

Planned Maintenance and Improvements Policy

Introduction

Grand Union Housing Group (GUHG) is responsible for the majority of repairs to the structure and fabric of their properties and essential services to communal areas, estate improvements and garage blocks.

This policy refers to the planned maintenance programme only. A separate policy exists relating to responsive, voids and cyclical maintenance.

Policy statement

GUHG will continue to capture additional information on the condition of its stock and will use the information to establish planned maintenance programmes to ensure that the stock is well maintained and in lettable condition. The business plan for GUHG will include financial provision to implement that programme.

The Public Sector Equality Duty (PSED), for people with disabilities, is upheld by way of this policy, the Disability Discrimination (Premises) Act 2006 and the Equality Act 2010. This policy has been screened to determine equality relevance.

Objectives

The policy aims to meet the following objectives:

- To establish the definition of planned maintenance and to identify those elements which formulate the programmes.
- To establish the methodology for formulating the work programmes.
- To identify the method for procuring contracts.
- To ensure customer choice and feedback within the programme.
- To identify the method for reporting and monitoring progress.
- To ensure work programmes are aligned to clearing or addressing the Decent Home Standard failures, together with measures to improve the energy efficiency of all stock.

Other related policies

Asset Management Strategy
Health and Safety Policy (Compliance)
Equality, Diversity and Customer Care Policy
Disability and Adaptations Assistance Policy
Financial Regulations
Repairs and Maintenance Policy
Value for Money Strategy

Formulation of works programme

GUHG will carry out planned maintenance and improvement works identified, in the main, from stock condition survey data. Such programmes will be complemented by the detailed local knowledge of our staff. In addition, works to achieve the Decent Homes Standard and works to improve the energy efficiency of the stock will be included in the programme.

Such work programmes will be set out annually, presented at the Residents' Voice meeting and subject to Board approval.

In order to make the required savings and increase the long-term viability of GUHG, the Board has approved a shift in emphasis away from the traditional asset management Planned Preventative Maintenance (PPM) approach, where components are replaced at the end of their 'notional' lifecycle, to one which 'stretches' the notional life of these individual components and replaces them when they become beyond economical repair.

In order to deliver the 'just-on-time' approach, all component replacements will be validated before any major works programmes are undertaken on individual properties in any given year. Works programmes will be packaged, as far as is reasonable, in geographic and works package order, thus providing well structured programmes and enabling accurate long term cash flow forecasting.

Regular progress updates for the annual programmes will be presented at the Resident's Voice meetings.

Appendix 1 identifies the elements that form GUHG's planned maintenance and improvement programmes.

Procurement of contracts

The emphasis on procurement across GUHG is for contracts to ensure that maximum advantage is taken from larger scale procurement exercises, including with other partners.

Planned maintenance will be carried out using contractors appointed through the In-Tend procurement system. In order to limit potential contract risk GUHG will procure these contracts using companies who have experience of the elemental work programme; appropriate policies for health & safety and equality & diversity; financial capacity to complete the project; a current 'Contractors Declaration form' on file.

Works will be let in accordance with GUHG's Financial Regulations. For works above £5,000 and below £50,000 a minimum of three written competitive quotations is required. For works above £50,000 and below the Official Journal of the European Union (OJEU) threshold, a minimum of three sealed tenders is required. Any additional controls shall be determined by the Chief Executive.

Despite Britain's forthcoming exit from the EU, there are no anticipated changes to the Procurement Regulations and therefore, where a contract's estimated value falls within the EU Procurement Directives prescribed thresholds, the provisions of The Public Contracts Regulations 2006 will be adhered to. EU procurement thresholds applicable from 1 January 2018 are: Supplies £181,302; Services £181,302 and Works £4,551,413. Thresholds are net of VAT and are revised every two years.

GUHG is keen to develop strong relationships with contractors on all major planned works contracts, therefore all tender work packages will be let on a multi-year basis with options for extensions to the original contracts approved by Board. Such contracts will be let on the basis of customer satisfaction, quality, cost and adherence to programme.

It is the intention that all such arrangements will be subject to regular reviews of performance, together with adherence to financial regulations appertaining to the contract extension process.

Customer choice

We will consult with customers regarding proposed work programmes. During this process officers will endeavour, wherever possible, to identify circumstances specific to the project or customers needs (e.g. elderly or vulnerable customers, customers with disabilities, etc.).

The aim is to provide as much choice as possible to customers when carrying out major repairs and improvements, therefore choice/options are provided on the following projects:

- Kitchen refurbishments – a choice of kitchen unit colours, worktops, wall tiles, paints, and floor coverings will be made available.
- Bathroom refurbishments – a choice of flooring and decoration will be made available. Sanitary ware and tiling is standardised in white.
- Electrical upgrading – choice on location of socket outlets in rooms wherever practicable.
- Central heating – on upgrades gas heating will be provided where gas is available, otherwise modern electric heating may be offered as an alternative. Limited choice on location of radiators, where practicable, will be provided. Other emerging energy efficient forms of heating including air source and ground source heat pumps will be provided where the conurbation is off the mains gas supply and it is considered appropriate, subject to budget being available.

We will consult, with support of the community consultation officer, with our customers using a variety of methods, digitally and via 1 to 1 meetings, drop-in sessions, mail-shots or and utilising the Residents' Voice quarterly meetings regarding proposed work programmes. During this process, surveyors, wherever possible, will identify any special circumstances where customers may be considered to be vulnerable, e.g. elderly or persons with disabilities. We will endeavour to provide improvements that will assist in quality of life issues within financial constraints and in some instances involve our in-house occupational therapist and outside agencies e.g. RNIB, RNID etc.

Specifications

GUHG has agreed standards to ensure that it incorporates quality materials as an integral part of its maintenance and improvements programmes. The standards are set out in the various major works service statements, a copy of which is available from the offices and on-line through GUHG web site. Standards and specifications will be aligned as part of the review process, which will include our responsive repairs team, and through group- wide procurement.

The key objectives are to; achieve value for money; achieve maximum life expectancy; meet end user expectations; reduce maintenance costs; increase consistency; achieve standardisation of product; be innovative. Objectives will be monitored as part of the procurement process and post contract review.

Our new “just on time approach”, has the potential to impact on satisfaction levels and will be communicated within the service statements and through validation surveys.

To ensure continuous improvement each key specification, kitchens, bathrooms, central heating, rewiring will be periodically reviewed, in whole or in part. Such reviews will look at ease of use, customer satisfaction, cost, innovation, quality and choices, and shall be driven by GUHG’s Residents’ Voice panel, supported by the relevant team member and the community consultation officer. The intention will be to standardise materials and components as part of the review process and during the ongoing alignment of contracts procured across GUHG.

Monitoring

The annual planned maintenance programmes will be presented to the Residents’ Voice for consultation prior to approval by the Board and progress will be monitored on a six-monthly basis.

Expenditure will be monitored by the Board on a quarterly basis.

Customer consultation:	2017
Equality Impact Assessment Carried Out:	Initial Screen
Person responsible for review:	Director of Property Services
Supported in the review by:	Projects Manager
Ratified by:	Leadership Team
Date of review:	March 2019
Date of next review:	March 2022

Appendix 1

GUHG's major repair and improvement works

External envelope

High Level

Tiled roof coverings
Roofing felt (breathable)
Cross ventilation (where required)
Chimney stacks
Insulation
Soffits, fascia's and rainwater goods (e.g. guttering)

Services

Incoming water mains
Gas/electricity (beyond the statutory authority's meters)
Drainage (within the curtilage and through un-adopted estate roads and footpaths to the public sewer)

Windows

All windows to the dwelling house or associated outbuildings
Communal areas
Glazed screening (flat blocks)

External doors

All doors to dwelling house or associated outbuildings
Communal doors to flats

External walls

Pointing
Rendering (part or whole of the house)
External redecoration
Insulated cladding
Cavity wall insulation
Solid walls

Canopy

Replacement concrete canopies
Replace timber in (GRP)

Paths

Replacement/repairs (within curtilage)
Replacement/renew estates/un-adopted roads and footpaths

Boundary fencing/gates

Replacement/repair within curtilage
Replacement/repair estates/communal areas

Garages

Garage blocks

Repair works to: - doors; roofing; rainwater goods and hard standings

Sewers

Foul drainage (within curtilage laterals running out to public sewer systems) Estates and un-adopted highways, this can include: replacement, re-line, re-direct

Surface water (as above) including replacement soak-a-ways.

Internal envelope

Roof space

Loft insulation
Pipe insulation
Cold water tanks
Fire break walls

Bathroom

Replacement bathroom – shower over bath
Works including all sanitary ware
Non slip floor
Tiling to wet areas
Painting walls and ceiling
Extractor fans
Compliance with electrical regulations

Kitchens

Replacement units
Re-design layout to accommodate better space and storage in accordance with Decent Homes Standard
New flooring
Tiling to wet area
New ring main (where necessary)
Wall and ceiling painting
Extractor fans
Re-positioning of gas and electricity meter outside (when necessary)

Ceilings

Replacement fibre board/ceiling

Wall plastering

Extensive wall plastering (allowance for re-decorating will be included)
Thermal insulation of solid external walls

Internal doors

Works to internal doors to the accommodation (includes flat entrance doors off main communal areas)

Electrical

Upgrading work includes new consumer units
Front and rear security lighting
RCD protected consumer units
Low energy light fittings (hallway and landing)
Agreed minimum number of socket outlets per room

Heating

Replacement or upgrading of central heating (domestic)

Gas or electric – gas is the preferred option where available

Alternative heating types include ground and air source heat pumps

Work will include thermostatically controlled valves, full control systems, energy efficient boilers, condensing combination boilers in flats or some bungalows, and off peak electricity immersion to non-combination systems

Replacement heating (communal)

Zone valve into individual units of communally heated blocks, where flats to have an electric fire back up.

Alarms

Upgrade or replacement

Smoke alarms, assisted living systems, carbon monoxide detectors (hard wired detectors will be fitted during electrical upgrading works)

Aids & adaptations

3 forms of projects:

Direct GUHG funding

DFG funding where GUHG's annual funding exceeded

Minor adaptations directly funded by GUHG (all as a result of requests from social services assessments)

Asbestos removal

External enabling works fascia & soffits removal to assist High Level Works programmes

Internal works (bath panels, ducts, tiles etc.) will be removed either as part of the Major Works Programme or in advance where required.