



VHA Policy Document

CYCLICAL MAINTENANCE PROCEDURE

Reviewed: November 2016

Next Review Due: November 2019

POLICY

Cyclical maintenance is best described as maintenance that is undertaken on a regular cycle, as required by either legislation, manufacturer's recommendations on life cycles or as a result of good practice, to maintain components in a good condition thereby extending their lifecycle as far as possible.

Typical examples include:

External decoration – 6 years – good practice

Internal decoration to communal areas – 6 years – good practice

Electrical testing of properties – 7 years – good practice/legislation

Electrical testing of communal areas – 5 years - legislation

Gas servicing – annually - legislation

Gully emptying – annually – good practice

Cyclical maintenance would not include works undertaken on a frequency of less than 1 year such as fire alarm and emergency light testing. These are deemed service works.

In the case of external decoration, these programmes are linked with planned maintenance programmes such as replacement UPVC windows, doors and timber fencing to ensure that costs are kept to a minimum. At the same time, an inspection of all properties is undertaken and any minor repairs are completed at the same time. This also includes clearing of gutters and washing down of all UPVC items.

It is hoped that using this approach, properties will be maintained in a condition that will not require maintenance over the interim period between maintenance cycles.

The cyclical works programme is maintained and updated annually using a series of spreadsheets that are amended to take account of new properties or disposals. This is costed and provides the opportunity to plan annual expenditure, in advance, thereby assisting in managing the budget and the Association's cash flow.

PROCEDURES

External Painting

Residents are encouraged to be involved in the planning process. Their views on outcomes are sought subsequently.

The Property Services Manager (PSM) has overall responsibility for this programme, from planning to completion, but may delegate procedural activity to the Property

Services Officer (PSO). References below to PSM are therefore interchangeable with PSO.

All works are either tendered or quoted for depending on the value of works to be undertaken. Works are packaged up to obtain better economies of scale and issued to a single contractor to for completion.

External decoration should ideally be undertaken between the months of April and October.

Scheme by scheme

Residents will be consulted over the proposals. The PSM will notify tenants that he will be visiting the site on a specific day to prepare a Schedule of Works, at which time he will be available should any wish to contact him to discuss any potential issues or maintenance requirements. A text message/ letter will be sent asking for any specific repairs/maintenance they wish to report, over and above what will be covered in the schedule of works. (See Appendix A)

Tenants will be given 14 days to respond.

(See also 'Owner Occupiers and leaseholders' section below.)

At this stage, and prior to quotations being sought, the PSM will carry out an evaluation of the materials previously used to assess wear and tear and to establish how products have performed over time. Dependent upon the results, new products may be investigated and considered.

The PSM will invite quotations/tenders from suitable contractors on the approved list. These should be returned within 28 days.

The PSM will place contracts with the lowest tenderers.

As soon as is reasonably practicable once the contract is let, a letter will be sent to all tenants affected by the works, informing them of:

1. The nature and scope of the works
2. Access arrangements

Wherever possible tenants will be given 14 days written notice. (See Appendix B)

The contractor will be responsible for making access arrangements.

The PSM will undertake monitoring visits throughout the project.

Where variations or additional works are required having come to light during the scheduled works, this should be approved by the PSM and an instruction issued in writing, a copy of which will be added to the contract file.

The PSM will complete snagging at the end of contract, and ensure a satisfactory conclusion to the project.

Electrical programmes

The Property Services Manager (PSM) has overall responsibility for this programme, from planning to completion, but may delegate procedural activity to the Property Services Officer (PSO). References below to PSM are therefore interchangeable with PSO.

All works are either tendered or quoted for depending on the value of works to be undertaken. Works are packaged up to obtain better economies of scale and issued to a single contractor to for completion.

The PSM will invite quotations/tenders from suitable contractors on the approved list. These should be returned within 28 days.

The PSM will place contracts with the lowest tenderers.

As soon as is reasonably practicable once the contract is let, a letter will be sent to all tenants affected by the works, informing them of:

1. The nature and scope of the works
2. Access arrangements

Wherever possible tenants will be given 14 days written notice.

The PSM will undertake monitoring visits throughout the project.

Where variations or additional works are required having come to light during the scheduled works, this should be approved by the PSM and an instruction issued in writing, a copy of which will be added to the contract file.

The PSM will complete snagging at the end of contract, and ensure a satisfactory conclusion to the project.

Gas Servicing

This programme is covered by a separate policy document.

Owner Occupiers and leaseholders

These residents must also be consulted before the Association carries out any such work. In the case of leasehold residents, the procedures apply to any single item of expenditure in excess of either £1,000, or £50.00 multiplied by the number of flats concerned (whichever is the higher).

Consultation must be undertaken in line with applicable legislative requirements to ensure maximum recovery of the expenses incurred.

The Association will give notice in writing of its intention to carry out the works which must describe the works and invite observations, specifying a time limit within which they should respond and to whom. It must also include an invitation to nominate other contractors from whom the Association should seek to obtain quotations/tenders.

Following this initial consultation process, the Association will provide estimates/quotations to the residents along with a response to any observations which may have been raised by them previously. Where residents have nominated an alternative contractor, their estimate/quotation must also be included. Further comments should be invited.

A statement of their likely share of the costs will be issued to each resident, with a breakdown of those costs. The final cost will be invoiced to the resident when all work has been completed and all final invoices from Contractors/Consultants have been received and verified.

Contractual arrangements

Works exceeding £20,000 in value shall be made on the JCT Agreement for either minor or intermediate building works. Works below this value shall be undertaken by way of an official written order issued by the Association. All works will be supported by an official written order, which may be in letter form.

Works over £20,000 shall be undertaken in accordance with the Association's expenditure mandate.

Performance Monitoring

When all work has been satisfactorily completed, tenants will be sent a satisfaction questionnaire asking for feedback on the standard of workmanship, approach of the contractor and overall performance of contractors and officers. This should be returned within 10 days (see Appendix C).

Performance Indicators which add value to the evaluation of the Association's management of cyclical maintenance projects will be calculated and prepared by the PSM or delegated officer.

November 2016

Appendix A

Our Ref:

Insert date

«Title» «Forename» «Surname»
«Address1»
«Address2»
«Address3»
«Town»
«County» «PostCode»

Dear «Title» «Surname»,

Cyclical Maintenance

The Association will shortly be seeking quotations for the external maintenance at Insert address.

The maintenance work will include the following essential items:

1. Re-decoration and general overhaul of cladding, windows, doors and other previously painted/treated surfaces
2. Maintenance of rainwater goods including clearing of gutters
3. Maintenance of paths, fences

The work will be undertaken as necessary to each property. If there are any additional items you feel should be brought to our attention, please enter your comments on the attached slip and return to this office in the enclosed pre-paid envelope on or before the insert date in order that these may be considered. After this date, the Association will be seeking quotations for the work and it will not therefore be possible to consider any such observations received after this deadline.

Furthermore I shall be attending the property on the insert date along with the relevant contractors to complete the schedule of work for each property. I would therefore be grateful if you could ensure that all external areas of your property are freely accessible on this day.

Should you have any queries with the above please do not hesitate to contact me on
Tel: 520353 or e-mail andy@vectis-housing.demon.co.uk

Yours sincerely,

Grahame Law
Property Services Manager



CYCLICAL MAINTENANCE 200? - ? @ Insert date

«Title» «Forename» «Surname»
«Address1»
«Address2»
«Address3»
«Town»
«County» «PostCode»

Specific maintenance work

Your comments

.....

.....

.....

.....

.....

.....

.....

.....

Signed:

Date:

Appendix B

Date: insert date

«Title»«Forename»«Surname»
«Address1»
«Address2»
«Address3»
«Town»
«County» «Postcode»

Dear «Title» «Surname»

Re: Cyclical Maintenance 200!-! – insert address

Further to my letter dated date from previous letter, the Association has now obtained formal tenders for the exterior decoration and maintenance of common parts at insert address. There will obviously be some inconvenience to residents and we ask for your forbearance and tolerance whilst the works are being carried out.

The Contractor, insert contractor, is due to commence work towards the end of insert date and will endeavor to complete the contract within insert number weeks depending on prevailing weather conditions.

I am confident I can rely on your co-operation in this connection.

When the work has been completed you will be sent a Satisfaction Survey Form which we would ask you to complete and return.

If you have any queries in this connection will you please contact Steve or myself on Tel: 520353

Yours sincerely,

Grahame Law
Property Services Manager

Appendix C

Our Ref: AH/VHA

Date: to be inserted

«Title»«Salutation»«Surname»

«Address1»

«Address2»

«Address3»

«Town»

«County» «Postcode»

Dear «Title»«Salutation»«Surname»

Re: Cyclical Maintenance 200?? – Insert Address

The external maintenance and redecoration of your property is now complete.

If you are aware of any aspects of the work which remain outstanding, or have not been completed satisfactorily, we should be grateful if you would kindly fill in and return the attached slip.

It would be helpful if the form could be received at these offices within the next seven days for which purpose a stamped addressed envelope is enclosed. If we do not receive your comments, it will be assumed that the work which has been carried out to your satisfaction.

Yours sincerely,

Grahame Law
Property Services Manager

To: Vectis Housing Association Limited
30 Chapel Street
Newport
Isle of Wight PO30 1PZ

Re: CYCLICAL MAINTENANCE 200!-!
TENANT'S SATISFACTION SLIP

I consider the following works are outstanding:

.....

.....

.....

.....

.....

.....

Signed: «Title»«Salutation»«Surname»
«Address1»

Date: