



**Craigowen Housing Association
Asset Management and Maintenance Policies
2024/25 to 2025/29**

Version 2.0

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POLICY FOR GENERAL ASSET MANAGEMENT

POLICY

- 1.0 Craigowen Housing Association (CHA) owns 27 properties and leases 13 properties at the Camphill Communities located in Glenraig, Mourne Grange, Clanabogan, and Hollywood. This policy describes CHA's arrangements for ensuring these properties are well maintained and kept in good and safe repair, both for the benefit of existing service users and to maximise the long-term life of each property.

Other policies and relevant procedures are in place for specific areas of asset management and are referred to where necessary.

- 1.1 In addition, this policy sets out the requirements of CHA to comply with the requirements of the Department for Communities (DfC) Housing Association Guide.

- 1.2 In implementing this policy, CHA's objectives are to:

- Comply at all times with all current legal responsibilities and Codes of Good Practice
- Provide a prompt, economic and efficient day-to-day repairs (response maintenance) service, including an out of hours emergency service, for all CHA service users (through a service level agreement with Radius Connect 24)
- Achieve high standards of customer care and satisfaction by monitoring contractors' performance.
- Establish and maintain a comprehensive and systematic programme of cyclical maintenance, planned maintenance, major repairs and property improvements
- Ensure a 'value for money' service by seeking competitive quotes or tenders for all contract work.
- Ensure that the Camphill Communities are given clear information on the division of responsibility for repair and maintenance between CHA and Camphill Community
- Ensure that all internal procedures supporting this policy are clear, comprehensive and available to all staff, to ensure a consistent approach to managing, implementing and budgeting for all aspects of our repairs and maintenance service

- 1.3 The overall policy relates to how we manage and deliver the key components of maintenance:

- Planned and Cyclical Maintenance
- Response Maintenance
- Miscellaneous Maintenance
 - The policy also describes various processes that support the overall maintenance function and how we ensure service user satisfaction with our maintenance activities.

PLANNED MAINTENANCE PROGRAMME

- 2.0 CHA will prepare and approve an annual planned maintenance programme based on its management of stock and those works identified in the stock condition survey. The planned maintenance programme is formulated in order to ensure that the lifecycle of

each property is maximised by the continued maintenance and refurbishment of key building elements and services.

- 2.1 Planned works are defined as those larger works which address the renewal of building components at the end of their useful life, where the replacement can be predicted. Such items will include windows, lifts, call systems, kitchen fittings, boilers, rainwater goods, heating controls, etc. CHA also regards structural alterations and extensions as planned works.
- 2.2 CHA will commission a full/partial stock condition survey approximately every 5 years to review the planned maintenance programme and to ensure compliance with its Asset Management Strategy. Costings in the stock condition survey will be for periods of up to 30 years.
- 2.3 The current condition of buildings is assessed through a 5 yearly stock condition survey, covering all individual dwelling units in a communal scheme and all communal areas at all sites. The results will be incorporated into an ongoing programme of planned maintenance works, broken down into annual plans which will be prioritised by the General Manager for approval each year by the Board. Funding proposals will also be submitted to the Board as part of the overall proposed annual budget
- 2.4 Following appropriate consideration (See policy and procedure for the procurement and management of miscellaneous/planned works) proposals for additional projects will be prioritised annually by the General Manager and submitted to the Board for approval within the agreed planned maintenance programme. Where necessary a project feasibility report or a full economic appraisal will be carried out for project proposals.
- 2.5 Inspections at each property will be undertaken annually by the CHA Maintenance Officer and Community staff to help identify schedules of works, thus constituting the draft programme of planned works. As a basis for consultation, the CHA Maintenance Officer will send a copy of the draft programme of planned works to each Camphill Community. Follow-up meetings will be held at each Camphill site between the CHA Maintenance Officer and Camphill Community management to consider the draft programme on a project-by-project basis and agree the draft programme in principle,

CYCLICAL MAINTENANCE

- 3.0 Cyclical maintenance includes those works which are carried out periodically and are repetitive in nature. CHA will ensure that routine cyclical redecoration, boiler servicing and electrical testing works etc are carried out. External redecoration will be carried out generally every 5 years. The internal painting of communal areas will take place generally at 7 yearly intervals.

RESPONSE REPAIRS

- 4.0 Response repairs include day to day repairs reported by a service user, a member of staff, or identified during an inspection. These repairs are categorised according to their priority response times for each of 5 categories.

Response repairs are reported to CHA Repairs Desk via telephone, letter, E-mail or in person. Works orders are raised by CHA maintenance officers from agreed contract rates and/or the Measured Term Contract Schedule of Rates (MTC SOR).

- 4.1 Response times are approved by CHA and are publicised in the Annual Review.

- 4.2 Response repairs will be procured under an NEC Term Contract or by using Fusion 21

IMMEDIATE REPAIRS

- 4.3 Immediate repairs include those response repairs which are required to avert a threat either to life or to property, a threat to safety or security of a service user, or to the security or integrity of the property.
- 4.4 During office hours, CHA staff will contact the appropriate contractor directly and arrange for the work required to be carried out within a 4-hour period.
- 4.5 An out-of-hours monitoring service enables the Camphill Community staff to report immediate repairs only. The Camphill Community staff can contact Radius Connect 24, who will contact the relevant contractor to respond to the Immediate Call-Out. A works order will be then issued by CHA Repairs Desk on the next working day.

MISCELLANEOUS MAINTENANCE

- 1.0 Miscellaneous works are defined in the DfC Housing Association Guide as remedial works to specifically identified 'components' or 'areas' of Association-owned property where works or measures are necessary to ensure the health and/or safety of service users/others, or to comply with new statutory requirements.
- 1.1 CHA, in the management of its properties, has developed and maintained appropriate policies and procedures to ensure the effective management of these areas of risk.

INSPECTIONS

- 6.0 Where necessary, the CHA Maintenance Officer may inspect a repair request prior to instructing the work to be ordered. This may be required where:
- clarification of the problem is required
 - the estimated cost is above the maintenance officer's authorisation limit
 - the request is for additional work or enhancement to existing facilities
 - the works will be subject to a DAG claim
- 6.1 A minimum of 10% of completed repairs not exceeding £1,000 and 100% of all orders exceeding £1,000 will be post-inspected to monitor contractors' performance, prior to the payment of invoices.

100% of all works subject to a DAG claim will be post-inspected.

GAS SERVICING

- 7.0 CHA has developed systems to comply with its legal obligations for gas servicing as a registered Housing Association. CHA will arrange for the annual inspection of all gas appliances installed in CHA properties, including all gas supply pipework and any open redundant flues which could be utilised for gas appliances in the future (See Gas servicing policy annex B)

BUDGET SETTING AND CONTROL

- 8.0 The CHA Board approves the overall budget for repairs, maintenance and improvements as part of the annual budget-setting process.
- 8.1 Responsibility for setting the policy for repairs and maintenance is delegated to the General Manager.
- 8.2 The CHA Board approves the detailed annual programme for cyclical and planned works and monitors expenditure against budget for planned maintenance, cyclical, day to day repairs, adaptations, miscellaneous works, property improvements and major repairs.
- 8.3 The implementation of Asset Management policies for the management and administration of the repairs and maintenance service are delegated to the General Manager.
- 8.4 Authorisation of expenditure on individual repair or maintenance items, within the overall annual budgets, is delegated to the General Manager. The current levels of delegated authority are detailed below.
- 8.5 The cost levels per item of work above which an estimate, quotation or a tender must be obtained are detailed in CHA Procedures.
- 8.6 Authorisation of expenditure on individual items but within overall annual budgets is detailed in CHA's delegated authority levels:
- Maintenance Officer - up to £2,500
 - General Manager- up to £20,000.

All expenditure over £20,000 must be reported to and approved by the Board.

PROCUREMENT AND VALUE FOR MONEY

- 9.0 CHA will procure its maintenance works in accordance with the DfC Housing Association procurement guide and CHA's maintenance policy and procedure.
- 9.1 CHA will procure and manage its maintenance services using Fusion 21 and/or measured term contracts (MTC), where possible using the M3NHF Schedule of Rates to ensure value for money.

DELEGATED RESPONSIBILITY FOR MAINTENANCE FUNCTIONS

- 10.0 The Joint Management Agreements specify the respective maintenance responsibilities between CHA and the Camphill Communities. These Agreements are reviewed on a regular basis.

FUNDING

11.0 CHA will fund the repairs and maintenance service from the following sources:

- CHA day-to-day repairs budget, which is financed from CHA annual rental income
- CHA reserves, which are the accumulation of sums set aside from rental income in previous years to fund the annual programmes of cyclical painting, gas servicing, planned maintenance and property improvements, plus any unexpected major repairs
- Payments received from CHA insurers as a result of claims CHA have submitted on insurable items which have been damaged
- Other grant funding source

RECHARGEABLE REPAIRS

12.0 CHA will recharge any service user with the costs of repair work required due to the carelessness, neglect or deliberate damage by a service user, a member of their household, or a co-worker.

12.1 CHA will however take a sympathetic approach to minor repairs which would normally be charged to the service user

TENANT PARTICIPATION AND FEEDBACK

13.0 CHA conducts surveys of tenant satisfaction following completion of planned maintenance or property improvement works.

13.1 Whenever possible CHA will involve the service users concerned in choices, e.g. of colours or types of kitchen fittings, when planning cyclical painting, planned maintenance or property improvement works

13.2 CHA will consult with service users on proposed changes to policies.

ADAPTATIONS

14.1 CHA will respond positively to requests to undertake adaptations for service users with specific disabilities or housing needs and utilise NIHE (DPG) DAG funding in accordance with the DfC Housing Association Guide and CHA's Adaptation Policies and Procedures. All referrals are made by Occupational Therapists to CHA.

COMMENTS and COMPLAINTS

15.0 All comments and complaints concerning the repairs and maintenance service will be dealt with in accordance with CHA's general complaints policy.

MONITORING

16.0 The General Manager will ensure that reports on the performance of repairs and maintenance contractors in relation to actual completion of jobs within order completion dates are submitted to the Board.

- 16.1 The General Manager is responsible for ensuring the implementation of policies and procedures which support CHA asset management.

POLICY AND PROCEDURE FOR RESPONSE REPAIRS

POLICY

- 1.00 Craigowen Housing Association (CHA) will provide an effective, efficient and responsive repair service to its service users. To help achieve this objective, CHA will apply this policy statement, which sets out CHA's obligations, approach to the maintenance of its housing stock and the priority that should be attached to undertaking this type of work.
- 1.01 This policy is the responsibility of the General Manager. The CHA Maintenance Officer will implement this policy which outlines the process which is detailed in the following procedures:
- a) Immediate & Emergency Repairs Reporting
 - b) Repairs Reporting
 - c) Repairs Access
 - d) Pre-Inspections
 - e) Post Inspections
 - f) Job Completion
 - g) Contract Monitoring
- 1.02 This policy covers the repairs service provided by CHA for repairs that are not included in any major works, planned or cyclical repairs programmes.

CHA in compliance of its statutory, legal and contractual obligations as landlords to maintain the housing stock will ensure that:

- a. The housing stock is maintained in a lettable condition that meets statutory requirements
 - b. The responsive repair service meets legal and contractual obligations and is efficient and effective
 - c. The service is sensitive to the needs of vulnerable service users
 - d. All equipment and building components meet required legislative and regulatory standards
 - e. All works safeguard the future viability of the property
 - f. Actions in providing the service give as much protection to the environment as possible
- 1.03 To achieve this, CHA will ensure that:
- repairs are carried out promptly and in one visit if possible
 - where possible, work is arranged at a time to suit the service users and the Camphill Community
 - a high standard of workmanship is set for contractors and staff
 - any problems that service users have about repairs are listened to and resolved
 - expenditure is maintained within the repairs budget agreed by the Board

- the environmental impact of building products is taken into consideration

CHA will undertake the response repairs service by:

- Defining, reporting and authorising repairs
- Identifying and prioritising repairs for the most vulnerable service users and arranging for access to undertake the works etc.

The CHA Maintenance Officer may approve additional works if the repairs Contractor is on site, the work is not of a major nature, and the work requested does not require a pre-inspection. The contractor can carry out additional works to the value of £75 without prior consent from CHA. However, this must be reported to CHA in a timely manner.

PROCEDURE

2.00 Procurement Procedures for Response Maintenance

CHA will procure its response maintenance works in accordance with the DfC Housing Association procurement guide and CHA's maintenance policy and procedure. CHA will procure and manage its response maintenance service using Fusion 21 and/or measured term contracts (MTC).

- 2.01 Response repairs include all day-to-day repairs reported by the Camphill Community, a service user, a member of staff, or identified during a void inspection. These repairs are categorised according to their priority response times for each of 5 categories. Repairs are carried out by approved contractors under formal contracts within the priority response categories.

Repairs are reported to CHA Repairs Desk by telephone, E-mail/letter or directly by the Camphill Community or service users. Works orders are raised using agreed contract rates or the measured term contract schedule of rates where possible (MTC SOR).

- 2.02 Response times have been approved by the Board and are publicised annually through the tenants' handbook and the annual review.
- 2.03 Response repairs will be procured under NEC contracts and Fusion 21.

3.00 Immediate Repairs Reporting

- 3.01 CHA provides a 24-hour system operating 365 days a year to report repairs. The CHA office can be contacted during normal working hours on 02890657040 (Monday to Friday 9:00 am-5:00 pm). Emergency repairs outside normal working hours are notified to Radius Connect 24 who are contactable on **03301230341**.

- 3.02 Outside normal working hours, the Radius Connect 24 service will:

- a) Contact the appropriate contractor detailing works required
- b) Contact designated CHA staff if unable to reach the contractor
- c) Provide CHA with a daily schedule of repairs logged for CHA owned properties

4.00 Repairs Reporting

4.01 There are several ways in which the Camphill Community and service users can report repairs. These are:

- a) By telephone to the CHA Repairs Desk where the repair is logged
- b) By calling into the CHA office and reporting the repair to a member of CHA staff
- c) By letter which will be filed with the relevant job number or inspection number put on it
- d) By email (the most popular way of reporting repairs)

4.02 Upon receipt of a repair request, staff will assess if it is a qualifying repair and then:

- i. If qualifying-obtain as much information about the repair as possible
- ii. If not qualifying- advise the Camphill Community and/or service user
- iii. If others' responsibility (and a repair) advise Camphill Community and/or service user of the agency to contact to answer their query e.g. street lighting
- iv. If others responsibility (and not a repair) advise Camphill Community and/or service user of person to contact to answer their query

5.00 Response Times

5.01 CHA's target response times are as follows:

- **Immediate:** 4 hours - defects causing an immediate risk to the tenant.
- **Emergency:** 1 working day (24 hours) - defects affecting the safety, security or health of the tenant.
- **Urgent:** 4 working days - defects causing loss of facility to the tenant or likely to cause further deterioration to the structure, fabric, fittings, fixtures or services to the building
- **Non-emergency** – 10 working days
- **Routine:** 20 working days - defects which can be deferred without serious inconvenience to the tenant

5.02 The response repair timescales set out may vary following exceptional weather. In these circumstances CHA will inform the Camphill Community and/or service user when they report repairs that exceptional weather delays are occurring and will if possible, give an indication when a repair will be completed.

6.00 Repairs Access

6.01 CHA, is committed to working with the Camphill Community and/or service users to deliver the service for response repairs at times that are as convenient as possible. However, CHA does not offer a full appointment system.

6.02 The job response time will be categorised by CHA Repairs Desk.

6.03 Specific appointments are not usually offered due to operational difficulties but will be made in exceptional circumstances in consultation with the contractor.

6.04 Details of the appointment or any preferred days or times will be added by CHA Repairs Desk to the works order which is then forwarded to the contractor for their attention.

7.00 Pre-Inspections

- 7.01 Repair jobs will be pre-inspected in the following circumstances:
- a) Where the repair cannot be properly diagnosed from information supplied by the Camphill Community or service user via the telephone
 - b) Where Camphill Community or service user's requests relate to repairs which are commonly misdiagnosed e.g. damp/condensation
 - c) Where a specification is required for works not covered by the schedule of rates
 - d) Where the item has been recently repaired (is a service user causing damage)
 - e) Where a property has an unusually high number of repair requests
 - f) Where a service user is suspected of causing damage and a rechargeable repair could be issued
- 7.02 CHA will explain to the Camphill community and/or service user if a pre-inspection is felt necessary and will take all relevant contact details.
- If the job is considered to be urgent, CHA's Maintenance Officer will be contacted and asked to attend urgently.
- 7.03 Pre inspections, except for immediate jobs and/or emergencies, will be carried out in the following timescales:
- Urgent Repairs within 4 working days
 - Non-Emergency Repairs within 10 working days
 - Routine Repairs within working 20 working days
- 7.04 CHA's Maintenance Officer will carry out the pre-inspection and complete the pre-inspection documentation. The pre-inspection details should then be completed and the works order amended by ensuring accurate schedule of rates coding and priority categorisation.

8.00 Raising Works Orders

- 8.01 On receipt of a repair request from the Camphill Community or a service user or following a completed inspection, CHA will raise a works order.
- 8.02 The Works Order will state the address, access details, work required, timescale for completion and schedule of rates codes.
- The works order is electronically transferred to the contractor's office for action. The completion date will be monitored the by CHA Maintenance Officer and followed up if the job has not been completed by the required date.
- 8.03 When repairs are reported, a confirmation copy of the works order will be sent to the relevant Camphill Community. This confirmation will include a brief summary of the repair, the telephone number of the contractor and an individual job/reference number.

9.00 Post Inspection of Repairs

9.01 Post inspections of repairs will be carried out on 10% of all completed works not exceeding £1,000 and on 100% of all invoices exceeding £1,000. No invoice can be processed whilst a post inspection is outstanding.

9.02 Post inspections will also be carried out when the Camphill Community or a service user is dissatisfied because:

- the repair carried out has not rectified the problem
- the quality of workmanship was felt not to be acceptable
- the conduct of the contractor was not acceptable

Post inspections should be completed within 15 working days.

9.03 The post inspection monitors the contractor's attitude as well as the quality of work and charges.

10.00 Defects Response Repairs

10.01 CHA will apply its response maintenance in defects policy where the Camphill Community or a service user reports a repair for a property that is still within the defects period.

11.00 Job Completion

11.01 Works will be classed as complete following confirmation, written or verbal, from the contractor, the CHA Maintenance Officer, Camphill Community or service user. Confirmation is not always required for a works order to be completed.

11.02 Should the Camphill Community or a service user complain that a particular job has been unsatisfactorily completed, CHA, will request the contractor to re-attend and remedy.

12.00 Prompt Payment

The principal responsibility for ensuring prompt payment of contractor invoices rests with the CHA Finance Officer.

13.00 Order Variations

CHA maintenance officers are responsible for the approval of works to CHA properties. Where an invoice value varies from the order value, a variation must be completed.

14.00 Contract Monitoring

14.01 CHA General Manager will monitor the responsive repair contract performance and collect and collate information as detailed below for the production of reports to the CHA Board and government departments (when required):

- List number of responsive repair inspections per month with percentage completions

- Schedule number and % completions for responsive jobs completed for a specified period for each priority
- List job orders and totals per month within the various categories
- List the non-completed works per month

14.02 The General Manager should when necessary, recognise in writing both positive and negative aspects of a contractor's service generally and retain copies in the contractor's general file.

15.00 **Management Information**

CHA General Manager will produce monthly KPI reports on a rolling yearly basis on overall contractor performance. All reported data should be verified by the General Manager and retained for audit purposes. Individual contractor performance should be prepared where necessary for quarterly review meetings and retained in the contractor's general file. The CHA Maintenance Officer should communicate performance reports to contractors and discuss any concerns and record agreed actions.

Monthly performance reports should include:

- Repairs category totals
- Repairs category % of total
- Repairs category % complete within target

Performance data will be reported to the Board on a bi-monthly basis.

16.00 **Tenant Satisfaction**

16.01 Satisfaction with repairs will be continually monitored to ensure the high standard expected by the Camphill Community and service users is delivered.

16.02 During the quality assurance checks the CHA Maintenance Officer will engage with service users to further monitor satisfaction levels. CHA will also publish the results of the responses on a yearly basis and offer the Board the opportunity to review CHA's conduct in cases of service user dissatisfaction.

17.00 **Complaints**

17.01 CHA views complaints as an opportunity for service users to inform the association of poor service and to allow investigation, corrective action and ensure system improvements are put in place where possible. In accordance with CHA's Complaints policy all service users will be informed of the Complaints policy and procedure for making formal complaints.

17.02 Requests for services that are the service user's responsibility, or requests to reschedule repair response times are not considered complaints.

17.03 Any concern regarding service levels should where possible be resolved informally. For the response repair service, the initial responsibility rests with the CHA Maintenance Officer to investigate the concern including meeting the service user and initiating any actions or providing a report to the General Manager.

POLICY AND PROCEDURE

FOR VOID PROPERTY INSPECTIONS

1.0 POLICY

- 1.1 CHA, in collaboration with Camphill maintenance staff, will ensure that all properties are inspected and prepared following a tenancy termination and that all statutory checks and works are done to ensure that a property is made available to an incoming tenant in a good, lettable and safe condition.

POLICY AND PROCEDURES FOR MISCELLANEOUS WORKS

POLICY

- 1.0 Miscellaneous works are defined in the DfC Housing Association Guide as remedial works to specifically identified 'components' or 'areas' of Association-owned property where works or measures are necessary to ensure the health and/or safety of service users/others, or to comply with new statutory requirements.
- 1.1 CHA, in the management of its properties, has developed and maintained appropriate policies and procedures to ensure the effective management of these areas of risk.

PROCEDURE

- 2.0 The miscellaneous works areas listed below will generally have existed since the dwelling/property was built/improved when the problem/hazard was not known or recognised as such and, in certain circumstances these:
- May now be detrimental to the tenant's and others' health, and require work/measures to ensure the dwelling remains safe for occupation
 - May not comply with new statutory requirements or responsibilities on CHA as a landlord
- 2.1 The CHA Maintenance Officer is responsible for the management of miscellaneous works areas which may include the following:
- Asbestos
 - Designing Out Crime
 - Disability Discrimination Act (DDA)
 - Energy Conservation
 - Fire Precautions
 - Houses in Multiple Occupation
 - Lead in Drinking Water
 - Radon
- 2.3 CHA assess risk on an ongoing basis in these areas and undertake to arrange any necessary testing sampling or surveying to manage the risks. CHA will review its management policy on each area of miscellaneous work annually.
- 3.0 **Assessment of Miscellaneous Works**
- CHA may identify works from a number of sources, including routine surveys for other works and/or defects. Where there is insufficient in-house expertise, CHA will engage the services of a suitably competent professional consultant to advise, survey or test on the measures required and to ensure that remedial works or measures comply with statutory requirements etc.
- 3.1 CHA may combine the above miscellaneous works areas with other works where appropriate, in the following circumstances:
- Where combining the works minimizes disturbance to service users
 - It is cost effective by achieving economies of scale

- Where works compliment other maintenance or repairs

3.2 CHA will give a high priority to the management of risk in all areas of miscellaneous works areas and will seek HAG funding in the following circumstances:

- **Asbestos:** Where tenants are required to be decanted to temporary accommodation
- **Designing out Crime:** Where a PSNI Crime Prevention Officer recommends Close Circuit Television or other applicable measures
- **DDA:** Where an Occupational Therapist or other approved healthcare professional recommends necessary adaptations for tenants allowing them to carry out everyday tasks
- **HMOs:** For certain HMO related works only to ensure compliance with HMO requirements
- **Radon:** For certain Radon measures only where a radon measurement service (RMS) survey report indicates that remedial works are necessary

4.0 Procurement requirements for miscellaneous works

CHA will procure all miscellaneous works in accordance with the DfC Housing Association Guide.

On every miscellaneous works scheme where the cost of the works exceeds £15,000, CHA will appoint at least one qualified, experienced and professionally indemnified technical consultant.

For miscellaneous works using HAG applications, project approval will be submitted to the NIHE (DPG) and approval obtained prior to the work commencing.

5.0 The appointment of external consultants for miscellaneous and planned works will be in accordance with the procurement requirements for housing associations contained in the DfC Housing Association Guide and CHA's relevant procedures.

Consultants will be issued with a written brief and appointment outlining the services to be delivered.

6.0 CHA will obtain all statutory approvals, where required.

7.0 Obtaining Tenders/Quotations:

Tendering procedures and contractual requirements generally, will be in accordance with the procurement requirements for housing associations contained in the Housing Association Guide and in accordance with CHA's procedure for obtaining quotations and tenders

8.0 **Value Added Tax (VAT)**

In undertaking miscellaneous works, standard rated value added tax (VAT) will normally apply. Where applicable and where the works are exempt or reduced, a VAT exemption certificate will be issued to the appointed contractor and a copy retained.

9.0 **Completion of the Works**

Upon completion of works, the CHA Maintenance Officer will:

- Undertake a final written snagging/inspection of the work at practical completion stage.
- Undertake a tenant satisfaction survey on the way the work was carried out, and satisfaction with the completed work
- Ensure that all appropriate members of staff in CHA are made aware of any regular or specialised maintenance required by the works

10.0 CHA will maintain written procedures where appropriate for individual miscellaneous work types.

POLICY AND PROCEDURE FOR THE MANAGEMENT OF PLANNED WORKS

POLICY

- 1.0 It is the policy of CHA to provide accommodation that is well maintained, safe and which provides the best possible facilities. CHA will provide resources through its capital investment to ensure that its housing stock continually develops to achieve this.
- 1.1 Planned maintenance is defined as those works which CHA undertakes that provide for new, upgraded or replacement elements to stock/components.
- 1.2 Cyclical maintenance is defined as those works, which are periodic in nature and are carried out to maintain the condition of units or satisfy statutory requirements.
- 1.3 Miscellaneous works are defined as remedial works to specifically identified 'components' or 'areas' of property where works or measures are necessary to ensure the health and/or safety of service users/others, or to comply with statutory requirements. Miscellaneous works generally relate to conditions or elements that have existed since the dwelling/property was built/improved when the problem/hazard was not known or recognized.

2.0 PROCEDURE

- 2.1 The initial identification of a new project may arise from a wide variety of sources, both internal and external, including:
 - The identification of project need in a particular area/site
 - A request for an adaptation
 - Change in legislation
 - Stock condition survey
- 2.2 CHA, having carried out such informal internal consultations considered necessary, will decide whether or not the proposal is to receive further investigation.
- 2.3 Where a project proposal is not to be the subject of further investigation, the General Manager shall arrange for the initiator of the proposal to be advised in writing.
- 2.4 Where a proposal which would in principle attract NIHE HAG, further investigation will be required. The General Manager will initiate formal consultations where applicable, obtaining formal clarification of need and requirements. Where possible, the CHA Maintenance Officer should act as an in-house consultant, however external consultants will normally be engaged for projects in excess of £15,000.

A project file will be opened by the CHA Maintenance Officer and details will be logged in the project file, as follows:

- Address of new project
- Date proposals received
- Type of building work proposed (or need identified)
- Source of proposals
- Consultant name (if applicable)

2.5 A project checklist should be included in the file and a project feasibility assessment carried out. This may include the following:

- Consultations with relevant stakeholders
- Liaison with joint management partner, if involved
- Liaison with the Board with regard to proposals.
- Appointment of design team 'at risk'.
- Completion of economic/ project appraisal.

In all cases, any correspondence should be added to the project file.

2.6 Following consultation with stakeholders, a site survey and any other relevant research, the consultant should prepare a written budget estimate. This should include:

- Sketch drawings
- Photographs
- Measurements
- Proposed general list of works and budget cost
- Contingency sum (normally 10%)
- Consultancy/statutory fees
- VAT

The project proposal will be assessed by the General Manager.

2.7 Where the recommendation is approved by the General Manager, the project will be included in CHA's annual bid for funding in the planned maintenance programme which is submitted to the Board for approval annually, Approval for the project will be noted in the minutes of the relevant meeting.

3.0 **Consultation with Camphill Communities**

3.1 General discussions and inspections at each property across the three Camphill sites take place annually between the CHA Maintenance Officer and Community staff, to help identify schedules of works that fall within the framework of the Asset Management Strategy. This constitutes the draft programme of planned works.

3.2 As the basis for consultation, the CHA Maintenance Officer sends a copy of the draft programme of planned works to each Camphill Community at Management level, to disseminate the information to house parents/co-workers and staff.

3.3 Follow-up meetings are held at each Camphill site between the CHA Maintenance Officer and Camphill Community management to consider the draft programme on a project by project basis. At these meetings, Community management at each Camphill site have the opportunity to agree the draft programme in principle, subject to a few minor adjustments being made to fully reflect their views or to enhance the programme through inclusion of a few additional projects.

3.4 In the light of the consultations with management of each of the Camphill Communities, detailed reviews and costings of all projects constituting the draft programmes, and incorporating agreed amendments are undertaken by the CHA. Maintenance Officer.

3.5 The CHA Maintenance Officer forwards a copy of the draft programme, incorporating agreed amendments, to Community management at each Camphill site to share with their Management Council.

- 3.6 Written agreement on the draft programme, incorporating agreed amendments, is received by CHA from each Camphill Community

4.0 Procurement

- 4.1 Statutory Approvals – CHA's Maintenance Officer will ensure any necessary statutory approvals are obtained.

5.0 Compliance with CDM Regulations

- 5.1 CHA will comply fully with the requirement of the C.D.M. Regulations (NI) 2016 and in particular will:
- Ascertain whether the proposed work falls within the scope of the regulations
 - Ensure that, where an agent is not appointed, a competent CDM principal designer and principal contractor is appointed.
 - Ensure that construction works do not commence until the construction phase health and safety plan has been prepared by the principal contractor and approved by the planning supervisor
 - Ensure that the health and safety file is approved by the planning supervisor and delivered to CHA on or before practical completion of the contract work
 - Ensure that, where relevant, account is taken of the welfare of CHA's tenants (in-situ, rehabilitation, re-improvement and major works only)
 - Ensure that any principal contractor to be appointed has a written health and safety policy
 - Require all contractors seeking to tender for contracts below E.U. value thresholds to provide acceptable evidence that they have or are seeking third party accreditation of their health and safety management systems.

6.0 VAT and insurance

- 6.1 Before each contract is awarded, CHA will ensure that the contractor:
- Is registered for VAT or is not required to register
 - Is not an unqualified person for the purposes of the Fair Employment (NI) Act
 - Has adequate Public and Employers Liability insurance

7.0 Contract Administration

- 7.1 The supervising consultant Maintenance Officer will administer each project, which will include management of the following:
- An initial project meeting
 - Final project meeting
 - Routine weekly visits
 - Preparation of a works programme
 - Periodic progress meetings of no less than 4 weekly intervals
 - Recording all informal site visits records

8.0 **Approval of Final Costs and Reports on Contracts**

- 8.1 Where external Consultants are employed by CHA, the consultants will, prior to the final account being presented to the contractor for payment, submit a draft final account, to CHA for approval. If the General Manager is satisfied in relation to the content of the draft final account a letter will be sent to the consultant authorising the presentation of the account to the contractor for signature.
- 8.2 A report on the approved final account should be prepared by the supervising consultant. This report will include:
- The original target works cost
 - The contract sum approved by CHA at tender stage
 - The final account sum approved by CHA
 - The cost over or below the approved contract sum
 - Details of the main additions or omissions and use of contingencies

9.0 **Miscellaneous Works**

- 9.1 All documentation relating to applications to the NIHE (DPG) or grant claims shall be prepared by the CHA Finance Officer and checked by the General Manager. The accuracy of all certifications made by CHA in relation to such applications shall be verified by the General Manager prior to signing and onward submission to the NIHE (DPG).

10. **Policy Review**

This policy will be reviewed every 5 years.

Policy Reference:	CHA :- Maintenance Policy & Procedures
For Use In:	Main Office and all CHA Properties
For Use By:	All Staff
Document Owner:	SL/MC
Assessed By:	RB
Board Approval Date:	August 2024
Document Version V2	
Chairman's Signature:	