

Planned and Cyclical Maintenance Policy

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Approval Level	Customer Experience Committee
Review Period	3 years
Next Review Date	September 2027
Policy Owner Role Title	Head of Asset Management / Head of Property
Responsible Director	Property & Development

Policy Checklist

Is customer engagement required?	Customer Experience Committee reviewed and approved the draft policy 11/09/2024
Does this policy require input or validation from external or legal experts?	No
Is an Equality Impact Assessment (EIA) required?	Yes
Is a Data Privacy Impact Assessment (DPIA) Required?	No
Is the Policy compliant with relevant legislation and regulatory requirements?	Yes
Has the Policy Development Guide been followed?	Yes

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1.0 Introduction and scope

This Planned and Cyclical Maintenance Policy has been developed in line with Wandle's values, which are:

- Think customer
- Build relationships
- Work together
- Aim high
- Own it

It will ensure that actions we undertake will be underpinned by our vision of:

"Homes to be proud of and services you can trust"

This policy outlines our approach to meet this vision through our planned and cyclical maintenance programmes. The policy outlines how we will assess our stock, and plan and deliver future investment to ensure all Wandle properties provide a safe and good quality environment for our customers.

The policy covers the assessment and renewal of components such as kitchens, bathrooms, doors, windows and roofs to tenanted properties and cyclical decorations to communal areas to tenanted, leasehold and mixed tenure properties, as per below:

Component / area	Property type	Tenure type
Dwelling components (e.g. kitchens, bathrooms, boilers, doors*)	Flats, houses	Rented dwellings only *Home owner flat front doors may be replaced with fire doors where required
External decorations / communal area components (e.g. roofs)	Blocks	Rented blocks Homeownership blocks Mixed tenure blocks
Internal decorations / communal area components (e.g. fire equipment, passenger lifts)	Blocks	Rented blocks Homeownership blocks Mixed tenure blocks
Windows	Blocks Flats, houses	Rented dwellings Homeownership / mixed tenure blocks as part of external decorations programmes

2.0 Policy statement

We will conduct independent stock condition surveys of our stock to help us develop a component renewal and cyclical decorations programme which will feed into our Long-Term Financial Plan (LTFP). We aim to complete a condition survey of all blocks and each tenanted dwelling every 5 years and will also undertake in-house surveys of properties according to ad hoc demand. We will maintain a database of components which will enable us to evidence the expected lifespan of a component. A proposed planned work delivery plan will be presented annually to Asset Investment Committee (AIC) for approval.

It is essential that we understand the requirements and expectations of our customer base and we will regularly consult our customers for input into the design, specification and colour choice of our components. A handbook outlining what to expect when receiving component upgrades will be distributed to customers and this will include FAQs and key contacts. We will also work closely with our customers to ensure that any changes we make to their homes are understood and welcomed.

Where necessary, we will signpost our customers with additional support needs, or customers requiring aids and adaptations to an Occupational Therapist (OT) who will assist in specifying any adjustments to designs. In certain cases, Wandle may appoint a private OT to expediate delivery. For further details, refer to our Aids and Adaptations policy.

Delivery of planned investment is outsourced to partners and contracts will be awarded in line with our procurement rules and procedure. Contractors are managed in accordance with our contract management framework and projects will be managed through our planned projects procedure.

Progress against programme delivery will be reported quarterly to Senior Management Team (SMT), Executive, and Asset Investment Committee (AIC).

3.0 Approach

3.1 Stock Condition Data

Wandle will undertake a regime of stock surveys to help us assess the condition of our buildings and components within dwellings. This data will help understand the quality and condition of our stock and help us prepare a long-term delivery plan. We aim for each property (tenanted dwellings and all blocks) to be surveyed at least once every five years. We are not required to carry out internal stock condition surveys to home ownership dwellings.

3.2 Frequency of planned maintenance / replacements

Planned maintenance is carried out based on notional frequency / lifecycles or based on the terms of homeownership leases, the assessment of which is used to determine investment need and set Long Term Financial Plan (LTFP) provision and annual budgets. Replacement components will be prioritised based on statutory and regulatory

requirements such as the Decent Homes Standard and relevant intelligence such as internal referrals from our in-house repair service. Building safety requirements are also taken into consideration, for example a flat front door may be replaced before its anticipated replacement date for fire safety purposes.

The frequency / lifecycles used for planning core component replacement and cyclical decoration are:

Area of maintenance	Frequency / Lifespan
Kitchens	20 years
Bathrooms	30 years
Roofs	15 years (flat roofs), 60 years (pitched)
Windows	30 years
Doors	30 years
Boilers	15 years
Electrical wiring	40 years
External painting and repairs	7-10 years
Internal decoration & communal areas	7-10 years

Actual scope of annual programme delivery will depend on several factors including available budget, contractor capacity to deliver work, geographical spread of work, and internal capacity to resource contract delivery.

Programmes are set by the Asset Management Team and provided to the Planned Investment team for delivery. Customers will be updated on what work is taking place once plans have been finalised.

3.3 Leasehold / Shared Ownership Properties

Wandle's responsibility only extends to external and internal communal areas of leasehold and shared ownership properties (home ownership properties). In the case of communal areas and combined external elements, the section 20 consultation process will be followed for any homeowners in the block in accordance with the prevailing guidance/regulations at the time.

3.4 Additional support and reasonable adjustments

Wandle recognises that each customer's circumstances are unique, and, in some cases, we may need to provide more support and make reasonable adjustments to accommodate the needs of our customers. To ensure we take additional needs into account we will ensure we check tenancy accounts for green flags, or any other indicators that we may need to adjust our approach to ensure that it can be access fairly. The contractor Resident Liaison Officer (RLO) will be the point of contact and will ensure that all relevant parties

are kept up to date with any changes in circumstance. In some cases, we may engage a private Occupational Therapist (OT) to help in the design and layout of components.

3.5 Missed Appointments / Refusals

Where possible we will work with our customers to ensure that changes made to their homes suits their needs and, where applicable, their preferences.

However, we have a duty to ensure that our housing stock meets the Decent Homes Standard and do not breach the Fitness for Habitation Act. In cases where a property fails to meet these standards customers will be obliged to provide access to allow us to undertake the works as per their tenancy agreement.

Where access is refused, we will follow Wandle's No Access Framework. We will also work with our customers to understand any reasons why they may have refused work and look to reach a resolution that allows us to fulfil our obligations as a landlord while providing the best possible outcome for our customers.

Any refusal/no access will be marked on our asset management system and reviewed on a regular basis.

Complaints

Any complaints regarding our planned and cyclical maintenance works will be handled in line with our complaints policy.

3.6 Health and Safety

We will ensure that all works are undertaken in a manner that complies with health and safety legislation, our Health and Safety Policy, relevant guidance, and good practice in the interests of our tenants, operatives and contractors.

We will ensure that contractors' operatives are suitably qualified and undertake works in accordance with CDM 2015 regulations.

3.7 Communication

We will work closely with contractors to ensure that customers receive clear communication and updates throughout any component replacement or cyclical maintenance work.

It is expected that contractors will have dedicated Resident Liaison Officers (RLOs) to act as the key point of contact for work-related issues.

4.0 Roles and responsibilities

Asset Data & Performance Lead

Responsible for overseeing planned programme setting, stock data, stock condition surveys, recording of data in the asset management system, and handling component replacement complaints.

Planned Investment Manager

Responsible for overseeing the delivery of planned programmes and planned investment, monitoring budgets, overseeing relationship with contractors, and handling complaints about work delivery.

Internal Surveyor / external stock condition surveyor

Responsible for carrying out scheduled or ad hoc stock condition surveys, liaising with Repairs, Planned investment, and other internal teams, as well as customers.

Project Surveyor / Project Resident Liaison Officer

Responsible for overseeing the work of contractors delivering planned programmes. This includes verifying the scope of works, conducting site inspections, conducting handovers, dealing with customer queries, operational liaison with contractors, and signing off variations and payments.

Planned Investment Co-ordinator

Provide administrative support for the delivery of programmes and Planned investment, including resident communication and queries, raising purchase orders, providing information to contractors, and investigating complaints.

Asset Team

Provide administrative support for the planning of programmes, including dealing with component enquiries, scheduling stock condition surveys, and extracting data from Keystone.

Wider staff

This policy will be made available to all staff, so they are familiar with the scope and delivery of our planned maintenance programmes and know where to direct customer enquiries.

5.0 External Related Documents

[Consumer Standards code of practice](#)

6.0 Internal Related Documents

Key Strategy	Asset Management Strategy
Policies	Aids and Adaptations policy Repairs policy
Procedures	No Access Framework

	Planned Project procedure. Aids & Adaptations procedure Component referral process Contract management toolkit
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7.0 Legal Framework

Legislation	Main powers and relevance to planned and cyclical maintenance
Housing Act 2004	Part 1 – Housing Conditions, Chapter 1 – Enforcement of Housing Standards
Health & Safety at Work Act 1974	Sets out the legal duties of employers and employees. States the legal requirement for risk assessments. The Management of Health and Safety at Work Regulations 1999.
Gas	The Gas Safety (Installation & Use) Regulations 1998
Electricity at Work Act 1989	IEE Wiring Regulations 17TH Edition 2008
Control of Asbestos Regulations 2012	Asbestos Management Plan Contractor access to Asbestos Register Information on absence / presence of asbestos in each property
Landlord & Tenant Act 1985(as amended by Section 151, Commonhold & Leasehold Reform Act 2002)	Section 20 – consultation with leaseholders on appointment of contractors and charges
Regulation 5 (2) of and Schedule 2 to The Service Charges (Consultation Requirements) (England) Regulations 2003 (as amended)	Consultation with leaseholders on appointment of contractors and charges

Legislation	Main powers and relevance to planned and cyclical maintenance
The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994	Tenants right to undertake small repairs, up to £250, if BHP fails to provide a service
Construction (Design & Management) Regulations 2015	To ensure the delivery of all works is properly planned and risk assessed and managed
Consumer Standards Act 2024	To ensure we have an effective planned investment programmes and tenants' homes meet Decent Homes standards

8.0 Equality & Diversity

Equality & Diversity is central to our business; promoting fairness and opportunity for customers and staff; helping provide the best services shaped by and for customers; and right for recruiting and developing our staff.

To ensure equal access to our services is available, Wandle will comply with the Equality Act 2010 and all other legislative requirements relating to equality. We will work to avoid exclusions or restrictions that are not appropriate to the housing and support needs of our tenants and that may lead to discrimination. We will endeavour to ensure that all tenants receive a consistent level of quality service.

Equality Consideration

Under the *Equality Act 2010* Wandle must consider whether our policies adversely affect our customers and/or staff.

The following table identifies whether this policy disproportionately impacts upon any individuals regarding the key protected characteristics, as identified in the Act:

Special Characteristic	Any impact? (Yes or No)
Age	Yes
Disability	Yes
Gender reassignment	No
Marriage and civil partnership	No
Pregnancy and maternity	No
Race	No
Religion or belief	No

Sex	No
Sexual orientation	No