



Portus
Supported Housing

Planned and Cyclical Maintenance Policy Version 1.0

Safe spaces for independent living

Review

Date of this review	Date of last review	Author(s)	Owner	Next review date
04/11/2025	04/11/2025	Jason Cox	Jason Cox	04/11/2027

Details of amendments

Version	Date	Update/ amendment detail	Resulting from

Approved by

Executive Team	[00/00/00]
Board	13/11/25



1. Introduction

This policy outlines Portus Supported Housing's (PSH) intent to continuously improve the condition of its housing stock by producing and implementing a planned programme of refurbishment and improvement. This policy will also address the general cyclical works approach to homes, gardens and properties owned and/or managed by PSH.

2. Purpose / Aim

PSH aims to repair and maintain its homes to a high standard. The planned and cyclical maintenance programmes are a core aspect enabling PSH to achieve its commitment to its customers, correctly utilising its resources and meeting statutory obligations.

The Planned and Cyclical Maintenance Policy's aims are to:

- provide safe, warm, comfortable affordable homes and a healthy living environment, where people want to live
- maintain long term sustainability and successful occupancy of our properties and ensure the long-term viability of the assets
- ensure compliance with any legislative requirements
- ensure effective systems are in place for monitoring, recording, and reporting on asset management data. This underpins the framework for planning investment programmes and the financial planning process in respect of assets
- enable The Board to be assured of the due control over maintenance and asset investment activities

3. Scope

This policy covers all planned and cyclical maintenance works, including:

- the structure and exterior of our building (roofs, walls, flooring, stairs, windows, external doors, drains, gutters, outside pipes)
- Asbestos Regulation 4 checks to common areas
- electrical testing and re-wires
- heating and hot water provision
- internal communal areas (flooring, stairs, lifts, landings, lighting, entrance doors, door entry systems, warden call, telecom)
- kitchen and bathroom fittings (basins, sinks, toilets, baths)
- boilers and heating systems
- paintwork and cleaning of PVCu to the outside of dwellings and blocks
- stock condition surveys
- water monitoring and remedial works
- garden maintenance

4. Legal and Regulatory Framework

The key legislative requirements PSH will comply with are:

- *Health and Safety at Work Act 1974*



- *Homes (Fitness for human habitation) Act 2018*
- *Decent Homes Standard*
- *Building Safety Act 2022*

5. Related Policies and Documents

This policy is linked to the following documents, and they should be read in conjunction with it:

- *Electrical Safety Policy*
- *Water Safety Policy*
- *Gas Safety Policy*
- *Lift Safety Policy*
- *Asbestos Management Policy*
- *Adaptions and equipment policy*
- *Repairs and Maintenance Policy*

6. Policy Statement / Principles

Planned maintenance

Planned maintenance at PSH is intended to schedule repairs and refurbishment works to building elements before they fail or become uneconomical to maintain.

The planned maintenance programme is supported by stock condition surveys (SCS). 20% of PSH Stock will have a new SCS completed each year ensuring all stock is inspected during a rolling five-year cycle. This information, in conjunction with repairs performance and customer needs information, will be used to formulate both the short (annual) and long term (30-year) investment plans, as well as inform the overall business plan.

Cyclical maintenance services

Consisting of the planned servicing of properties and their associated components, cyclical maintenance services include compliance servicing, testing, internal decoration and gutter clearance, and is essentially preventative maintenance.

Our aims

To maintain and manage our assets in line with our corporate objectives, meeting the needs of our customers, staff and stakeholders, PSH will:

- look after our homes through efficient, well planned and managed programmes of works
- utilise information from stock condition surveys effectively to form our planned works programmes (see table below for some of the lifecycles of components that drive planned works)
- reduce the number of ad-hoc major repairs and reactive maintenance through a planned approach, by looking at patterns in repairs raised and early component replacements



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- use data from other areas of the business to identify any other patterns and use this to design pre-emptive works that sit outside of the typical programmes and protect the value of our assets
- seek to continuously improve the quality of our assets and the way we look after them
- provide homes with high quality, warm, safe, secure and sustainable modern buildings.
- be clear about the standards, targets and performance expectations of our planned and cyclical programmes and who is responsible for meeting and monitoring them (see table below for some examples of cyclical works)
- meet our legal and statutory obligations in the repair of our housing stock and ensure health and safety and financial regulations are achieved through best practice
- as a minimum, meet the Decent Homes Standard for all our homes

Replacement periods

Component	Replacement period (years)
Kitchens	15
Windows	30
Bathrooms	30
Flooring	8

Commented [JC1]: Suggested better headers for each – originally 'Table 1' and 'Table 2'

Service and maintenance cycles

Element	Service and maintenance cycles (years)
Gas servicing	1
Internal redecorations (communal areas)	3
Gutter cleaning	1
Garden maintenance	Monthly from March to October

7. Roles and Responsibilities

The Director of Strategic Asset Management is responsible for the oversight of delivery and review of the planned and cyclical maintenance policy. As well as maintaining the asset data to support the programme's of work.

The Compliance Managers is responsible for to manage the delivery of the cyclical maintenance programme in line with this policy.

Property Surveyors are responsible for the delivery of the planned maintenance programmes.



8. Monitoring, Review and Compliance

Cyclical and Planned works programmes are reviewed monthly as part of the board submissions. They are also reviewed annually to ensure the programme are accurate and reflect the needs of the Customers and business.

9. Equality, Diversity and Inclusion

PSH is committed to mainstreaming equality and diversity throughout all its activities as well as meeting the general and specific duties imposed on it through the legislation. Please refer to PSH's Equality and Diversity Policy to read the policy details in full.

