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# **Housing Maintenance Policy**

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## 1. POLICY STATEMENT

- 1.1 As part of YMCA Norfolk's agreement with its residents, the organisation will provide maintenance work to keep accommodation premises in good working order and repair.
- 1.2 YMCA Norfolk recognises that the maintenance of its property is one of the most important services it provides for its residents.
- 1.3 This is the YMCA Norfolk Housing Maintenance Policy which outlines the maintenance provision and service for its accommodation services.
- 1.4 Maintenance can be divided into three key headings:
  - Response maintenance – day- to-day repairs
  - Planned maintenance - internal decorations, cyclical maintenance, and major repairs/ miscellaneous works
  - Service maintenance- contracted external maintenance, such as gasboilers, electrical tests and fire tests
- 1.5 For service users who require adaptations to be made, YMCA Norfolk will wherever possible look to accommodate service users into its accommodation. Some of YMCA Norfolk's housing accommodation has been specifically adapted for those with a physical disability. An assessment will determine suitability of accommodation to an applicant's needs and any adaptations that could be undertaken if need be. Visitors to YMCA Norfolk sites will be made aware of any access difficulties and alternative meeting arrangements will be provided if required.

## 2. PURPOSE

- 2.1 The aims of the Housing Maintenance Policy are:
  - Fulfil the statutory obligations relating to the health, safety, and wellbeing of its residents.
  - Maintain the structure and fabric of the building as a capital asset and part of the national housing stock.
  - Extend the life of the building through a programme of planned maintenance.
  - Use high quality materials in order to develop long-term reliability.
  - Use materials which avoid damage to the environment and health risks and which conserve energy.
  - Provide a responsive and effective repair service to residents.
  - Incorporate within the maintenance programme improvements that take account of rising standards.

## 3. SCOPE

- 3.1 This policy applies to all staff, volunteers, contractors, or any person delivering housing services for YMCA Norfolk at all times.

## 4. DEFINITIONS

### Planned Maintenance: Internal Decorations

- 4.1 Internal decorations refer to the decoration of residents' own rooms.

## Planned Maintenance: Cyclical Maintenance

4.2 Cyclical maintenance is work planned in advance and repeated at regular intervals. The cost of the work is usually met from a reserve built up from rental income. Examples include external painting and decoration of common areas.

## Planned Maintenance: Major Repairs/Miscellaneous Works

4.3 Major repairs are works of an essential and remedial nature that are required to ensure that the property can continue to be lived in. The cost of the work is usually funded by a designated reserve/sinking fund built up from rental income. Examples of major repair works are:

- Major structural elements, such as underpinning foundations, dry rot treatment and floor and roof replacement
- Secondary structural elements, such as work to staircases, chimneys, and non-load bearing walls
- Site works, including the removal of diseased trees or replacing dangerous boundary walls.
- Service installation for gas, water, electricity supplies.

4.4 Miscellaneous works are additional works required to housing association properties after they have come into management. Normally, such works are paid for from a designated reserve built up from rental income. Examples of miscellaneous works for special needs schemes are:

- New requirements for schemes registered under the Registered Homes Act 1984
- Changes to fire regulations
- Adaptations for physically disabled people

## Service Maintenance

4.5 Service maintenance refers to the servicing and replacement of equipment. The cost of the work is usually funded through a service charge. Equipment in special needs housing schemes can cover anything that is included within the building e.g.:

- Fire apparatus
- Lifts
- Boilers
- Kitchen equipment
- White goods such as washing machines

## 5. REFERENCES

5.1 This policy should be read and applied in conjunction with the following:

- Policy 09 - Health and Safety Policy
- Policy 20 - Complaints and Compliments Policy
- Policy 33 – Voids Management Policy
- Procedure 02 - Complaints and Compliments Procedure

## 6. RESPONSIBILITIES

### Facilities Manager

6.1 The Facilities Manager is responsible for:

- Ensuring that the programme of cyclical maintenance (e.g., external painting and decoration of common areas) is carried out at the appropriate time
- Ensuring routine repairs are carried out efficiently and effectively.

### Facilities Team

6.2 The Facilities team are responsible or:

- Responding to requests for repairs and ensuring work is undertaken in a timely manner.

### Housing Staff

6.3 Housing staff are responsible for:

- Ensuring that repairs are reported in a timely and accurate manner.

### Residents

6.4 Residents are responsible for:

- Maintaining their accommodation
- Reporting repairs as soon as they become aware of them.

## 7. POLICY DETAILS

### Information to Residents

7.1 Information covering the rights and obligations of both YMCA Norfolk and its residents in respect of repairs is included in the Tenancy and Licence Agreements. The YMCA will also publish and bring to the attention of its residents the following parts of this policy:

- The procedure for reporting repairs
- Repairs priorities
- Feedback from the Annual report on the performance of the maintenance service
- The Complaints and Compliments Procedure

## General Terms

7.2 YMCA Norfolk's general terms of maintenance are specified in the Licence Agreement and are as follows:

|        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Access | <p>YMCA Norfolk will retain keys to the accommodation and has an absolute right of entry to the accommodation at all times however access without prior notice by YMCA Norfolk will only be permitted where there are concerns for the licensee or visitors in relation to:</p> <ul style="list-style-type: none"> <li>• Personal safety and welfare</li> <li>• Health and safety concerns</li> <li>• Suspected illegal activity</li> <li>• Anti-social behaviours that cause harm, harassment, or distress to others</li> </ul> <p>Access will also be permitted for:</p> <ul style="list-style-type: none"> <li>• Annual gas safety checks</li> <li>• Periodic room inspections</li> </ul> <p>Accommodation which is let as an Assured Shorthold Tenancy (AST) will only be accessed by prior arrangement with the tenant.</p> |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## The YMCA's Obligations

7.3 YMCA Norfolk's maintenance obligations are specified in the Licence Agreement and are as follows:

|                                  |                                                                                                                                                                                                            |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Repair of structure and exterior | To keep in good repair the structure and exterior of the Premises.                                                                                                                                         |
| Repair of common parts           | To take reasonable care to keep common entrances, halls, stairways, lift, electric lighting, and any other common parts in reasonable repair and fit for use by the licensee and visitors of the premises. |
| Repair of furniture and fittings | To keep in reasonable repair and fit for use of all items of furniture and fittings supplied by YMCA Norfolk listed in the inventory of furniture at the commencement of the tenancy.                      |
| External decorations             | To keep the exterior of the premises and any common parts in a good state of decoration.                                                                                                                   |
| Insurance                        | To insure the premises but NOT the possessions of the licensee.                                                                                                                                            |

## The Residents' Obligations and Rights

7.4 The residents' maintenance obligations are specified in the Licence Agreement and are as follows:

|                             |                                                                                                                                                                                                                                                            |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Recharges                   | To maintain the accommodation and premises in a clean and tidy state and to pay any costs incurred by YMCA Norfolk in making good any damage to the accommodation or the landlord's fixtures and fittings caused by the licensee or their invited visitor. |
| Reporting disrepair         | To report promptly to YMCA Norfolk any disrepair or damage within the property or the exterior of the premises.                                                                                                                                            |
| Alterations                 | To not remove or make any alterations to the premises or to any fixtures, fittings or furniture provided by YMCA Norfolk or bring into the premises any large items of personal furniture or white goods including beds, fridges, and settees.             |
| Insurance of personal items | The insurance of personal items is the responsibility of the tenant.                                                                                                                                                                                       |

## Repairs Priorities

7.5 All repairs are categorised according to the following two priorities:

- Priority 1 - Emergency repairs: 1 days/24 hours to make area safe
- Priority 2 - Routine repairs: 28 days

7.6 For examples of repair categories and target completion times, please see the Housing Maintenance Procedure (Procedure 13).

7.7 Wherever possible, YMCA Norfolk will give at least 24 hours' notice to the resident of its intention to call and attend to Priority 2 - Routine Repairs.

7.8 The YMCA will charge residents for work required as a result of damage or wilful misuse of the building by the resident.

## Pre-let Repairs

7.9 Accommodation that becomes vacant will be inspected by a member of the maintenance team and/or a member of the housing team before re-letting and all necessary work done to ensure the accommodation is maintained to the organisation's standard.

7.10 Every effort will be made to minimise voids. Repairs and redecorations to empty accommodation are categorised as Urgent.

7.11 Further detail around the process of void rooms can be found in the Voids Management Policy.

### Cyclical Maintenance

7.12 The Facilities Manager will ensure that the programme of cyclical maintenance (e.g., external painting and decoration of common areas) is carried out at the appropriate time. The cyclical maintenance programme is divided into the following areas of work:

|                          |                                                                                                                                                                                                                                               |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Door furniture           | The door furniture in communal areas will be checked and lubricated annually.                                                                                                                                                                 |
| Guttering                | The guttering will be checked and cleaned annually.                                                                                                                                                                                           |
| Internal decoration      | In addition to pre-let redecorations, rooms will be inspected every three years and redecorated if necessary.                                                                                                                                 |
| Communal area decoration | The communal areas of the building will be redecorated every five years. The work will include full repairs prior to painting.                                                                                                                |
| External decoration      | The exterior of the building will be redecorated every four years. The work will include full repairs prior to painting.                                                                                                                      |
| Internal inspection      | In addition to pre-let repairs, rooms will be inspected every three years to identify defects residents have failed to report. The inspection will include a check of the electrical installations to ensure compliance with IEE regulations. |
| External inspection      | The Facilities Manager will conduct a general inspection of the exterior of the building and hard landscaped areas annually and a detailed inspection every three years.                                                                      |

### Specialist Advice

7.13 YMCA Norfolk will occasionally appoint specialist consultants who will carry out the following:

- Undertaking a stock condition survey
- The identification of longer-term (5+ years) refurbishment, improvement and alteration works
- The supervision of the retained mechanical & electrical consultant
- The supervision of one-off schemes of refurbishment, improvement and alteration works.

### Major Repairs Sinking Fund

7.14 As required by the Regulator of Social Housing (RSH), YMCA Norfolk will provide a sinking fund for future major repairs. This will be based on an estimate of the life cycle costs of the building and form the 10-year plan for the organisation.

### Contractors

7.15 YMCA Norfolk will establish an approved panel of contractors for work outside the expertise and resources of its own staff. It will be large enough to allow for adequate competition and spread of work between contractors, balancing the need to build up a good working

relationship with the regularly used contractors, against the dangers of becoming over-dependent on one particular contractor.

- 7.16 The approved panel of contractors will be reviewed annually when questions of cost effectiveness, quality of work and attitude to residents will be considered.
- 7.17 YMCA Norfolk will issue a written specification for each contract with details of the standard of materials to be used.
- 7.18 YMCA Norfolk will ensure that all its contractors have third party liability insurance and provide their Risk Assessments Method Statements (RAMs) prior to commencing any work.
- 7.19 All repairs and maintenance works carried out by contractors will be pre and post inspected.
- 7.20 The following tendering procedures in line with the YMCA Norfolk's financial regulations will be followed:

|                                    |                                                             |
|------------------------------------|-------------------------------------------------------------|
| <b>Works Up to £5000</b>           | One quotation & proceed                                     |
| <b>Works from £5000 to £10,000</b> | Three written quotations.                                   |
| <b>Works over £10,000</b>          | Formal tendering procedure with a minimum of three tenders. |

- 7.21 YMCA Norfolk will arrange service contracts for essential services - fire apparatus, gas safety inspections, electrical works, plumbing and heating, kitchen equipment and washing machines. These service contracts will be let on the basis of a competitive tender and include arrangements for an emergency breakdown service. The service contracts will be reviewed regularly.
- 7.22 YMCA Norfolk is committed to equality and diversity throughout its structure, activities, and operations. Accordingly, YMCA Norfolk will seek to ensure that contractors employed by the organisation have adequate race and equality policies and procedures in place and that these can be evidenced.

## 8. MONITORING & EVALUATION

- 8.1 The Head of Housing in conjunction with the Facilities Manager will prepare monthly reports to the Executive Team and quarterly reports for the Compliance and Performance Committee covering the performance of the team in relation to repairs and voids management.
- 8.2 Results from resident satisfaction questionnaires will be published in the Residents Annual Report providing information on performance and expenditure.
- 8.3 As a part of YMCA Norfolk's commitment to openness and accountability, maintenance and repairs performance will be reported to residents via the Resident's Committee and to the wider public via YMCA Norfolk's Annual Report.
- 8.4 This policy may be reviewed at any time at the request of either staff or management but will automatically be reviewed 3 years from initial approval by the Executive Team and thereafter on a triennial basis unless organisational changes, legislation, guidance, or non-compliance prompt an earlier review.

## 9. ASSOCIATED DOCUMENTS

- 9.1 The following document is associated with this policy:
- Procedure 13 - Housing Maintenance Procedure