unless otherwise agreed with the HoAM. Depending on the type of contract, it may be appropriate for individual rectification dates to run from the date work is completed in each property.
- 6.3 Around 1 month before the end of the rectification period the Contract Administrator will discuss any outstanding defects issues with the project coordinator and will, if required, follow up any matters with the contractor, including ensuring that any outstanding repairs are completed.
- 6.4 When the Contract Administrator is satisfied that any rectification period has ended and that all remedial works have been completed, the final account will be agreed with the contractor and the final valuation for payment issued.
- 6.5 Applying L & A damages will be decided by the CPM (in consultation with the HoAM as required), following appropriate advice from the Contract Administrator in accordance with the terms of the contract. Any such decision will be applied as specified in the contract.
- 6.6 Within 1 month of the date of practical completion, if the Health & Safety File has not already been received, the CPM will contact the contractor. The file may be received in electronic form. Once it is no longer required the hard copy file will be stored offsite.
- 6.7 The project coordinator will ensure that the following information is updated following the contract:
- asbestos register;
 - property component information.

7.0 IMPLEMENTATION AND REVIEW

- 7.1 The Head of Asset Management is responsible for ensuring that this procedure is followed by all appropriate staff and that it is reviewed at least every three years.

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