

# Cyclical and Preventative Maintenance Policy

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<b>1.0</b>	<b>SCOPE</b>
	<b>Purpose</b>
1.1.	This document sets out whg’s policy for cyclical (periodic) and preventative maintenance works within homes, blocks, and neighbourhoods.
1.2	This policy supports the provision of safe and good quality homes and neighbourhoods by adopting a proactive approach to planned preventative maintenance to minimise breakdowns and complete essential safety checks. This includes servicing and maintenance works undertaken at regular intervals to ensure components and equipment are well maintained.
1.3	The policy underpins our approach to continually invest in our homes including regular safety checks to meet legislative requirements. whg will use preventative maintenance where it is advantageous and affordable to do so and prevents inconvenience to customers and more costly reactive repairs in the future.
	<b>Legal and regulatory framework</b>
1.4	<p>The key legislative requirements for us to comply with are set out below, although this list is not exhaustive, any other relevant legislative requirements will be maintained by the appropriate responsible area of the business.</p> <ul style="list-style-type: none"> <li>• Landlord and Tenant Act 1985</li> <li>• Environmental Protection Act 1990</li> <li>• The Housing Act 2004</li> <li>• Equality Act 2010</li> <li>• Health and Safety at Work Act 1974</li> <li>• The Social Housing Act 2023</li> <li>• Homes (Fitness for human habitation) Act 2018</li> <li>• Decent Homes Standard</li> <li>• Building Safety Act 2022</li> <li>• Fire Safety Act 2021</li> <li>• Housing Health and Safety Rating System (HHSRS)</li> <li>• Building Regulations Part P (Electrical Safety)</li> <li>• Control of Asbestos Regulations 2012 (CAR 2012) Section 4</li> </ul>

	<ul style="list-style-type: none"> <li>• Lifting Operations and Lifting Equipment Regulations 1998</li> <li>• Regulatory Reform (Fire Safety) Order 2005</li> <li>• Gas Safety (Installation and Use) Regulations 1998</li> <li>• Control of Substances Hazardous to Health Regulations 2002 (COSHH) and ACOP L8</li> </ul>
<b>2.0</b>	<b>POLICY STATEMENT</b>
	<b>Cyclical Maintenance – definition</b>
2.1.	Cyclical maintenance is the inspection, maintenance, and servicing on a pre-determined regular cycle. The objective is to slow down the rate of decay of fabric and components so by prolonging their serviceable life. It includes health & safety checks that are needed to demonstrate compliance with legislative and regulatory requirements.
	<b>Cyclical Maintenance – safety inspections</b>
2.2	whg will maintain a register of all safety checks required to meet legislative and regulatory requirements for homes where whg has the legal duty to maintain. The register will be used to record the periodic inspection programme and any follow up remedial works needed to achieve compliance. An example of a cyclical safety check is the annual safety inspection of landlord owned gas appliances. Once the safety inspection is completed, and any recommended actions are taken then certification is provided to evidence the appliances are safe to continue to use.
2.3	To fulfil its duties under legislation, a competent and suitably trained person will conduct any cyclical safety inspections. whg will review and validated the competency of individuals and companies periodically in accordance with the relevant legislation.
	<b>Cyclical Maintenance – maintenance</b>
2.4	whg will maintain a register (for all homes where it has a maintenance obligation) of all periodic maintenance required to slow down the rate of decay of fabric and components so by prolonging their serviceable life. whg will use best endeavours to carry out cyclical works programmes that maintain the quality and desirability of our homes and neighbourhoods. An example of a cyclical maintenance programme is a regular redecoration programme. External redecoration of all our homes (and internal communal areas of our blocks) prevents the decay of building fabric and maintains the quality of appearance.
	<b>Preventative maintenance – planned investment</b>
2.5	whg will undertake annual programmes of investment in homes, blocks and neighbourhoods aligned to the financial parameters contained within the 30-year

	Business Plan. This provides for ongoing annual investment in our homes to ensure they meet the requirements of the Governments Decent Homes Standard.
2.6	The annual investment programme will target the replacement of key components within our homes, blocks, and neighbourhoods. The schedule of component replacements will be held within the asset database. The component replacement cycle will be aligned to legislative and regulatory standards, primarily the Decent Homes Standard. The accuracy of the asset database will be underpinned by regular and diligent stock condition surveys to ensure that the investment plans are accurate and supported by the 30-year business plan provision.
2.7	whg will ensure leaseholders homes are maintained in accordance with the terms of their lease. Leaseholder consultation on any works proposals will be conducted in accordance with legal requirements to allow full recovery of the associated costs.
	<b>Preventative maintenance - other</b>
2.8	whg will seek opportunity to conduct planned preventative maintenance where costly and inconvenient reactive repairs could be avoided. Examples of preventative maintenance programmes include gutter clearance, checking downpipe outlets to our blocks are free from debris.
2.9	We will ensure customer's voices are listened too and we will respond promptly to any questions arising relating to our service provision. In addition, the information we collect and hold to allow for accurate investment planning will be subject to periodic validation by independent consultants. This will provide assurance that our investment plans use accurate information and are prioritised to meet our legal and regulatory requirements and focus on the greatest areas of need. We will publish our annual plans for preventative and cyclical maintenance which will detail the homes that will benefit from such works
<b>3.0</b>	<b>PERFORMANCE MEASURES</b>
3.1.	<p>whg carries out wide ranging performance monitoring of contractors and in-house service delivery relating to contract compliance, customer service, quality of works, adherence to timescales, and costs. The legal status of the service requirement will determine the reporting requirement with works that are required to meet our legal duties being reported regularly to the Group Executive, Asset Investment Panel, Board and Committees. All other agreed KPI's will be reported to the Asset Investment Panel on a regular basis. Key Performance Indicators are under constant review and linked closely to legislative requirements. The list below is not exhaustive but illustrates examples of key measures currently reported.</p> <ul style="list-style-type: none"> <li>• Homes with a gas safety check (%)</li> <li>• Homes and communal areas with Electrical Condition Inspection reports (ECIR) (%)</li> </ul>

	<ul style="list-style-type: none"> <li>• Communal areas with an FRA (%)</li> <li>• % of planned asbestos inspections carried out in communal areas</li> <li>• % of water hygiene risk assessments completed</li> <li>• % of lift safety checks required that are completed</li> <li>• % of homes meeting the Decent Homes Standard</li> <li>• Number of stock condition surveys completed each month.</li> </ul>
<b>4.0</b>	<b>EQUALITY AND DIVERSITY</b>
4.1	An Equality Impact Assessment (EIA) has been undertaken, due to the impact on customers. Colleagues working across whg have considered the impact of this policy on different groups and communities we work with. Our colleagues are committed to not discriminating adversely against any group and will respect the diversity of the communities we work within.
<b>5.0</b>	<b>TRAINING AND DISSEMINATION</b>
5.1	Current processes ensure that the requirements outlined within the policy are disseminated to relevant colleagues as part of their role specific training. Procedures are in place to define how the requirements outlined in the policy are delivered. We also incorporate policy awareness and training within the induction sessions for new starters.
<b>6.0</b>	<b>MONITOR AND REVIEW</b>
6.1	This Policy will be monitored by the Corporate Director of Strategy, Assets and Transformation and reviewed every three years and approved by the Policy Group.
<b>7.0</b>	<b>ASSOCIATED DOCUMENTS, POLICIES AND PROCEDURES</b>
7.1	<p>Documents, policies, and procedures associated with this Policy are:</p> <ul style="list-style-type: none"> <li>• Asset Management Strategy 2017-2024</li> <li>• Health and Safety Policy</li> <li>• Gas Safety Policy</li> <li>• Fire Risk Assessment Policy</li> <li>• Damp, Mould and Condensation Policy</li> <li>• Electrical Safety Policy</li> <li>• Solid Fuel Appliance Policy</li> <li>• Asbestos Policy</li> <li>• Repairs Policy</li> <li>• Water Hygiene Policy</li> <li>• Procurement Policy</li> <li>• Data Protection Policy</li> <li>• Equality, Diversity, and Inclusion Policy</li> </ul>



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<b>Legal advice</b>	N/A
<b>Consultation</b>	Colleagues related to investment planning; Finance; planned and responsive maintenance and building safety.
<b>Approved by</b>	Policy Group June 2024
<b>Review Date</b>	May 2027
<b>Corporate Plan aim</b>	Forward thinking services
<b>Equality Assessment</b>	March 2024
<b>Key changes made</b>	Policy reviewed to update with new legislation and regulatory requirements.