



Planned and cyclical maintenance policy and procedure

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Issued: September 2014

Reviewed: August 2026

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POLICY

1. Policy statement

- 1.1. This policy outlines our intent to continually improve and maintain the condition of our properties in line with our asset management strategy and statutory requirements. We do this by producing and implementing a planned programme of refurbishment and improvement.
- 1.2. Through this policy we'll:
 - promote a corporate approach throughout our maintenance activities
 - identify short and long-term maintenance plans
 - anticipate financial provision for maintenance and improvement work
 - optimise the proportion of repairs spending on planned maintenance to minimise the need for reactive repairs aiming for a 60:40 split in line with our asset management strategy
 - achieve a high level of client satisfaction
 - ensure our properties and those we lease meet our Property Standard.
 - secure long-term value for money
- 1.3. In addition, we'll maintain elements of our properties by carrying out cyclical maintenance

2. Scope

- 2.1 This policy applies to all properties we own or have on agreements from other organisations or landlords.

3. Responsibilities

- 3.1 The Regulator of Social Housing requires us to have and maintain accurate information on our properties.
- 3.2 We carried out a full stock condition survey that was completed in June 2018, we carry out annual inspections of all the properties we own, with members of the client engagement team and asset surveyors.

4. Forward planning programme

- 4.1 From our stock condition data and the information from inspections, we formulate and implement planned maintenance programmes that identifies objectives and informs our business plan. The programmes are based on the following information:
 - 4.1.4 Identification of works by:
 - validation surveys and inspections
 - identification of major component parts and lifecycles



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- known estimated life of component parts
- meeting and maintaining the decent homes standard
- our asset management strategy
- changes in legislation with regard to:
 - construction methods
 - health & safety requirements
 - energy efficiency obligations
 - disability discrimination
- increasing incidence of responsive repairs
- feedback from our client engagement team

4.1.5 Prioritised by:

- health and safety considerations
- energy and environmental considerations
- habitability of the properties
- needs of our clients, visitors, and employees
- investment needs of the properties
- our financial priorities
- component life data
- logical sequence of operations and access
- budgetary restrictions

5. PLANNED MAINTENANCE

5.1 Major work is identified by property type, components, condition, and age. These can be grouped together to formulate tenders that ensure we manage programmed work strategically and achieve value for money.

This work includes:

- fire safety work
- environmental work
- kitchen and bathroom refurbishment
- boiler replacement and new central heating systems
- window replacements
- electrical upgrading
- energy efficiency measures
- re-roofing
- service replacement – including lifts, door entry and telecom
- door entry replacements and new installations.



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- 5.2 Our planned maintenance approach is to provide, within our financial forecasts, for replacement of items. This takes account of a minimum life before renewal or replacement and condition.

6. CYCLICAL MAINTENANCE

- 6.1 Cyclical maintenance is carried out at pre-determined intervals that are set depending upon the requirements of the particular aspect of work or statutory obligation. Work can be grouped together to formulate tenders that ensure we manage programmed work strategically and achieve value for money.
- 6.2 The intervals for cyclical maintenance are as follows, unless otherwise provided for in a lease or management agreement:

Area of maintenance	Cyclical Interval
Gas servicing	Annual
Electrical testing - Fixed wired	5 years
Electrical testing – Portable Appliances	Annual
External painting and repairs	5 years
Internal decoration to communal areas	3 years
Fire prevention and emergency lighting	2 visits a year
Legionella monitoring	Annual

- 6.3 Our asset management database will identify properties to be included in the cyclical maintenance programme.

7. CLIENT INVOLVEMENT

- 7.1 Opportunities for client involvement are embedded within our business processes and specifically through our client engagement team. We aim to achieve high levels of client satisfaction, performance will be monitored and reported through the client engagement team.

8. CLIENT CHOICE

- 8.1 We'll consult with our clients, including our client engagement team on the following areas:

The design of communal spaces, ensuring that design principles are psychologically informed.

- Choosing colour scheme for communal areas
- Choosing colour schemes and painting their living spaces

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9. CLIENT ROOM ACCESS DENIED OR CONTRACTOR INCIDENT

- When the contractor has missed an agreed appointment, add a 'no access' note to the work order in Rubixx and, inform the asset team – assetmanagement@twosaints.org.uk
- If no access has occurred as result of us not being able to facilitate the visit or the client refusing access, a note must be added on the work order in Rubixx (add note, state the reason for the no access and select the entry type as 'no access' and rebook with the contractor)
- If there are any concerns around interactions between a contractor and a client, you must inform your line manager and the asset team assetmanagement@twosaints.org.uk
- If there are any concerns around interactions between a contractor and a staff member, you should inform HR at HR@twosaints.org.uk and the asset team at assetmanagement@twosaints.org.uk

10. ENVIRONMENTAL ISSUES

9.1 We'll have regard to our sustainability policy when applying this policy.

9.2 Wherever practicable, products and materials specified, including their manufacture and processing, will be in keeping with our sustainability policy.

11. Policy/Procedure review

10.1 This procedure will be reviewed at least every three years by the asset manager or whenever relevant legislation changes, or circumstances change.

12. Links to other policies

- [Asset management strategy](#)
- [Our strategy 2023-2026](#)
- [Financial regulations](#)