

MOLENDINAR PARK HOUSING ASSOCIATION

MAINTENANCE & IMPROVEMENT POLICY

Date of Review: 21st August 2012
Date of Next Review: August 2017

1. INTRODUCTION

- 1.1 This policy document outlines Molendinar Park Housing Association's policy in relation to the maintenance and improvement of its property.
- 1.2 Molendinar Park Housing Association recognises the importance of ensuring that its housing stock is well maintained and improved in line with current standards and tenant expectations. The Association is committed to the efficient and cost effective maintenance of its housing stock within the financial constraints which exist.

General Aims and Objectives

- 1.3 In relation to maintenance and improvements, the overall objectives of the Association will be to ensure that:
- All property is efficiently and effectively maintained to a high standard to minimize the deterioration of the buildings
 - The Association complies with all statutory and contractual maintenance obligations and that all codes of guidance and safety requirements are observed
 - The Association has well developed programmes of planned and cyclical maintenance
 - There are well developed programmes for improvement works
 - Account is taken of tenant preferences and tenant satisfaction
 - As far as is possible, all areas are maintained and improved to a similar standard
 - That the Equal Opportunities Policy applies to all maintenance work
 - The Association carries out preventative rather than reactive maintenance work wherever possible
 - There is continual monitoring of contractor performance, with annual and periodic reviews of the approved contractor list
 - Systematic monitoring of the quality of maintenance/improvement work is undertaken
 - There is adequate funding for maintenance and improvement work and that the necessary expenditure on repairs is achieved

Definitions of Maintenance of Improvement Work

- 1.4 The following definitions have been adopted by Molendinar Park in relation to maintenance and improvement work.

- **Responsive Repairs**
Day to day repairs, usually minor, which cannot wait for cyclical/planned maintenance programme

These repairs are covered in the Association's Repairs Policy.

- **Cyclical Maintenance**
Maintenance work required on a regular basis to deal with the gradual deterioration of the property of components/finishes.

Examples of this work include painting of timber window frames, painting of communal areas such as closes, servicing of appliances such as gas fires, extractor fans, smoke detectors and cleaning of gutters and drainpipes.
- **Planned Maintenance**
Non-regular maintenance work required to the property to deal with deterioration/failure. This heading covers the replacement of major components (such as windows, kitchens, heating systems, rewiring) and the maintenance of other elements (roofs, walls etc).
- **Improvements**
Work to provide components that are not present at the moment – for example, putting in central heating to properties with no central heating or replacing single glazed windows with double glazed units.

Best Practice Guidance

1.5 This policy document has been based on examples of best practice, in particular:

- The chartered Institute of Housing's "*Housing Standards Manual (1995)*"
- The Scottish Homes/SFHA "*Raising Standards in Housing*"
- The Scottish Homes/SFHA "*Good Practice Guide for Maintenance*"
- The Scottish Homes/SFHA "*Performance Standards for Housing Associations*"

1.6 The policy contains information on the following topics:

- lifecycle costing
- contractor selection
- decanting
- quality and customer satisfaction
- tenant information
- owner occupiers
- emergencies
- budgets
- improvements/alterations by tenants
- targets, standards, monitoring and performance indicators
- staff and committee issues
- policy reviews

2. LIFECYCLE COSTING

- 2.1 Molendinar Park has prepared a 60 year lifecycle costing programme covering planned maintenance and improvement work to all of its stock.

3. CONTRACTS

- 3.1 Molendinar Park will ensure that all maintenance and improvements contracts are let and monitored following strict procedures.
- 3.2 All maintenance work will be subject to competitive pricing. This list will be reviewed and updated on an annual basis.
- 3.3 Procedures will be put in place to cover the invitation and acceptance of tenders where appropriate. The Association will adopt systems to govern the standard conditions for maintenance contracts.

4. DECANTING

- 4.1 Where warranted by the extent or nature of the work to be undertaken, Molendinar Park will consider decanting tenants.
- 4.2 The Association will develop procedures for decanting covering:
- The allocation of decant houses
 - The standard of decant houses
 - Arrangements for moving people to and from decant accommodation

5. TENANT INFORMATION

- 5.1 Molendinar Park will aim to keep all tenants informed about maintenance and improvement work.
- 5.2 The respective repairs and maintenance responsibilities of the Association and of tenants are set out in the Tenancy Agreement and will also be included in the Tenants Handbook and in a separate leaflet.
- 5.3 The Association will ensure that tenants are given at least 10 days written notice of any contract of work to be undertaken in their homes/immediate area, except in the case of responsive repairs
- 5.4 Tenants will be given an out of hours contact telephone number to call in an emergency concerning maintenance work in their home/immediate area.

6. IMPROVEMENTS/ALTERATION BY TENANTS

- 6.1 Molendinar Park Housing Association will ensure that tenants retain the right to carry out improvements or alterations to their home with the written permission of the association and the appropriate planning/building regulation.
- 6.2 Permission from the Association will not be unreasonably withheld, Reasons for refusing an application would include the fact that the work:
- Was not safe
 - Reduced the value of the property
 - Reduced the lettability of the property
 - Had an adverse effect on neighbours
 - Resulted in additional maintenance costs to the Association
 - Could not be removed
- 6.3 Tenants will be required to supply full details of the proposed work including scale drawings and a specification of the work planned.
- 6.4 Tenants must ensure that the work
- Is carried out in accordance with health and safety regulations
 - Meets any planning and building regulation requirements
 - Is carried out to a proper standard by qualified tradesmen
- 6.5 Tenants will be required to advise the Association when the work is complete so that it can be inspected.
- 6.6 The tenant will also be required to agree that they will re-instate the property to its original condition if they leave – unless the Association agrees to take over the responsibility for the alterations or improvements.
- 6.7 The Association will apply the right to compensation for improvements enjoyed by tenants under the Housing Act 2001.

7. OWNER OCCUPIERS

- 7.1 The Association will liaise with any owners who, under the terms of the Deed of Conditions, are obliged to contribute to the cost of shared repairs and maintenance. Proprietors meetings will be arranged to discuss such work as required.

- 7.2 The Association will inform all owners in writing of any costs in excess of £150.00 per household in advance of all contract work. Actual costs will be confirmed once known.

8. EMERGENCIES

- 8.1 Molendinar Park will adopt procedures for dealing with emergencies. These procedures will cover emergency call-out arrangements and levels of authority to act.

9. EXPENDITURE BUDGETS

- 9.1 Molendinar Park will, within its Business Plan, ensure that adequate funding is available to meet current and future maintenance costs.
- 9.2 An annual budget covering all areas of maintenance will be produced and must be approved by the local Management Committee. Quarterly reports on maintenance expenditure will be made to the local Management Committee.

10. PERFORMANCE STANDARDS, TARGETS AND MONITORING

- 10.1 Molendinar Park will set standards and targets in relation to maintenance and improvements and will monitor the work undertaken against these standards.

Performance Standards

- 10.2 Molendinar Park is aware of the Scottish Homes/SFHA Performance Standards for Maintenance as specified in the 1996 "*Performance Standards for Housing Associations*" document.
- 10.3 In accordance with this document Molendinar Park will seek to keep its housing stock in good repair, to plan for all future maintenance liabilities and to provide a high quality maintenance service for tenants.

Quality of Maintenance Service

- 10.4 The Association will:
- Maintain its stock in accordance with the legal requirements placed on all landlords
 - Maintain its stock in accordance with the landlord/tenant responsibilities specified in the tenancy agreement

- Set out its maintenance policies, including the standards to which maintenance will be carried out, and ensure that contractors achieve these standards
- Set out procedures for dealing efficiently, effectively and economically with all maintenance matters and will ensure that staff follow the stated procedures.

Accountability in Procurement

10.5 The Association will:

- Develop and maintain an approved list of consultants and contractors for maintenance work and have effective and accountable procedures for including and removing firms from this list.
- Set out procedures for commissioning consultants and contractors for maintenance work which ensure probity, quality and value for money
- Have effective and accountable procedures for obtaining and assessing tenders and quotations and for placing contracts
- Review its procurement arrangements on a regular basis to ensure continuing high standards and value for money

Planned Maintenance

10.6 The Association will:

- Arrange for the regular maintenance of items necessary for the safety, security and comfort of tenants and for the general upkeep of the house
- Plan for the lifetime maintenance of its stock and for the necessary funding of maintenance work.
- Monitor its stock to allow decisions to be made concerning planned maintenance priorities.

Quality of Customer Service

10.7 The Association will:

- Make sure that it has a clear statement concerning tenant/association responsibilities for repairs
- Make sure tenants have clear information concerning the Association's Maintenance Policy and the procedures to be followed in implementing it.
- Advise tenants of the Association's performance on maintenance work and will seek feedback from them on the service provided

11. STAFF AND COMMITTEE

11.1 Molendinar Park Housing Association will ensure that staff and committee responsibilities in relation to maintenance and improvements are clearly defined.

Committee Responsibility

11.2 The Management committee will be responsible for:

- Reviewing and altering policy as required
- Monitoring maintenance and improvement work
- Agreeing an annual budget for maintenance and improvement expenditure

But will delegate detailed examination of, and recommendations about these to the relevant Local Management Committee.

Staff Responsibility

11.3 Molendinar Park staff will be responsible for implementing the maintenance policy

11.4 Staff will provide quarterly monitoring information to the relevant local Management Committee

11.5 Annual maintenance procedures for staff will be developed and implemented. These will include responsibilities, delegated authority and procedures for dealing emergencies.

11.6 Detailed maintenance procedures for staff will be developed and implemented. These will include responsibilities, delegated authority and procedures for dealing with emergencies.

12 POLICY REVIEW

12.1 The Association's Maintenance and improvement Policy will be reviewed and amended as necessary but at least once every three years.

12.2 It will be reviewed in the light of legislative changes, new policy/procedures guidance, and the performance of the Association and the views of tenants.

12.3 The targets relating to maintenance/improvements will be reviewed and amended as necessary on at least an annual basis.

12.4 The Association will involve tenants through the local Management Committees in the policy and performance reviews.