

SUBJECT:	APPROVAL DATE:	JULY 2018
MAINTENANCE STRATEGY	EFFECTIVE DATE:	JULY 2018
	REVIEW DATE:	2021

1. Introduction

The Association's properties are its largest asset and the Maintenance Strategy is a strand of the Asset Management Strategy through which the Association manages and maintains the properties. THA has a legal obligation to maintain the properties under its management in a fit and safe condition, and there are additional obligations on the Association imposed by various bodies e.g. regulators, insurers, and lenders, to ensure that THA maintains buildings in a satisfactory state of repair.

THA has a strong commitment to ensuring that properties are maintained to a high standard and when necessary undertakes programmes of work to improve the quality and desirability of its property. The Business Plan recognises the need to allocate funds to maintain and improve the housing stock.

To achieve these objectives the Association relies on information ascertained from a variety of sources, particularly the stock condition survey and the findings from periodic tenant satisfaction surveys.

The Maintenance Department will have due regard to the Association's Financial Regulations and Standing Orders in the performance of their duties.

2. Maintenance Strategy

The Association's Maintenance Strategy has the following components:

(i) Stock Condition Survey

A survey of the stock is undertaken on a periodic basis. The data collected is held on a specialist database.

(ii) 10 Year Maintenance Plan

This document will draw on information from the stock condition survey and annual update reviews. It outlines major repairs and improvements which will be required to the stock over a ten-year period and provides an indication of the level of funding required to achieve these programmes of work.

(iii) Cyclical Maintenance Plan

This plan is scheduled over a five-year cycle reflecting the organisation of works. Work will be included in the programme only following an inspection. If the property is in good condition works can be deferred.

(iv) Responsive Maintenance

The Association maintains properties in a good state of repair externally and internally. The Association carries out its repairing responsibilities in accordance with legislative requirements.

The Association will undertake repairs for which it is responsible and in accordance with its published Response Times.

The Association will recharge tenants for the cost of works for which it is not responsible.

The Tenancy Agreement imposes certain precautionary conditions upon tenants to reduce unnecessary wear and tear. Tenants will be made aware of their liabilities under the Tenancy Agreement through the sign up procedure / Housing Manager visits / Tenant Handbook and website.

(v) Maintenance Policies and Procedures

The Association's policies and procedures will set down the standards within which staff are expected to work. The standards will be approved by the Operations Committee and will draw on expectations established by the Association's Regulator, Government requirements, Auditors – both internal and external; Health and Safety consultants -and the Senior Management Team. The standards will also reflect the findings of internal reviews and tenant surveys and will seek to ensure that there is continuous improvement in both the standard of service provided by the Maintenance Department and the standard of property maintenance. The Association will seek to increase tenant participation in the approval process of maintenance policies which currently takes place through the Reading Panel.

(vi) Annual Programme of Major Repairs

The Board, based on recommendations from the Operations Committee, and Finance, Audit and Development Committee approves the Annual Maintenance Programme. The programme is based upon the stock condition survey, the 10 Year Plan, the cyclical Maintenance Plan, feedback from tenant consultation and staff reports and is subject to availability of funds.

(vii) Grants

The Association will seek to maximise income for repairs by applying for grant funding. Although opportunities are not extensive any possible avenues of funding will be explored.

(viii) Health & Safety

The Association continues to give priority to ensuring that works associated with health and safety requirements such as fire protection etc are undertaken prior to cosmetic improvements to the property.

The Association ensures that works are completed in line with current Health and Safety legislation.

(ix) Decent Homes Standard

The Association formulated a policy to achieve this standard within the required timescale and this programme is now complete. Ongoing review is undertaken to ensure properties do not slip back into the 'Non-decent'

category.

(x) Energy Efficiency Strategy

The Association will strive to increase the energy efficiency of its stock in line with the priorities set out in the Energy Efficiency Strategy.

(xi) The Equalities Act 2010

Accessibility audits have been completed for each sheltered housing scheme other than New Park Gardens (which is a scheme of bungalows with no common parts).

The Association has reviewed the action plans arising from the audits. Where works are deemed appropriate the timescale for works will be dependent on finances being available. When possible works will be incorporated within cyclical decoration programmes. In some instances improvements will be undertaken whenever the item is next renewed.

(xii) Void Property Management

The Association has a Voids Management Policy which incorporates a Void Standards Policy to ensure that properties are relet as quickly as possible to minimise any loss of income and to ensure that tenants can expect the quality of accommodation to be of a uniform standard.

Each component of the Maintenance Strategy requires the Association to ensure:

- that investment is in line with the Asset Management Strategy
- that value for money is obtained
- that resources are being directed to the most urgent repairs
- that properties are safe, and that regular and preventative maintenance is undertaken.

3. Tenant Consultation

The programmes of work will be discussed with tenants during annual consultation meetings where applicable. In addition tenants will be consulted upon specific programmes of refurbishment and will have an input into the design in regards to layout and colours etc. Details of the annual programmes will be published on the Association's website.

4. Tenant Satisfaction with Maintenance Services Provided

The Association is committed to ensure that the Tenants' Service Charter is applied to the delivery of its repairs and maintenance service.

Following completion of works, tenants will be asked to provide feedback on the works undertaken in respect of day to day repairs, cyclical maintenance and some major repairs programmes.

The findings of the satisfaction surveys will be reported to tenants via the

Newsletter or to schemes directly if more appropriate. Reports will be submitted to the Operations Committee on an annual basis so the Committee can monitor tenant satisfaction with particular programmes.

THA will comply with the provisions of the Tenants' Right to Repair and the Right to Compensation for Improvements.

5. Equality & Diversity

The Association seeks to provide fair and consistent treatment to all tenants throughout the Maintenance Service.

6. Value for Money

Programmes of work are compiled in line with the Asset Management Strategy and draw on information contained in the stock condition survey.

The Board, based on recommendations from the Operations Committee, and Finance, Audit and Development Committee approves the Annual Maintenance Programme

Works are procured using the Estimates and Tenders Policy.

7. Risk Management

Poor asset management is in the Association's Risk Management Strategy and listed as a strategic risk. The Maintenance Strategy is a tool through which the Association manages that risk and thereby reduces the likelihood of the risk happening.