



PRS Planned Maintenance Policy

Responsible Manager	Managing Director/Finance Director
Approved by:	CDL Board
Date Approved	10 th May 2023
Date for Review	May 2026
Version Number	1.0

1. Purpose of the Policy

This policy sets out the criteria and procedures to be followed to effectively control and manage planned maintenance to CDL's private rented housing portfolio.

2. Introduction

- 2.1 As a private landlord, CDL is responsible for ensuring that its housing portfolio is maintained to an acceptable standard in order to provide good quality, safe homes for tenants. Effective planned maintenance will ensure that the useful life of components is maximised and that value for money is optimised.
- 2.2 Planned maintenance deals with the natural deterioration of buildings and their components. This can generally be predicted and therefore, planned for. Planned maintenance is cyclical in that the maintenance process will have to be repeated at regular intervals during the life of a building.
- 2.3 Planned Maintenance is one of the largest single items of expenditure for the organisation. It is therefore essential that its future programmes are effectively planned.
- 2.4 CDL will carry out the following tasks to manage the long-term maintenance of its housing portfolio in order to maintain the organisation's assets:
 - Conduct regular surveys of all homes to inform the Planned Maintenance Programme.
 - Arrange for the regular maintenance of items necessary for the safety, security and comfort of tenants, and for the general upkeep of its portfolio.
 - Plan the long term maintenance of its portfolio.
 - Provide information to enable financial planning over a 30 year period, ensuring that homes continue to meet the Decent Homes standard.
- 2.5 This policy has been developed to take account of legislative, regulatory and good practice requirements in relation to service delivery in this area of operation.

3. Legislative and Regulatory Framework

- 3.1 This policy is governed by regulations and statutory law which sets out the duties that need to be undertaken to provide a repairs and maintenance service. They include, but are not limited to:
 - Landlord and Tenant Act 1985 (Section 11)
 - Public Health Act 1963
 - Housing Act 1985 (Section 96)
 - Housing Act 2004 (Section 96)
 - Home Standard 2015
 - Decent Homes Standard 2006 (Communities and Local Government)
 - Environmental Protection Act 1990
 - Equality Act 2010
 - Human Rights Act 1998

- Commonhold and Leasehold Reform Act 2002
- Gas Safety (Installation and Use) Regulations 1998
- Fire Reform Regulations 2005
- Fire Safety Act 2021
- Housing Health and Safety Rating System 2006 (Communities and Local Government)
- Control of Asbestos Regulations 2016
- Control of Substances Hazardous to Health Regulations 2002 (as amended)
- IEE Wiring Regulations (BS 7671) 18th Edition including latest amendments (published 1st July 2018)
- The Standard Assessment Procedure (SAP) 2012
- The Commonhold and Leasehold Reform Act 2002, Section 151 (formally Landlord & Tenant Act 1985, Section 20)
- Health and Safety at Work Act 1974
- The Management of Health and Safety at Work Regulations 1999
- Water Supply (Water Fittings) Regulations 2018 (as amended)

4. CDL's Obligations

4.1 CDL's cyclical, planned maintenance and Landlords Health and Safety obligations include, but are not limited to:

- External and internal cyclical Painting and Decoration of communal areas within flats/apartments
- Asbestos Management Plan (where applicable)
- Gas Safety and Servicing
- Water Testing and Treatment
- Electrical Safety Testing
- Servicing of Air Source Heat Pumps
- Housing portfolio investment

4.2 Cyclical and planned maintenance will fall into a number of programmes requiring a visit to each property on different cycles and a table of cyclical maintenance frequencies is provided below:

Work Programme Frequency

Gas servicing and gas safety check	Annually
Electrical heating servicing	Every 5 years
Air source heat pump servicing	Annually
Smoke detector testing Heat detector testing Carbon monoxide detector testing (where applicable)	Annually
Fire Detection, intruder alarm, door entry, warden call and equipment in flat/block schemes	Weekly/quarterly/half yearly/annually (as applicable for installed equipment)

Emergency lighting in apartment blocks	Monthly/half yearly/annually (as applicable for installed equipment)
Electric panel heaters in apartment blocks	Every 5 years

4.3 Communal areas to flats may require painting at different intervals. Common areas that are subject to reduced traffic or wear and tear will not require decorating at the same frequency as other parts, subject to heavier traffic. Therefore, whilst the painting and decorating programme may identify the decoration to internal stairs and communal areas, these will be inspected and assessed before any work is undertaken. Where work is not required in the area, it shall be re-scheduled for a future inspection within a suitable timescale.

4.4 Gas servicing and Gas Safety Check works are carried out annually and completed in tandem with the smoke detector, heat detector and carbon monoxide detector testing programme. The combination of these programmes reduces tenant disturbance, improves access rates for smoke detector and carbon monoxide detector checking, and increases value for money by using one contractor. It is a requirement under the Tenancy Agreement for all tenants to provide access for an annual Gas Safety Check and CDL has a statutory duty to inspect every gas appliance within every one of its homes every year. Where necessary, CDL will take legal action to enter tenants' homes where access has previously been refused.

4.5 CDL aims to develop cyclical and planned works programmes that minimise disruption to tenants and minimise annual expenditure on responsive repairs and maintenance.

5. Carrying out Planned Improvement Works

5.1 CDL has developed and will continually update a 30 year programme of expenditure that meets the long term investment needs of its sustainable housing stock. The range of improvement works will be developed by taking into account the investment requirements identified in stock condition surveys, the ongoing suitability and 'performance' of the stock in financial and other aspects, the priorities of current and future tenants and the need to ensure that incremental and sustained improvements are made to the homes provided.

5.2 When replacing building components or facilities, CDL will aim to use superior quality items that are more sustainable, offer better value for money over time and improve the environment of estates and communal areas.

5.3 Improvement programmes will be developed in partnership with tenants and continually shaped by them to ensure that it meets their needs, demands and expectations.

5.4 Planned improvement works will fall into a number of different programmes, the principal ones being shown in the following table:

Work Programme Frequency

Kitchen replacements	20 years
Bathroom replacements	30 years
Boiler replacements	20 years
Windows/doors	25 years
Electrical re-wires	30 years
External rainwater goods	30 years
Soffit and fascia replacements	30 years

5.5 CDL aims to develop planned improvement works programmes that, as a result of works undertaken, minimise expenditure on responsive repairs and maintenance.

6. Property Information

6.1 The following property information is maintained by CDL:

- Details of housing construction type, date of build, maintenance history and property types.
- Property attributes for each house on our Asset Register. Details recorded include information on condition, specification, likely date for replacement and cost of replacement for each attribute.
- Annual servicing of gas heating systems and air source heat pumps and five yearly service of electric heating systems – Detailed records about the heating systems in our houses, and information about service dates, are held. Copies of relevant certificates and other data are held against each property on CDL's Sharepoint system.
- Detailed inspection reports, highlighting identified repairs and future maintenance requirements.

7. Planned Maintenance Inspections

7.1 The condition of CDL homes will be inspected every 5 years from the property acquisition date.

7.2 The inspections will consider components listed within the 30 year life cycle costing model, and other property attributes recorded on the Asset Register.

7.3 The inspection criteria includes:

- The current condition of the component; and
- The potential remaining life span of that component until replacement or major repair is required.

- 7.4 The inspection results are recorded in the Asset Register, and the information used to prepare the 30 year Planned Maintenance programme.
- 7.5 CDL also arrange inspections of electrical systems in all of its properties, to conform to the latest edition of the I.E.E Regulations, BS7671 18th Edition, on a five year cycle, or when a property becomes void. These records are held on CDL's Sharepoint system.

8. Planned Maintenance Programmes

- 8.1 CDL will consult its tenants where applicable on its proposals for the Planned Maintenance programme, seeking their views on the content of the programmes.
- 8.2 There are four main aspects required to prepare the Planned Maintenance programme:
- a) Property information - property details for all houses are recorded in CDL's Asset Register and are used to inform CDL's medium and long term business planning and its Planned Maintenance Programmes.
 - b) Regular inspections – provides regular updates on the condition of CDL's properties for future Planned Maintenance.
 - c) Budget control and estimating – information that is critical for the preparation of long term plans.
 - d) 30 year life cycle costs - specific detail held for all homes, enabling long term financial planning for major maintenance.
- 8.3 CDL is responsible for the production of the proposed Planned Maintenance programme for the following year. The programme will include the following:
- Works carried forward from previous years, if applicable
 - Work required achieving and maintaining Decent Homes Standard
 - Component repairs or replacement identified during the annual and 5 yearly inspections
 - Work required to renew obsolete items, such as central heating systems/electrical rewires.
- 8.4 Budgets for the Planned Maintenance programme will cover the following contract areas:
- Planned Maintenance Improvement; improvements and major repairs (such as window replacement and other significant repairs)
 - Planned Maintenance Cyclical; recurring maintenance work such as annual servicing and paintwork.
- 8.5 The Planned Maintenance Programme and budget is approved by CDL Board of Directors as part of CDL's business plan.
- 8.6 The estimated cost of maintenance expenditure for the 30 year period is reviewed by the Finance Director and is included within the Cash Flow Model.

9. Servicing of Heating Installations

- 9.1 As part of the Planned Maintenance Programme, all gas heating installations and Air Source Heat Pumps will be serviced annually by an approved contractor. All electric heating installations will be serviced every five years by an approved contractor.
- 9.2 CDL will appoint contractors through a tender procedure in line with its Procurement Policy. CDL will carry out robust quality and performance checks on any contractors who are appointed to undertake works to the heating systems of its housing portfolio.
- 9.3 CDL will ensure all heating systems, appliances and associated equipment are maintained and kept in a safe condition. This includes carrying out annual safety checks on all gas appliances and air source heat pumps, and servicing all electrical heating systems every 5 years in accordance with the current safety regulations, legislation, regulations and best practice relating to the specific heating systems.
- 9.4 CDL will seek to identify and respond appropriately to the specific needs of its tenants and ensure that every tenant is aware of the importance of the required safety check and service.
- 9.5 CDL will maintain a property database that clearly details the property's central heating servicing history and date that the next service is due, the appliances installed, access procedure records and timescales etc.
- 9.6 In cases of no access, CDL will ensure that it meets its legal obligations to complete the statutory annual gas safety check. CDL will do this through its policies, by enforcing the terms of the Tenancy Agreement and instigating legal procedures if required.
- 9.7 CDL will ensure that all work to gas appliances and fittings are carried out by a competent and suitably qualified engineer who is Gas Safe registered and for other heating systems, their associated bodies.
- 9.8 CDL will ensure that all appliances and installations are fitted and conform to current legislation, codes of practice, manufactures instructions and current regulations.
- 9.9 On completion of the gas safety check, service or new installation, the tenant will be issued with a copy of the Landlords Gas Safety Certificate (LGSR) and CDL will maintain a hard/electronic copy of the LGSR on file for at least 2 years.
- 9.10 On completion of the electric safety check, service or new installation, the tenant will be issued a copy of the inspection certificate and CDL will maintain a hard/electronic copy of the certificate on file for at least 5 years.
- 9.11 CDL will ensure that quality assurance checks are carried out on new installations, servicing and repairs and Landlords Gas Safety Certificates to ensure that the works and certificates are completed in accordance with current legislation and codes of practice.
- 9.12 CDL will ensure that the contractor who installs an appliance or heating system on behalf of CDL issues to the tenant the manufacturer's operating instructions and explains how to use the appliance controls.

10. Monitoring and Reporting

- 10.1 CDL Board receive contract progress reports every 3 months detailing progress of individual projects; monthly spend measured against the approved budget profile and anticipated annual expenditure.
- 10.2 For planned works all contracts are monitored on an annual basis which is circulated to the CDL team and Board members.

11. Equality and Diversity

- 11.1 CDL is committed to delivering a high standard of customer service at all times. We recognise that different communities and neighbours have different needs. We aim to treat everyone fairly and any support given will be with sensitivity, tact and diplomacy.
- 11.2 CDL will ask tenants about their needs so that services can be provided to ensure they are fair.
- 11.3 CDL will monitor the services and referrals for support provided to ensure they are fair.

12. Policy Review

This policy will be reviewed every 3 years from the approval date, or in-line with impacting corporate, legislative, or regulatory change requirements.