

# Cyclical Maintenance Policy

Directorate: Property Services

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Version: V3



## Document Information

### Scope:

The overall aim of this policy is to ensure that everything reasonably practicable is done by Salix Homes to safeguard employees, customers, contractors and members of the public from personal injury, harm and ill-health resulting from poor maintenance and servicing of various systems, installations and equipment not covered by other policies/procedures for Gas, Legionella, Fire, Asbestos and LOLER. Other policies and procedures are denoted under Document Information - Related Policy/Procedure & Documents. To minimise these risks Salix will endeavour:

- to ensure that customers, employees, contractors, visitors and all multi-occupancy property managed by Salix Homes, are safeguarded by having programmes in place to cyclical maintain and where necessary repair such systems, installations and equipment;
- to minimise the risk of systems, installations and equipment failures through the programme of cyclical maintenance and repair in multi-occupancy properties managed by Salix Homes;
- to create a climate where safe work practices and a safe workplace are part of normal business operation so to ensure systems, installations and equipment remain in good working order;
- optimise life cycles of its systems, installations and equipment through the programme of cyclical maintenance;
- to provide budgetary controls to ensure the effectiveness and value for money of the cyclical maintenance programme;
- to continuously monitor, review and improve the quality of the cyclical maintenance programme.

### Risks:

Salix Homes acknowledges and accepts its responsibilities to comply with the various guidance to manage systems, installations and equipment in its multi-occupancy properties. Failure to comply with these responsibilities may result in enforcement action including prosecution by external agencies, loss of reputation, injury or fatality to employees or others and civil claims. Approved guidance information shall be taken as the adopted standard. Failure to adequately manage the risk can lead to:

- non-conformity with the required standards;
- enforcement action by enforcing authorities;
- costs of civil action by persons or companies for loss / damage;
- cessation of use or closure of property as a result of prohibition notices and costs of remedial actions and investigations;

**Document Information**

- compensation for persons where civil action is taken and liability is proven;
- increase in insurance premiums due to claims;
- costs of legal representation in event of criminal and / or civil action; and
- loss of goodwill or poor corporate image.

The main risk factors associated with the successful delivery of this policy are:

- failure of Salix Homes to hold a current cyclical maintenance attendance certificate/report/acknowledgement of completion;
- failure of Salix Homes to monitor the cyclical maintenance programme;
- failure of Salix Homes to authorise any remedial actions, recommendations and observations;
- failure of Salix Homes to maintain systems, installations and equipment in line with testing, maintenance schedules and best practices;
- failure to carry out necessary repairs between cyclical maintenance attendances;
- serious harm or fatality due to inadequacy of the cyclical maintenance programme.

**Measures for Managing the Risk**

Effective management of the cyclical maintenance programme is undertaken by a database, Accuserve, informing of all in date certificate/reports/attendances and their expiry dates noting those due to expire and expired.

All remedial actions, recommendations or observations as denoted by the certificate/report/attendance or through the cyclical test/service/maintenance programme will be assessed by the Responsible Person and actioned where required.

The above are actions, recommendations or observations and as such an individual Responsible Person may observe or amended the recommendations, as deemed appropriate. Any amendments to recommendations will be based upon the Responsible Person’s own intimate knowledge of such criteria as:

- knowledge and understanding of the system, installation or equipment;
- risk of not carrying out or partially carrying out the remedial works to life and/or building;
- lifecycle of the system, installation or equipment in relation to the remedial works;
- future refurbishment projects;
- advisement of future safety standards.

These will be assessed by Salix Homes and then employed to identify the most appropriate and applicable management strategy for each remedial action.

The following strategic risks are linked to this policy and show the relevant mitigating controls:

**SR36 – Failure to manage assets to comply with agreed standard and produce the planned financial and social returns**

- Approved Asset management Strategy, Policies and Procedures in place with monthly financial monitoring of the investment programme ensuring forecasts are in-line with the organisations current business plan;
- Regular monitoring and reporting of KPI Dashboard to SMT and Board.

Document Information	
<p><b>SR40 - Ineffective management regimes to ensure that properties conform to the legal and regulatory requirements; -</b></p> <ul style="list-style-type: none"> <li>• Detailed policies and procedures which are reviewed annually;</li> <li>• High level monitoring regimes in place and applying for Champion Status with BSF Charter;</li> <li>• Dashboard reported to Board monthly with periodic update reports;</li> <li>• Building safety updates to SMT;</li> <li>• Internal &amp; External Audits (Asbestos, Gas, electric).</li> </ul>	
<p><b>Related Policy/Procedure &amp; Documents:</b></p> <ul style="list-style-type: none"> <li>• Asbestos Management Policy and Procedure</li> <li>• Fire Safety Management Policy and Procedure</li> <li>• Commercial Gas Safety Policy</li> <li>• Domestic Gas Policy</li> <li>• Domestic Gas Repairs Procedure</li> <li>• Domestic Gas Servicing Procedure</li> <li>• Legionella &amp; Water Management Policy and Procedure</li> <li>• Electrical Compliance Policy and Procedure</li> <li>• Passenger Lift Service &amp; Maintenance Policy and Procedure</li> <li>• Health &amp; Safety Policy</li> </ul>	
<p><b>Related Legislation / Relevant Regulation:</b></p> <p>Construction (Design and Management) Regulations 2007 SI 2007/320                      Health and Safety at Work Etc. Act 1974                      The Housing Act 2004                      Management of Health and Safety at Work Regulations SI3242 (1999)                      The Workplace (Health, Safety and Welfare) Regulations 1992</p>	
<p><b>Retention &amp; Legal Basis for Storage:</b></p> <p>All activities and their legal basis for processing are captured on the Information Asset Register. All retention periods are stored within the Data Retention Schedule.</p>	
<p><b>Stakeholders:</b></p> <p>There has been no stakeholder consultation during the review of this policy.</p>	
<p><b>Data Protection Impact Assessment (DPIA)</b></p> <p>A DPIA was completed by the Building Safety Manager in June 2021 and found that a full DPIA was not required as there were no data protection risks involved in the process.</p>	
<p><b>Equality Impact Assessment (EIA)</b></p> <p>An EIA was completed by the Building Safety Manager in June 2021 and found that a full EIA was not required as there were no E&amp;D risks involved in the process.</p>	



## Introduction

1. The aim of this policy is to ensure that Salix Homes complies with by undertaking all reasonably practicable steps to safeguard employees, customers, contractors and members of the public from personal injury, harm and ill-health resulting from poor maintenance and servicing of various systems, installations and equipment not covered by other policies/procedures for Gas, Legionella, Fire, Asbestos and LOLER.

## Cyclical Maintenance Management

2. Salix Homes acknowledges the risks associated with poor cyclical maintenance and this policy recognises the requirements as a landlord and an employer to ensure all practicable measures are taken to prevent the risk of personal injury, harm or ill health due to poor maintenance.
3. Salix will take all reasonably practical measures to have a robust and effective cyclical maintenance programme by ensuring that:
  - all systems, installations and equipment for multi-occupational properties that require cyclical maintenance are included within the relevant programme;
  - all remedial actions, recommendations and observations following the completion of a cyclical maintenance attendance to be assessed and completed within reasonable expectations dependent upon the remedial type and likely completion date;
  - all identified systems, installations or equipment within a cyclical maintenance programme are inspected, serviced and maintained by a competent contractor in line with British Standards or best practice;
  - the cyclical maintenance programme is monitored through the use of a electronic database system to provide oversight of in date, expiring and expired certificate/reports/attendances;
  - contractors who work within communal areas are to ensure they adhere to both the permit to works process, Salix Homes fire stopping preamble and where applicable the hot works permit to works process;

## Responsibilities

### Management and Hierarchy of Control

4. To ensure that the Cyclical Maintenance Policy and Cyclical Management Procedure are adhered to, suitably experienced and senior employees within Salix Homes will be nominated to act as a 'Responsible Person' to oversee their effective implementation and review on behalf of the individual Duty Holder.

### Management Responsibilities

5. In terms of the individual Duty Holders and their property portfolio, the responsibility for the implementation of this Policy and the associated Cyclical Management Procedure will rest with selected members of the senior management team to act as appointed 'Responsible Persons' in the management of fire safety.
6. Those personnel within the Salix Homes senior management structure and their associated responsibilities in managing fire safety are given below:
  - The Duty Holder:  
**Chief Executive Officer**  
Responsible for the implementation of this policy.
  - The Responsible Person:  
**Building Safety Manager**  
Responsible for the day to day controlling of the associated procedure to this policy and responsible for the implementation of this procedure and the authorised deputy.
  - Responsible Person Deputy:  
**Heating Compliance Manager (Gas, Legionella & LOLER)**  
**Property Compliance Manager (Asbestos & Fire)**  
**Performance & Delivery (Contracts) Manager**  
Responsible for the day to day controlling of the associated procedure to this policy in the event the responsible person is unavailable.  
These persons will be suitably trained and aware of their duties under current guidance and this policy document.
  - Health and Safety Manager:  
Responsible for auditing.
  - All Employees  
Responsibilities to not interfere with, tamper with or move any system, installation or equipment provided that they are not trained to interact with.  
  
Responsible for reporting any defects or hazards associated to any known or suspect failures of system, installation or equipment within a multi-occupancy Salix Homes property.