

Cyclical and Preventative Maintenance Policy

1.0	SCOPE
	Purpose
1.1.	<p>This Policy sets out key outline objectives to undertaking cyclical and preventative maintenance so that all whg homes meet our 'Great Homes and Neighbourhoods Standard' and the requirements of the Social Housing White Paper.</p> <p>This include maintenance work repeated at regular intervals and prevents deterioration of our properties and ensure items, materials and equipment are kept in working order through checks and servicing.</p> <p>The primary goal of preventative maintenance is to prevent the failure of equipment before it occurs and to extend its natural life cycle.</p>
	Legal and regulatory framework
1.2.	<p>The key legislative requirements for us to comply with are set out below, although these are not exhaustive.</p> <ul style="list-style-type: none"> • Building Safety Bill • Social Housing White Paper • Housing Health and Safety Rating System (HHSRS) • Building Regulations A, B1, B2,C,D,E,F,G,H,K,L1,L1B,M and N • Construction (Design and Management) 2015 • Building Regulations Part P (Electrical Safety). • Control of Asbestos Regulations 2012 (CAR 2012) Section 4 • Regulatory Reform (Fire Safety) Order 2005. • Gas Safety (Installation and Use) Regulations 1998 • Health and Safety at Work Act 1974 • Control of Substances Hazardous to Health Regulations 2002 (COSHH) and ACOP L8 • Electricity at Work Regulations 1989 • The Housing Act 2004 Part 1 and Part 4, section 3 • Housing Health and Safety Rating System (HHSRS) • Environmental Protection Act 1990 Sec 79-82 • Homes (Fitness for human habitation) Act 2018

	<ul style="list-style-type: none"> • Defective Premises Act 1972 Sec 4 • Landlord and Tenants Act 1985 Sec 11, 9, 9a and 11 • Commonhold and Leasehold Reform Act • Equality Act 2010 section 190 • ACOP L8 • The Electricity at Work Regulations 1989 Lightning Protection Systems BS EN 6230 & BS6651
1.3.	<p>These are the regulatory responsibilities and the standards we will meet as set out by the Social Housing Regulator and the Charity Commission.</p> <ul style="list-style-type: none"> • Governance and Financial Viability Standard • Home Standard • The Social Housing White Paper • The Building Safety Bill
2.0	POLICY STATEMENT
2.1	<p>This policy will support customers right to be safe in their homes; to be treated with respect backed by a strong consumer regulator for customers and have a good quality home and neighbourhood to live in.</p>
2.2	<p>We will ensure customer's voice is heard and will respond to any questions about maintenance investment and deal with those questions promptly. In addition information in relation to investment planning will be monitored and audited by third parties to ensure strategies are delivered to their intended objectives.</p>
2.3	<p>The stock condition surveys and the 5 year programme investment plan will ensure that the set budgets and budget plans are achievable; sustainable and are aligned to the 30 year business plan.</p>
2.4	<p>We will ensure leaseholders are inclusive of these decisions and consulted accordingly.</p>
2.5	<p>The primary standards and safety requirements to support the activities of this policy are:</p> <ul style="list-style-type: none"> • Health and Safety at Work Act 1974 (H&S at Work is primary legislation so no need to mention COSHH, Control of Asbestos, CDM etc). • Climate Change Act 2008 applicable to communal energy and the business in general. • When planning these actions, we shall explore available technological options and consider financial, operational, business and environmental life cycle perspectives.

2.6	<p>We will meet our health and safety obligations through regular programmes of safety checks, inspections and servicing.</p> <p>This includes:</p> <ul style="list-style-type: none"> • timely gas and electrical safety checks; • a pro-active asbestos testing and removal programme; • prompt response to actions identified during fire safety assessments; and measures to reduce the risk of Legionella. • Eliminate all category 1 hazards as defined in the HHSRS (Housing health and safety rating system).
3.0	PERFORMANCE MEASURES
3.1	Customers will be the main measure of our performance in delivering investment programmes.
3.2	The customer engagement strategies set out in the Social Housing White Paper and the Building Safety Bill will form the customer feedback to support sustainable performance.
3.3	<p>We will also deliver the following success measures from our Corporate Plan by 2024:</p> <ul style="list-style-type: none"> • Homes will have a minimum energy rating of D • All homes will have a property health check every 5 years • Recognised as a leader of building safety • Develop a road map to achieve carbon neutral status
3.4	We will benchmark our performance against the key objectives of the Social Housing White paper.
4.0	EQUALITY AND DIVERSITY
4.1	Not Applicable
5.0	TRAINING AND DISSEMINATION
5.1.	Every colleague and customer groups will receive the appropriate training and information to support their understanding of the policy either by individual training or group meeting events.
6.0	MONITOR AND REVIEW
6.1	This Policy will be monitored by the Corporate Director Business Strategy and Assets and reviewed every three years by the Policy Group and approved by the Customer Experience Committee, Audit and Assurance Committee or whg Board.

6.2	This Policy will be monitored and formally reviewed every three years. This will ensure its continuing suitability, adequacy and effectiveness and reflect any changes in business operations, best practice or as required by the introduction of new legislation or regulations.
7.0	ASSOCIATED DOCUMENTS, POLICIES AND PROCEDURES
7.1	whg documents, policies and procedures associated with this Policy are:
	<ul style="list-style-type: none"> • Asset Management Strategy 2017-2024 • Health and Safety Policy • Gas Safety at Work Policy • Gas Service Access Policy • Solid Fuel Appliance Policy • Asbestos Policy • Repairs Policy • Data Protection Policy • Customer Experience Policy • Equality and Diversity Policy

Document author	Director of Energy & Programme Management
Document owner	Corporate Director Business Strategy and Assets
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Consultation	Colleagues related to investment planning; Finance; planned and responsive maintenance; building safety and Section 11 works.
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Corporate Plan aim	Deliver high quality homes and services for our customers
Equality Assessment	N/A
Key changes made	Policy reviewed to include new regulatory requirements.