



North Devon Homes

Cyclical Maintenance Policy

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1 Purpose

North Devon Homes (NDH) is committed to providing a customer focused cyclical maintenance service that ensures our properties are safe, comfortable and well maintained

To achieve best value for money and strive for the continual improvement in the delivery of those services

To shape our service delivery around the diverse needs of our customers

To comply with, and where possible exceed legislative and regulatory obligations and Health and Safety Legislation and Guidance.

2 Principles

The following principles will apply to this policy:

It will be open, fair and transparent

It will reflect the current standards of operation and will be reviewed whenever industry standards, legislation or guidelines change

It will promote consistency in the approach to cyclical maintenance services

It will be positively promoted with regard to informing the company's, staff, customers and board members views and behaviour

It will be realistic, achievable and provide value for money

It will be periodically reviewed as set out in section 5

It will support corporate objectives and service standards.

3 Review

We will review this policy at least once every three years or immediately following any relevant change to government policy, regulation or legislation. This will ensure that it continues to operate within best practice, achieve measurable results, and achieve continuous service improvement.

The Head of Asset Management will be responsible for ensuring that policy reviews are undertaken, that appropriate consultation takes place and that revisions are reported to the Board for its approval.

4 Responsibilities

The Executive Team will approve this policy under delegated authority from the Board. The Asset Manager will be responsible for ensuring that this policy is communicated and implemented.

Detailed procedures will be developed and maintained by the Response Repairs Manager in line with this policy to provide further guidance during delivery of the policy.

The Head of Asset Management is responsible for ensuring that staff training is provided and that staff understand the wider issues surrounding this policy, its applications and the procedure.

5 Scope

Assets Maintained Under Cyclical Servicing Agreements

The Cyclical Maintenance Policy covers the provision of servicing or other routine checking arrangements for the following assets:

- Air Conditioning
- Biomass
- Carbon Monoxide monitoring equipment
- Emergency Lighting
- Fire Alarms
- Fire Fighting Equipment
- Heat Pumps
- Legionella Monitoring , Cleaning and Mixer Valves
- Laundry Equipment
- Passenger Lifts / Access Platforms
- Periodic Electric Testing
- Portable Appliance Testing
- Positive Air Ventilation Systems
- PV Panels (including solar thermal)
- Unvented cylinders
- Rainwater Harvesting
- Septic Tanks and Sewerage treatment plants

- Smoke Alarms
- Water Filters

Please note:

This policy does not cover the provision of gas servicing and safety checking to both domestic properties and commercial properties which is covered under a separate policy: the Gas Safety Policy. Nor the solid fuel and oil servicing which is covered under a separate policy: The solid fuel and oil installations policy.

6 Policy Statement

6.1 Air conditioning

Air conditioning units will be serviced every twelve months and the installation and servicing will conform to BS EN 14511 and BS7671.

The servicing will take place at intervals not greater than twelve months. The Head of Asset Management is responsible for ensuring that all air conditioning installations are serviced.

6.2 Biomass

Biomass boilers will be serviced every twelve months and the installation and servicing will conform to manufacturers' recommendations.

The Head of Asset Management is responsible for ensuring that all Biomass installations are serviced. This will be undertaken on an annual basis and in accordance with manufacturers' recommendations

6.3 Carbon monoxide monitoring equipment

Carbon Monoxide Alarms will be tested and inspected and tested on an annual basis. All alarm installed will comply with BSEN50291

North Devon Homes install Carbon Monoxide alarms in all properties with heating types that burn combustible materials and could produce Carbon Monoxide fumes. All alarms will be annual tested, inspected and replaced on a routine basis.

Where access is not granted for the servicing inspections NDH will follow their 'No Access procedure' to obtain access to complete the necessary inspection and ensure customers' homes remain safe.

Expiry dates for all carbon monoxide alarms are captured at the inspection visit and a programme to replace alarms prior to the expiry date is in place.

The Head of Asset Management is responsible for ensuring that all carbon monoxide installations are installed and serviced.

6.4 Emergency lighting

Emergency lighting installations will be serviced every three months and their installation and servicing will conform to BS5266-1:2016 and BS7671

The servicing will take place at intervals not greater than three months. Monthly testing is also completed and recorded on our asset management database.

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The Head of Asset Management is responsible for ensuring that all emergency lighting installations are serviced.

6.5 Fire alarms

Fire alarm installations will be serviced every three months and their installation and servicing will conform to BS5839-1:2013 and BS7671

The servicing will take place at intervals not greater than three months. Weekly testing is also completed and recorded on our asset management database.

The Head of Asset Management is responsible for ensuring that all fire alarm installations are serviced.

6.6 Fire fighting equipment

The fire fighting equipment will be serviced every twelve months and their installation and servicing will conform to BS5306-3:2017

Fire fighting equipment includes fire extinguishers, fire hose reels and fire blankets.

Due to the concerns about the growth of Legionella bacteria within fire hose reels and their difficulty of use by residents, the Company has phased these out replacing them with the necessary fire extinguishers.

The servicing will take place at intervals not greater than twelve months.

The Head of Asset Management is responsible for ensuring that all fire fighting equipment is serviced.

6.7 Heat Pumps

Heat pump units will be serviced every twelve months and the installation and servicing will conform to manufacturers' recommendations.

Air Source Heating Units, unvented water cylinders and ground source heat pumps will be serviced every 12 months by a competent contractor.

Where access is not granted for the servicing inspections NDH will follow their 'No Access procedure' to obtain access to complete the necessary inspection and ensure customers' homes remain safe.

The Head of Asset Management is responsible for ensuring that all heat pump appliances and unvented cylinders are serviced.

6.8 Legionella monitoring

NDH has duties under the Health and Safety at Work etc. Act 1974 which extend to risks from Legionella arising from work activities, and also duties under the Control of Substances Hazardous to Health Regulations 2002 which relates to risks from biological hazards such as Legionella.

North Devon Homes' policy for Legionella monitoring follows the Health and Safety Commission's Revised Approved Code of Practice and Guidance on Legionnaires' disease (L8) 'Legionnaires Disease: The Control of Legionella Bacteria in Water Systems'.

The ACoP (Approved Code of Practice) L8 provides guidance on standards that must be met in order to comply with the legal requirements for dealing with the risks from Legionella bacteria. It applies whenever water is stored or used in a way which may create a foreseeable risk of Legionellosis and particularly to the following water systems:

- cooling systems with cooling towers, evaporative condensers or dry/wet cooling systems;
- (b) hot and cold water systems;
- (c) spa pools;
- (d) other plant and systems containing water that can create and increase the risk from legionella during operation or when being maintained.

It should be noted that the greatest risk for Legionellosis is found in situations where cooling towers or evaporative condensers exist. This being the case, NDH has no high-risk areas. A risk however exists in hot and cold water services, including showers, particularly within our older person schemes, and this is identified as the main area of risk for NDH.

NDH will as far as reasonably practicable:

- Identify and assess the sources of risks
- Prepare schemes for preventing/controlling such risks
- Implement and manage suitable precautions

- Keep records of precautions implemented
- Appoint a person who is managerially responsible for the system.

Legionellosis will be prevented and controlled as follows:

- Eliminating conditions, which permit the proliferation of Legionella bacteria
- Minimising the creation and release of water sprays and aerosols.

Precautions which limit the proliferation of Legionella species include:

- Avoiding water temperatures between 20°C and 45°C
- Avoiding water stagnation
- Avoiding the use of materials in the system, which harbour or provide nutrients for bacteria
- Keeping the system clean to avoid the build up of sediments which could harbour bacteria
- Using a suitable water treatment programme which involves disinfection and maintenance of the system
- Ensuring that the system operates safely and is well maintained.

NDH has five sites with communal hot and cold water storage systems (4 housing schemes and the Head Office) which have been identified as sources of risk. Processes have been prepared to control the risk and monitoring is undertaken on a monthly basis to control the risk. Records are held by the Asset Management Team and the Head of Asset Management is managerially responsible for the system of control.

Remedial Actions noted at monthly visits and following risk assessments will be complete within the following timescales:

- High Priority – Within 4 months of report being provided to NDH
- Medium Priority – Within 6 months of report being provided to NDH
- Low Priority – Within 12 months of report being provided to NDH.

Completion of any remedial actions will be monitored by the Cyclical Maintenance and Compliance Manager on a monthly basis.

There is also a potential risk within all of our properties and we will assess these risks and reduce through:

- Improved information about legionella to our customers
- A simplified Risk assessment completed by the plumbing contractor performed on our properties when they become void.

Thermostatic mixer valves within our sheltered schemes with communal water systems will be serviced every twelve months and their installation and servicing will conform to BS7942 and BS6700.

The servicing will take place at intervals not greater than twelve months. Exceptions will only be allowed where the customer does not provide access on this appointed visit. Supporting procedures outline the process to ensure that access is gained within two months of this initial attempt.

The Head of Asset Management is responsible for ensuring that all mixer valves are serviced.

In domestic properties a risk assessment will be carried out on all properties whilst void, this will be completed by the appointed plumbing contractor. The risk assessment will result in a risk score being given to the water system. Any installation deemed to be of high risk will be reviewed to identify any opportunities to reduce or mitigate the risk. When customers sign up to their new home they are provided with information relating to legionella. This explains the customer's responsibilities and the measures they should take to reduce legionella risks in their home.

6.9 Passenger lifts / Access Platforms

In accordance with the Health & Safety at Work Act, 1974, NDH as Duty Holder will ensure the proper maintenance inspection and insurance of passenger and stair lifts in communal areas and any residential property let with lifting equipment in situ. NDH is not responsible for the maintenance of tenant owned stair lifts (the maintenance being the responsibility of the tenant).

The maintained lifts will be serviced in accordance with The Provision and Use of Work Equipment Regulations 1998 (PUWER). Maintenance intervals are dependent upon the lift type, age and usage (every 2, 3, 6 or 12 months). The servicing will be undertaken by the appointed competent lift servicing contractor and will conform to BS7255, BS EN 13015, BS7671, good working practices as defined by EITB (Engineering Industry Training Board) and LEIA (Lift and Escalator Industry Association).

Statutory Inspections will be carried out to satisfy the requirements of The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER). The insured passenger lifts will be inspected every 6 months and the insured stair lifts will be inspected every 12 months. The inspections will be undertaken by the Insurance Inspector (competent person) appointed by the insurance company as nominated by NDH. The inspection report may call for supplementary tests in accordance with SAFed (Safety Assessment Federation) Supplementary Lift Examination Guidelines.

NDH will ensure that notified defects arising from the thorough inspection will be recorded and remedied in a timely manner and this will be monitored by the Cyclical Maintenance and Compliance Manager.

Customers wishing to install lifting equipment in their home will be required to adhere to NDH's permission process. Following installation, customers will be responsible for all maintenance and servicing costs.

The Head of Asset Management is responsible for ensuring that all lifts are serviced, and statutory lift inspections are completed.

6.10 Laundry Equipment

Laundry equipment will be serviced every twelve months and the installation and servicing will conform to Manufacturers' recommendations.

PAT testing for all laundry equipment will be completed annually.

Dust cleans to tumble dryers will be completed annually.

The Head of Asset Management is responsible for ensuring that all laundry equipment is serviced and maintained as required.

6.11 Periodic electric testing

All electric installations will be tested and remedial works carried out every 5 years for all domestic properties and communal areas. Testing and remedial works will conform to BS7671.

All periodic electrical testing will take place at intervals not greater than five years. NDH will ensure that notified defects arising from the periodic electrical inspection will be recorded and remedied in a timely manner and this will be monitored by the Cyclical Maintenance and Compliance Manager.

Where access is not granted for the servicing inspections NDH will follow their 'No Access procedure' to obtain access to complete the necessary inspection and ensure customers' homes remain safe.

The Head of Asset Management is responsible for ensuring that all properties hold a current periodic electrical test certificate.

6.12 Portable appliance testing

PAT testing will be carried out by a competent person on a routine basis in accordance with The IEE Code of Practice for In-Service Inspection and Testing of Electrical Equipment, 2007.

Electrical portable appliance testing (commonly referred to as PAT Testing) is a statutory requirement covering the annual safety testing of all portable electrical appliances owned by and provided for use by the landlord or employer. Appliances owned by customers or not supplied by the Landlord or Employer are not included in the testing programme.

NDH has portable appliances present in its offices, with its workforce and within the communal areas of its housing schemes. NDH does not supply portable appliances for use in its customers' individual properties. NDH will complete PAT testing as per the following:

Equipment Description	PAT Frequency
Laundry equipment (communal)	12 Months
Power tools	12 Months
Kettles, toasters desk fans, extension leads etc.	24 Months
Laptops, portable printers, kitchen appliances (communal and NDH)	36 Months
PCs and Printers	60 Months

The testing will take place in line with the table above. The Facilities Officer is responsible for ensuring that all portable appliances are tested.

6.13 Positive air ventilation systems

Positive air ventilation system installations will be serviced every twelve months and the installation and servicing will conform to Manufacturers' recommendations.

The Head of Asset Management is responsible for ensuring that all positive air ventilation systems are serviced and maintained as required.

Access to complete the service will follow the normal access procedure however escalation to Legal proceedings will not be taken as the service visit is mainly to preserve the equipment and there are no associated Health & Safety risks.

6.14 Photovoltaic Panels

Photovoltaic panel installations will be serviced every twelve months and the installation and servicing will conform to Manufacturers' recommendations.

The Head of Asset Management is responsible for ensuring that all photo voltaic panel installations are systems are serviced and maintained as required.

Access to complete the service will follow the normal access procedure however escalation to Legal proceedings will not be taken as the service visit is mainly to preserve the equipment and there are no associated Health & Safety risks.

6.15 Rain Water Harvesting

Rain Water Harvesting systems will be serviced every twelve months and the installation and servicing will conform to Manufacturers' recommendations.

The Head of Asset Management is responsible for ensuring that all rain water harvesting installations are systems are serviced and maintained as required.

Access to complete the service will follow the normal access procedure however escalation to Legal proceedings will not be taken as the service visit is mainly to preserve the equipment and there are no associated Health & Safety risks.

6.16 Septic tanks

Septic tanks will be emptied and the waste transferred to a licensed site as determined by the number of properties served and therefore usage. Work will conform to BS6297 and BS EN 12255.

NDH has septic tanks that it owns and maintains. There are also septic tanks serving NDH's properties which are owned and maintained by the land owner. NDH contributes to the cost of the maintenance on these tanks but does not arrange the maintenance.

The Head of Asset Management is responsible for ensuring that all septic tanks are emptied and maintained as required.

6.17 Smoke alarms

NDH has installed hard wired smoke alarms into all but a handful of properties

The alarms will be serviced on an annual basis and their installation and servicing will conform to BS5446 and BS7671.

North Devon Homes has installed hard wired smoke alarms into all properties. Newer properties will also have heat detectors installed.

Where a property has a gas installation the smoke alarms will be inspected by the gas engineer at the time of the annual gas service. All other properties will have the alarms inspected by the electrical contractor. Only properties that are difficult to access are serviced at an interval greater than twelve months.

Where access is not granted for the servicing inspections NDH will follow their 'No Access procedure' to obtain access to complete the necessary inspection and ensure customers' homes remain safe.

Where a customer refuses to have smoke alarms fitted or serviced, they will be required to sign a disclaimer.

Should a customer damage a smoke alarm installation, they will be recharged for reinstatement as per the Company's recharging policy. Reinstatement will be completed at the time of discovery of damage or at a subsequent change of tenancy should the customer refuse to have the alarms reinstated. Recharging for reinstatement will be commenced at the time of discovery of damage regardless of whether reinstatement has or has not occurred.

Expiry dates for all smoke alarms are captured at the inspection visit and a programme to replace alarms prior to the expiry date is in place.

The Head of Asset Management is responsible for ensuring that all smoke alarms are serviced

6.18 Water Filters

North Devon Homes has one property within its stock that is not on mains water and has a spring feed with a filter unit. The filter unit will be serviced annually. The system will also be assessed regularly by environmental health.

6.19 Appointments

The Company will use a range of contact methods including letters, phone calls, text messages, emails, visits by NDH staff as well as engineers in order to make the necessary appointments. Where possible NDH will try to arrange service visits to coincide with each other to reduce the number of servicing visits required.

Where cyclical maintenance requires access to our customers' homes, three appointed attempts will be made prior to taking alternative means such as legal letters or injunctions, where appropriate. Full explanation of the Company's methods for gaining access is provided in the supporting procedures.

Attempts to make contact with the customer will be cross departmental, to ensure that every avenue is explored to make contact with the customer. Where access in normal office hours is not possible, out of hours appointments will be offered to ensure that access is gained within the designated time frame.

Ultimate responsibility for completing the cyclical maintenance within the designated time period lies with the Head of Asset Management. Should all such attempts fail, then the Neighbourhood Officer will be responsible for seeking an injunction to gain

access to the property. The exception to this is for gas servicing appointments in which case the action will be taken by the Asset Contracts Co-ordinator. This will be a last resort action.

6.20 Certification

Certificates will be provided following all cyclical servicing and inspections visits, these will be made available through the Keystone Asset Management database.

North Devon Homes will keep all such certificates for a minimum of two years and the Head of Asset Management will be responsible for maintaining these records.

6.21 Competent contractors and operatives

NDH uses contractors for all cyclical maintenance work. All contractors undertaking work will be checked for competency prior to their appointment.

The Head of Asset Management will be responsible for ensuring that all appointed contractors are checked for competency prior to their appointment.

6.22 Performance management

NDH will monitor the performance of its contractors through on site inspections and regular audit.

The Company will maintain a comprehensive asset database of all cyclical maintenance. Information relating to each servicing item will be provided to the relevant contractor at regular intervals, this information will be returned to NDH upon completion together with a copy of the servicing certificates. The Asset Management database will be maintained to capture all additions and removals of servicing equipment and assets.

The Company aims to ensure that at all times all cyclical maintenance is carried out at the intervals prescribed above. Regular monitoring of the Company's asset register and contractors' service schedules will be undertaken by the Head of Asset Management in support of this target. Any lapses will be reported immediately to the Executive Team and reported to the Board as appropriate.

Cyclical Maintenance Key Performance Indicators are reported on a quarterly basis to the Executive Team via the Company's Quarterly Performance Reports (QPR). All properties where access has not been gained during the specific timescales are reported via the QPR with explanation of action taken/being taken.

7 Equality and Diversity

This policy will be applied fairly and consistently to all tenants of North Devon Homes and in compliance with the Single Equality Act 2010 which recognizes the “protected characteristics” as; gender, transgender, race, marital status, pregnancy and maternity, ethnic origin, nationality, disability, sexuality, age, religion and belief.

To this end an Equality Impact Assessment has been carried out on this policy and is attached as Appendix A.

We undertake to produce this document or parts of it on request in other languages or formats such as large print to ensure that everyone is able to access the policy.

Language Line provides all corporate translation services and they may be contacted on 0800 169 2879.

We are committed to the principles of fairness and respect at North Devon Homes and therefore seek to embed statutory guidance and policy relating to Equality and Diversity in to all activities.

8 Consultation and Equality Impact Assessment

1. Policy Name

Cyclical Maintenance Policy

2. Aims of the Policy being assessed

To provide clear guidance on the assets that are subject to cyclical maintenance

3. Who has been consulted in developing the Policy?

Date	Consultation methodology Responsive repairs Group	Challenge / impact / result

4. Identify potential impact on each of the diversity “groups” by considering the following questions (the list is not exhaustive but an indication of the sort of questions assessors should think about):

Strand	No impact	Negative impact	Positive impact	Comments / evidence
Race	√			
Disability	√			
Gender	√			
Gender Reassignment	√			
Sexual orientation	√			
Religion or belief	√			
Age	√			
Rural issues	√			
Social Inclusion issues	√			
Pregnancy and maternity	√			
Marriage and civil partnership	√			

5. Does the Policy promote equality of opportunity?

All customers are entitled to the same service and all testing is subject to either Health and Safety Legislation or landlord liabilities as defined across a range of Acts of Parliament. Not relevant for this purpose.

6. If “adverse impact” identified in table (4) above is it?

Legal (i.e not discriminatory)

No

What is the level of impact?

Not applicable.

7. Full EIA (or if you decide full EIA is not necessary but some changes should be considered)

The Policy will be subject to a review by the Starfish Group to ensure there are no adverse outcomes as a result of the application of this policy. All of the protected characteristics listed above will be considered during debate.

8. If actions /suggestions for improvement have been suggested, what should the positive outcome be for North Devon Homes’ customers and stakeholders?

Flexibility of the customer care aspects of the policy are contained within the Code of Conduct that is applied to all staff and contractors and all manager are empowered to adjust aspects of service delivery to ensure customer specific requirements are taken into account where they do not negatively affect the service programme.

Review/new EIA (date or timeframe)	
Name of person/s completing form	
Date assessment completed	