



Cyclical & Planned Maintenance Policy

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ACCENTGROUP.ORG

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1.0	CIC 22/01/24	14/12/2023	14/12/2024	New document	Adam Vanden
1.1	CIC 16/01/2025	31/12/2024	31/12/2027	Updated to reflect new corporate strategy, change in team structure, and inclusion of component lifecycles	Cara Parrock

Purpose: The purpose of this Policy aims to ensure that Accent are adequately managing the long-term condition of our homes, ensuring compliance with statutory requirements and the Decent Homes Standard.

Compliance with this policy will ensure that properties under Accents management remain compliant with Health and Safety Legislation and best practice, whilst delivering a customer focused and value for money service to end users.

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1. Introduction

Accent are committed to providing residents with safe, sustainable quality homes with customer influenced services and estates that are well maintained and use the Government's Decent Homes Standard to define this. We will drive delivery through our asset management team, employing competent contractors and communicating and educating both colleagues and customers on their responsibilities.

This is aligned with our corporate strategy of "Building on Strong Foundations" and our mission to provide safe and sustainable quality homes for the future.

Accent will also ensure that it understands and complies with government publications and proposed regulations such as the Decent Homes Standard, The Social Housing White Paper and Tenants Satisfaction Measures.

This is underpinned through the following essential principles:

Strong and active leadership

- Visible, active commitment and support from our Board and Executive Team
- Effective communication systems and management structures, with clear ownership and accountability
- Ensure alignment with Accents' health and safety, colleague safety and customer & building safety, regimes, policies and procedures.

Colleague, customer and contractor engagement

- Engaging everyone in the promotion, responsibility and delivery of the Asset Management Strategy.
- Effective communication systems and reporting systems
- Providing high-quality training for colleagues, clear guidance and information for customers and ensuring the appointment of competent contractors for delivery
- Engaging with customers on a meaningful basis regarding specifications for planned maintenance and scheme improvement works

Monitoring and review

- Monitoring, reporting and reviewing performance.
- Using our Planned Maintenance Team to effectively monitor and review our performance.
- Utilising competent advice and guidance, internally and externally, in all areas of Planned Maintenance.
- Internal and external audits are conducted with recommendations acted on.

Accent understand that we have legal responsibilities to our customers, contractors and are aware and work to mitigate against any potential enforcement action, fine and / or reputational damage.

2. Scope

This procedure applies to all properties and buildings owned, leased or managed by Accent that are available for rent. This includes both reduced rent schemes, market rented and supported housing.

3. References

- Landlord and Tenant Act 1985
- Housing Act 1985 and 1988
- Common Hold and Leasehold Reform Act 2002
- Gas Safety (Installation & Use) Regulations
- Decent Homes Standard
- Health and Safety at Work Act 1974

Accent Policies and Procedures can be found in the [Corporate Library](#).

- Cyclical & Planned Maintenance Procedure
- Contract Management Procedure

4. Requirements

Accent has a duty and legal responsibility to ensure that all properties under its control are adequately maintained and are safe to live in.

We will provide customers with homes that are modern, warm, weatherproof, safe and energy efficient and with estates that are well maintained and use the Government's Decent Homes Standard to define this. In addition, we have a commitment to our customers to ensure that value for money is also at the forefront of the decisions we make in regard to capital investment and other planned works streams.

In order to meet these standards, we carry out regular stock condition surveys to ensure that we capture and have full and reliable data on the age and condition of our housing stock. In turn we use this data to influence and plan our maintenance works to ensure that we carry out the right type of work, at the right time, in the right location, and using correctly procured and competent contractors. During this planning phase, consideration will be given to wider strategic goals such as Accent's sustainability targets and its investment or divestment options.

Our Group Asset Management Strategy provides detail on stock condition and our improvement priorities, including strategic capital investments and a significant focus on sustainability. Our overall aim is to ensure that our properties continue to meet or exceed the Decent Home Standard.

As part of our commitment to continue to meet or exceed the Decent Homes Standard, our planned works are undertaken in line with the following lifecycles:

<u>Component</u>	<u>Lifecycle</u>
Kitchen	20 years
Bathroom	30 years
Windows and Doors	30 years
Roofing	60-80 years
Boilers and Heating Sources	15 years
Radiators and Heating Systems	30 years
Cyclical Decorations	7 years

These lifecycles are subject to change on the basis of various factors such as component condition, property or customer need and any changes in legislation or regulation.

5. Responsibilities

The Chief Executive has overall responsibility for the policy and its related policies and procedures.

The Chief Operating Officer is responsible for ensuring that the principles within this policy are communicated and understood by all within the directorate.

The Director of Assets & Compliance is accountable for the implementation and delivery of this policy and associated policies and procedures.

The Head of Assets is responsible for ensuring adherence to this policy and for developing procedures that will deliver the policy principles.

The Senior Project Manager, Customer Safety Manager and Fire Safety Manager are responsible for the day-to-day delivery and management of all protocols relating to this policy, associated policies and procedures.

The Planned Maintenance and Customer Safety Project Managers are responsible for the effective implementation of those policies, procedures and ensuring contractors perform to the required standards.

Accent colleagues have a duty to ensure they work in accordance with current Health and Safety legislation to ensure the continued safety of both customers and themselves.

6. Summary

This policy document acts to serve as a declaration of Accent's intent and commitment to uphold its statutory duty of care.

The arrangements for ensuring compliance within Accent properties are detailed in Section 3 References, associated documents, that supports this policy. These Processes and Procedures detail Accent Housing Limited's operational protocol and are listed in Section 4 Requirements of this policy document.