

# CYCLICAL MAINTENANCE POLICY

<b>Board/EG Approval:</b>	August 2024	<b>Responsible Board:</b>	Ocean Housing Ltd
<b>Next Review:</b>	August 2027	<b>Responsible Executive:</b>	Managing Director of Ocean Housing Ltd

## 1.0 PURPOSE

- 1.1 The purpose of this Policy is to provide assurance that all components within Ocean's properties that require cyclical maintenance have servicing or safety checks completed in line with appropriate compliance requirements.

## 2.0 INTRODUCTION

- 2.1 Ensuring our tenants are safe is of paramount importance to Ocean Housing. To discharge our duties accordingly with all legislative and regulatory requirements, a cyclical maintenance programme is in place to provide assurance that our properties are all maintained, and safety checked to the appropriate health and safety standards.
- 2.2 The Government has introduced new Consumer Standards for social housing providers with the new Safety and Quality Standard aimed at ensuring tenants live in safe, secure and well-maintained homes.
- 2.3 Part of the new Regulatory framework includes a set of tenant satisfaction measures including those that align to service delivery within the Cyclical Maintenance Policy.
- 2.4 The Cyclical Maintenance Policy together with Ocean's Asset Management and Energy Efficiency Strategy sets out the vision for stock investment and the Cyclical Maintenance programme is aligned to this strategy with tenants' expectations and our Fit For the Future review have all informed this strategy.
- 2.5 Accurate up to date data quality is integral and therefore our stock information is regularly refreshed and stored digitally to maintain strong and effective governance. The provision of energy efficient, good quality homes to tenants is at the heart of everything we do.
- 2.6 Compliance with the standards follows a strict regime that aims to:
- Achieve a high level of tenant safety
  - Provide our Boards with assurance that Ocean Housing discharge its duties in line with guidelines and report our compliance at agreed intervals
  - Ensure that all cyclical maintenance works required is fully compliant, meets with the appropriate health & safety legislation and regulation and, meets good practice guidelines

- d) Ocean's properties are efficiently maintained to extend the useful life of components, and to reduce maintenance and replacement costs
- e) Comply with statutory and contractual obligations to tenants and leaseholders
- f) Inform future financial provision for maintenance and improvement works

The areas identified for cyclical maintenance and their respective cyclical intervals are attached at Appendix 1.

### **3.0 CYCLICAL MAINTENANCE PROGRAMMING AND REPORTING**

- 3.1 Ocean Housing's Property Service Manager (Repairs and Maintenance) has overall management responsibility.
- 3.2 Cyclical maintenance on components will be carried out as required by the appropriate legislative guidelines, which are set depending upon the requirements of the particular component. For example, cyclical maintenance will be carried out on gas systems to comply with the Gas Safety (Installation and Use) Regulations 1998.
- 3.3 Ocean Housing's Property Services Manager (Assets) is responsible for ensuring that all Ocean's components are accounted for and will identify the appropriate components for cyclical maintenance. This information then formulates the forward cyclical maintenance programme. Supporting information received from the completion of this programme informs future investment for the replacement of a component or conversely the need for a routine repair.
- 3.4 Compliance with the standards have been identified as a key risk to Ocean Housing. Property compliance is a crucial area that Boards need to have strong control of. The reporting of property compliance will be provided to the Executive Group monthly and to Ocean Housing Group and Ocean Housing Boards quarterly. These reports will be produced to both provide assurance of our compliance and identify any risks and mitigating actions.
- 3.5 External assurance will be gained from regular internal audits and from seeking external accreditation for relevant bodies. This will be overseen and monitored by the Group Audit and Risk Committee, who also will expect on-going assurance reports.

### **4.0 PROCUREMENT**

- 4.1 Any cyclical maintenance work that may be subject to procurement, will be carried out in line with Ocean's Financial Regulations and Procurement Strategy.

### **5.0 CONTRACT MANAGEMENT**

- 5.1 Any contractors completing cyclical maintenance on behalf of Ocean Housing will be required to agree and comply with Ocean Housing's standard terms and conditions for

an approved contractor. This will include Ocean Housing's Code of Conduct for working in residents' homes.

## **6.0 ENVIRONMENTAL ISSUES**

6.1 Procurement of materials within the cyclical maintenance programmes will comply with Ocean's Financial Regulations and Environmental Policy.

## **7.0 TENANT INVOLVEMENT AND SATISFACTION**

7.1 Ocean Housing will seek to achieve high levels of tenant satisfaction, which will be monitored and reported to the Executive Group, Board and the Together With Ocean Panel. Where required, Ocean Housing will seek the views of tenants to provide input into the cyclical maintenance programmes and procurement process.

7.2 Raising tenant and resident awareness about health and safety is an on-going communication priority as well as seeking tenant co-operation with providing access for safety inspections.

7.3 Gaining access to tenants' homes is imperative to allow safety inspections to be carried out. Ocean Housing will seek to gain access by arranging mutually convenient appointments. However, after three missed appointments Ocean Housing will consider the use of legal powers by seeking an injunction to gain access. The cost of these legal processes will be recharged to tenants who fail to co-operate.

7.4 If tenants and residents have any health and safety concerns they are able to raise these informally with any member of staff. Tenant monitors are able to pass on any such concerns about communal areas within blocks of flats or on the wider estate. If informal routes fail, the formal complaints process is widely advertised and can be used.

## **8.0 PROGRAMME MANAGEMENT**

8.1 Work carried out within the cyclical maintenance programme will be recorded on the Ocean's computerised system (QL).

8.2 Ocean Housing's Property Services Manager (Compliance) and Property Services Manager (Planned) are responsible for ensuring Ocean Housing meets its duties under each specific regulation relating to the cyclical maintenance programme.

8.3 Ocean Housing's Equality, Diversity and Inclusion Strategy applies to the whole of Ocean's operations and Ocean Housing will ensure that the services provided through the Cyclical Maintenance Policy are accessible to all our tenants, all individuals are respected and free from victimisation and discrimination.

## **9.0 POLICY REVIEW**

- 9.1 This Policy will be reviewed every three years or where a change in legislation or best practice dictates.

**Statutory Requirements and Frequency of Works**

<b>Area of Maintenance</b>	<b>Cyclical Interval</b>
Gas Servicing	Annually
Electrical Testing – Fixed Wired	5 Years
Electrical Testing – Portable Appliances	Annually
Emergency Light Testing	Every 6 months
All Oil-Fired Heating Systems Servicing	Annually
Electrical Heating Systems Servicing	Annually
Ground Source Heat Pumps Servicing	Annually
Solar Thermal Servicing	Annually
Solar PV Servicing	Annually
Hard Wired Smoke Alarm Testing	Annually
Communal Stair Lift Maintenance Servicing	Every 6 Months
Fire Control System Testing and Servicing	Every 6 Months
Safety checks on communal fire safety doors (high rise buildings)	Quarterly
Safety checks on individual fire safety doors (high rise buildings)	Annual
Lift Maintenance Servicing	Every 6 Months
Hard Wired Smoke/Heat Detector Servicing	Annually
Legionella Testing (Properties assessed as Medium Risk)	Every 2 Years
Legionella Testing (Properties assessed as Low Risk will be assessed over the next four years, thereafter every 5 years)	Every 4 Years
Sprinkler/Dry Riser Testing and Servicing	Annually
Lighting Conductor Testing	Annually
Asbestos Assessments/Asbestos Surveys	All Stock by 2024/2025
Cyclical Decoration External Components	Wash down every 5 Years and a repair and paint every 10 Years

While the above provides a guide to the frequency of cyclical maintenance activities local conditions will determine the precise frequency.