**Property Maintenance Policy**

**Document Control**

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| Responsible Person | Property Services Manager | | | | |
| Review Frequency | 3-Yearly | | | | |
| Reviewed by | Board | | | | |
| Date Approved | March 2023 | | | | |
| Next Review Due | March 2026 | | | | |
| Consultation Required | Yes |  | No |  |  |
| Equalities Impact Assessment | Yes |  | No |  |
| Added to Company Website | Yes |  | No |  |

**Associated Documents**

This document should be read in conjunction with:

* Recharges Policy
* Property Maintenance Procedure

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| **1** | **Introduction** |
| 1.1 | Balinor Group Holdings believes that the quality of its maintenance and repairs service should be of the highest standard. This is considered essential not only to ensure the satisfaction of its tenants but also to protect and maintain the value of its housing stock. |
| 1.2 | Balinor Group Holdings will:   1. meet all relevant statutory and contractual obligations to ensure that its properties are kept in good repair and installations maintained in proper working order. 2. ensure that properties are fit for human habitation and will take all reasonable steps to minimize the risk of defects placing any person in potential danger. |

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| 1.3 | Owners have the right, to have certain qualifying repairs carried out within a specified time. Qualifying repairs are those defined in the Lease/Transfer Agreement. |
| 1.4 | Balinor Group Holdings will, where appropriate, in conjunction within the Lease/Transfer terms, carry out maintenance to common parts and open spaces in order that the said common parts and open spaces are fit for use by the owners and other occupiers. |
| 1.5 | Value for Money  Balinor Group Holdings manage all aspects of their business so that owners and receive services that provide continually improving value for the charges they pay. |
| **2** | **Definition** |
| 2.1 | For the purpose of this policy, reactive repairs refer to unforeseen day-to-day repairs reported by the owners, our staff or third parties. This does not include any major repairs or cyclical repairs which might be identified from time-to-time in any of the company’s planned programmes. |
| **3** | **Responsibilities – Legal and Contractual Obligations** |
| **4** | **Planned and Cyclical Maintenance** |
| 4.1 | Planned Maintenance  Balinor Group Holdings will carry out an annual programme of planned maintenance and information obtained from stock condition surveys, our own inspections, analysis of repairs and issues raised by Owners will be used to assist in developing these programmes. |

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|  | The Company aims to repaint the outside of its properties and redecorate the internal communal areas of blocks of flats every 5 to 10 years. Owners will be informed about any programme of painting e.g. contractors details, timescales for the work, etc.  Balinor Group Holdings will meet its obligations in terms of open space and common areas maintenance dependant on whether or not it has been appointed as Factor for the feuing area concerned.  In property blocks or estates of mixed tenure where Balinor Group Holdings has not been appointed as Factor the Company may lead on organising repairs or maintenance that it considers necessary. Where it does, it shall consult with the other owners regarding the proposed cost of works, allocated share of costs and shall endeavour to seek agreement with a majority in order to proceed with any necessary repairs or maintenance. |
| 4.2 | Planned and Cyclical Maintenance Programmes  In carrying out any works, repairs, inspections or servicing if there is evidence of the presence of asbestos then the terms of our Asbestos Management Policy will be followed.  In undertaking our repairs and maintenance services where opportunities arise to use different products e.g. to fit longer lasting light fittings these will be evaluated and assessed for possible use.  Works carried out as part of planned and cyclical maintenance programmes will be inspected and any snagging issues identified for rectification by the contractor. Any applicable warranties or guarantees in relation to any works carried out will also be obtained.  The planned and cyclical maintenance programmes will be prepared each year for submission to the Board for approval and will include details of the works to be carried out, methods of procuring products and services and the financial resources required to meet the programmes. |
| **5** | **Open Space Maintenance** |
| 5.1 | Balinor Group Holdings where they are to carry out open space |

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|  | maintenance and recover the costs incurred from other owners proportionate to their ownership stake. |
| **6** | **Reporting Repairs** |
| 6.1 | Owners must report promptly any defect or damage which Balinor Group Holdings is responsible to repair. |
| 6.2 | The Company aims to provide a responsive and efficient service and repairs can be reported to the Company by telephone, online via our website, in writing, by email, text or by calling at the Company’s office. |
| 6.3 | All repair requests will be logged and prioritised. |
| **7** | **Inspections** |
| 7.1 | Inspections will, when required, be carried out. Following the inspection the inspector will initiate the raising of a job and the repair will be completed within the relevant response time. |
| 7.2 | Where following an inspection it is determined that no works are required or the reported repair is not Balinor Group Holdings responsibility the Owner will be notified.. |

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| 7.3 | Where following inspection a reported repair is identified as being a replacement, which would fall into the category of planned maintenance, cyclical maintenance or major repairs, then the owner will be notified of the estimated replacement date and that such replacement does not fall within the scope of the compensation scheme. |
| **8** | **Repairs Service** |
| 8.1 | Balinor Group Holdings will ensure adequate resources to enable proper planning and control, promptness of response as well as to maintain a high quality reactive repairs service. An out of hour’s emergency service is a key part of our reactive repairs service and is delivered by our own staff. |
| **9** | **Rechargeable Repairs** |
| 9.1 | There are a number of instances when owners may be recharged the cost of repair. The most common instances might include when a owner, a member of the owner’s household, or a visitor, causes damage, either deliberately, negligently or accidentally, to the fixtures and fittings of the house. |
| 9.2 | Owners may also be recharged for work when a tradesman or contractor has been called out to carry out a repair outside normal working hours when that repair was not classified as an emergency. |

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| 9.3 | A owner may be recharged for work carried out by the Company either at the request of the managing agent or when identified during other works where the item being repaired is deemed to be the owners’ responsibility. |
| 9.4 | The costs for carrying out any such repairs may be determined to be the responsibility of the owner and may therefore be pursued in accordance with the Company’s Recharges Policy. |
| **10** | **Procurement** |
| 10.1 | Where appropriate and in accordance with the covenants Balinor Group Holdings will prepare or use existing detailed specifications for any works or services that need to be purchased to deliver any repairs and maintenance services. |
| **11** | **Consultation** |
| 11.1 | Owners will be given advance notice of major planned or cyclical works and advice on details of the works programme and relevant contact details. In undertaking such works due regard will be given to the needs of vulnerable tenants or owners and as far as |

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|  | practical flexible working practices adopted to meet any particular requirements. |
| 11.2 | Where appropriate owners will be given opportunities to influence the major planned or cyclical programmes e.g. the terms to apply in a grounds maintenance contract such as the number of grass cuts per year. |
| 11.3 | Owners will be issued with satisfaction surveys after the completion of repairs, planned or cyclical maintenance works and the survey returns will be analysed to identify any areas for improvement. |
| **12** | **Complaints** |
| 12.1 | Owners who feel that Balinor Group Holdings have not delivered the service outlined in this policy have the right to complain. Complaints will be dealt with in accordance with  Balinor Group Holdings Complaints Policy, a copy of which can be obtained on request. Owners also have the right to refer the matter to the Property Ombudsman upon exhaustion of the complaints process. Owners have the right to refer the matter to the First Tier Tribunal Housing upon exhaustion of the complaints process. |
| **13** | **Performance** |
| 13.1 | Balinor Group Holdings will maintain information systems to ensure the effective monitoring, analysis and reporting of our repairs and maintenance services. |
| **14** | **Policy Review** |
| 14.1 | This Policy has been approved by the Board of Balinor Group Holdings. |