



Guildford Borough Council Housing Services Planned Maintenance Policy

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1. Purpose

The purpose of this policy is to outline our approach to the way we plan, implement, and manage major repairs and improvements in properties under the management of Guildford Borough Council. It aims to ensure the long-term sustainability, safety, and functionality of our properties whilst providing a safe and comfortable living environment for residents.

2. Scope and exclusions

2.1 This policy applies to all residential properties owned or managed by Guildford Borough Council which require major repairs or improvement.

2.2 The scope includes structural repairs, renovation projects, infrastructure upgrades, component replacements including kitchens, bathrooms, doors, windows, roofs, and other significant planned maintenance activities.

2.3 It excludes work for which another owner, freeholder, leaseholder or tenant, is responsible. Refer to the terms of the relevant agreement/contract.

2.4 Unplanned, responsive repair work and work in vacant properties is also undertaken by the Council to deal with newly identified and immediate needs. While this may cross over in some cases with planned work and can even inform major work programmes, it is not the subject of this policy, which focuses on programmed work.

3. Policy statement

3.1 Needs Assessment and Planning

Guildford Borough Council will conduct regular needs assessments to identify properties requiring major repairs or improvements. This assessment may include inspections, surveys, and input from relevant stakeholders, including residents, and be informed by our stock condition survey. Based on the assessment, a five, ten, and 30-year forward maintenance plan will be developed, outlining the priority of replacements and improvements, and estimated costs.

3.2 Budget Allocation

The Council will define the Capital Budget allocating a specific budget for major repairs and improvements. The budget will be determined based on available funds, the urgency and scope of projects, and long-term planning considerations. It will be reviewed and adjusted as part of the regular budgetary process. This is linked to the Housing Revenue Account Business Plan and the medium-term financial strategy that sets out the housing capital programme delivery requirements over a five year period.

3.3 Contractor Selection and Procurement

A transparent and competitive process will be followed for selecting qualified contractors to perform major repair and improvement work. This process may involve requesting proposals, evaluating bids, assessing contractor qualifications, and ensuring compliance with relevant regulations and licensing requirements. Guildford Borough Council will adhere to procurement policies and ethical guidelines in contractor selection.

3.4 Project Management

The Council will appoint a dedicated Stock Investment and Asset Management team (need to confirm the name of the team) to plan and oversee major repair and improvement projects. They will be responsible for coordinating with contractors, monitoring project progress, ensuring quality control, and managing the budget and timelines. Regular updates and communication channels will be established to keep stakeholders informed throughout the lifecycle of the Capital Budget and Programme.

3.5 Leaseholder Contributions

Leaseholders are required to pay for services, management and major works provided to the building and estate where their property is situated, and part of our role is to consult and collect these charges where applicable. In this regard we will follow the legislation and Section 20 requirements in conjunction with our major work and Service charge collection procedure.

4. Legislation and regulation

4.1. This policy is governed by many regulations and statutory law. They set out the duties that need to be undertaken to provide a repairs and maintenance service. They include (but are not limited to):

- Construction, Design Management 2015 (as amended)
- Section 11 of the Landlord and Tenant Act 1985
- Building Safety Act 2023
- Social Housing Act 2023
- Public Health Act 1963
- Housing Act 1985
- Home Standard 2015
- Environmental Protection Act 1990
- Equality Act 2010
- Human Rights Act 1998
- Commonhold and Leasehold Reform Act 2002
- Secure Tenants of Local Housing Authorities Regulations
- Gas Safety (Installation and Use) Regulations 1998
- Fire Reform Regulations 2005
- The Fire Safety (England) Regulations 2022
- Guidance specifically the Regulatory Reform (Fire Safety) Order 2005
- The Control of Asbestos Regulations 2012 (as amended)
- Health and Safety at Work Act 1974
- The Management of Health and Safety at Work Regulations 1999
- Control of Substances Hazardous to Health Regulations 2002 (as amended)
- Water Supply (Water Fittings) Regulations 2018 (as amended)

4.2 All major repair and improvement work will comply with applicable building codes, health and safety regulations, environmental guidelines, and other relevant standards. The Council will ensure that contractors appointed for such projects also adhere to these requirements. Necessary permits and approvals will be obtained before commencing any work.

5. Monitoring and controls

5.1 Quality Assurance and Inspection

Quality assurance measures will be implemented throughout major repair and improvement projects to ensure compliance with specifications, standards, and contractual obligations. Regular inspections will be conducted by qualified personnel to verify the quality of work, identify any deficiencies, and take corrective actions when necessary.

5.2 Project Evaluation and Documentation

Upon completion of major repair and improvement projects, an evaluation exercise will be conducted to assess the outcomes, identify lessons learned, and best practice. This information will contribute to future planning and decision-making processes, ensuring continuous improvement in our maintenance practices.

6. Related documents

Related documents include but are not limited to:

- Rechargeable work policy
- Repairs policy
- Service Charge policy
- Major Work and service charge collection procedure
- Resident Engagement framework

7. Communication

7.1 The Council will engage and communicate with affected stakeholders, including tenants and leaseholders, to provide timely information about major repair and improvement projects. This is in line with our Tenant Satisfaction Measures framework and will include statutory and non-statutory consultation. We will consider feedback and concerns during the planning and implementation stages and will make efforts to do all that we reasonably can to minimise disruptions and inconvenience.

7.2 Complaints regarding the implementation of this policy will be handled in line with our Corporate Complaints Policy.

7.3 This policy will be published on our website, and our internal intranet for easy access by staff.

7.4 We will provide training for staff on the implementation of this policy, including contract management.

8. Development and Review

8.1 Whilst this policy has been newly developed, it clarifies existing arrangements that are already in place. As part of the development of this policy we considered what we were already working to in terms of relevant legislation, our statutory duties, contractual obligations, and best practice.

8.2 This policy, and the procedures that implement it, will be periodically reviewed to assess their effectiveness, incorporate lessons learned – including wider learning, and alignment with evolving legislation, regulations, and industry standards. Feedback from stakeholders and our staff will be used to inform updates and improvements.

8.3 An Equality assessment was undertaken as part of the development of this policy. It found no impact regarding any protected characteristics. It acknowledged that individual projects that are undertaken in line with this policy will have their impact assessed at the point of implementation.

9. Monitoring

9.1 In order to ensure the policy is effective and delivering the intended impact, it will be monitored using Key Performance Indicator's (KPI's) in line with Guildford Borough Council's Policy Framework.

9.2 Furthermore, in line with the Guildford Borough Council's Policy Framework, this policy is scheduled to be reviewed every 3 years, unless due to a change in Government legislation or regulatory requirements, the review period will be brought forward to ensure compliance.

9.3 Input and approval will be sought from our residents (via the Tenants Group) prior to making any substantive changes.

10. Reviews and Complaints

10.1 Any individual who is dissatisfied with the service experienced should be encouraged to provide feedback. Complaints regarding the implementation of this policy will be dealt with in accordance with the Council's corporate Customer Complaints Policy and associated procedures.

11. Equality and Diversity

11.1 Guildford Borough Council is committed to equal and fair treatment of all sections of the community. Accordingly, no person will be discriminated against during the implementation of this policy on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

11.2 We are committed to helping customers to access information about their homes and services in a way that suits individual needs.

11.3 The council aims to provide homes and services that meet the diverse needs of customers. We believe that all customers should be able to access housing, support, and care services with the same ease and that the quality of our service is the same high standard for all.

11.4 In delivering this policy, the Council's staff will comply fully with the requirements of the Council's Equalities and Human Rights Policy.

11.5 In order to comply with the Equality Act 2010, an equality impact analysis (EIA) was completed as part of the policy review. Upon completing the EIA, it was found that the implementation of the policy would support and encourage the aims of the public sector duty.

12. Data Protection and Retention of Information

12.1 All information will be handled in accordance with the requirements of General Data Protection Regulations and the Data Protection Act 2018. The handling and storage of personal data will be managed and stored in accordance with our Data Protection Policy and our Record Retention Disposal Schedule.