

HEXAGON HOUSING ASSOCIATION LTD.
Stock Improvement Team

Policy Title	CYCLICAL REDECORATION POLICY		
Status/Version	Revision	Date:	November 2011
For Distribution To:	HM; SHM; Coop - October 2016		
Last Review date	October 2016		
Also see	7 year plan.		
Update due & by:	RK - Every 3 years		

RECOMMENDATION

This policy applies to the redecoration and cleaning of the Association's housing stock for external and internal common areas including boundaries together with associated repairs.

BACKGROUND

Following recommendations of the Internal Audit (**January 2010**), the agreed review of this policy is completed and is annually updated.

POLICY STATEMENT

The Association's policy for cyclical maintenance is to carry out cyclical maintenance of all its housing stock **every seven-years** via the 7 year rolling programme in place for the external redecorations and associated repairs including internal communal areas and fencing.

The prime objective is to ensure the Association's stock is well maintained, and to reduce re-active maintenance to a minimum and apply VFM principles to ensure better controls on costs year on year thereby ensuring an even spread of spend and properties decorated each year.

The volume of works/budget is to be split between three contractors. The annual programme comprises of 250-300 properties (Approx. 500-600 units) in total a year. This split will be subject to contractor's resources and available budget.

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SCOPE OF WORKS

The areas of works should include:

- Wash down and clean out of gutters, PVC-u fascia and soffits.
- Painting of all previously painted areas, including fascia boards, soffits, windows, doors, thresholds masonry surfaces, floors, metal work, etc. fencing and gates as agreed at site inspection, and shared communal areas (which includes hallways and in some instances communal rooms to properties agreed in any management agreement.
- The choice of colours are as follows:
 - a) Timber and metalwork to match as existing, usually white woodwork and black metalwork.
 - b) Timber entrance doors, choice of Red, Green, Blue, Yellow, Black or White.
 - c) Masonry surfaces to match existing or as close as possible.
 - d) Internal communal areas choice of 6 agreed colours, as existing or similar as agreed in any management agreement.
 - e) Timber cladding to be oiled or stained to match existing
- PVC-u and PCA (Powder Coated Aluminium) windows and doors should be washed down and ironmongery oiled as agreed at site inspection.

Erection of scaffold (tower or cherry picker or agreed alternative safe method of working from heights) on all heights over 2 storeys to facilitate external repairs and redecorations in accordance with all current Regulations.

- The use of scaffold alarms and netting will be at the discretion of the Planned Surveyor - Cyclical.
- The contractor is to provide a Handover Certificate for any scaffold erected which should refer to relevant drawings, permitted working platform loadings and any specific restrictions on use. In addition the contractor shall provide on-site suitable Scafftag system for visible site inspection.

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MATERIALS

The use of the following materials is permitted for use within current contracts:

Paints: ICI Dulux,. Our approved Partnering supplier is ICI Dulux who offers a full specification and testing service, to compliment in house and consultant input, together with full after sales service.

Timber Repairs: Timbercare Nationwide patch repairs, approved proprietary fillers

Masonry Repairs: Toupret (masonry filler), Tetrion (all-purpose filler), Bondglass (décor filler)

PVCu cleaners: Mila Hardware, Tetrion (plastic PVCu, cleaner)

Mastics: SX Siroflex (mastic filler)

PROGRAMME

- a) Annually the Planed Surveyor – Cyclical is to prepare the forthcoming years programme in line with the agreed budgets. As far as possible, properties should be grouped geographically, certainly whole streets together, and by type to ensure smoothing of the overall programme. This would eliminate large numbers of properties requiring very expensive scaffolding, for example, all being programmed for the same year thereby inflating possible costs for that year
 - The draft programme for the forthcoming year is to be prepared by October of each year

All draft programmes are circulated to Housing Management, Care & Support and the Resident Involvement Team for any feedback.

- All feedback to the draft programme is received by no later than the end of November of each year

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b) Each year the programme will be updated to include additional “new build” and refurbished units. The additional units will be included in the appropriate first year of the programme, in accordance with the development handover arrangements. Properties which have been sold or leases expired will be deleted from the programmes after the appropriate checks have been made.

WORKS

- a) A schedule of the works necessary for repairs and decorations are estimated and included in the value of works by the Contractor.
- b) Any contractors used must be registered on Construction line or be on the Associations Approved List of contractors, and have suitable financial records for the value of works.

MAJOR WORKS REFFERAL

Where extensive and/or costly works are identified prior to the commencement of works, where repair works do not represent value for money, these works will be referred to the Stock Improvement Manager for inclusion into other programme of works such as windows, doors, roofs etc. within 30 days of identification.

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PROCUREMENT

- a) Contractors will be restricted to those capable of carrying out both repairs and painting works.
- b) Tenders for cyclical maintenance are to be based on a Schedule of Rates and/or, agreed Partner Rates and should be sought for a term period. Where negotiated, in the case of using existing contractors, value for money would be a pre requisite of the process.
- c) Where appropriate we will use consortia arrangements to procure the works via framework mini - tender.
- d) Contractors will firstly carry out a pre-measure of each property to determine and measure areas to be painted and a schedule of repairs, this may be done jointly with the Planned Surveyor for clarity of scope of works on some properties.
- e) Pre-measures should be checked by the Planned Surveyor prior to works starting where internally managed, and by the Consultant if/where managed externally.

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CONTROL OF THE WORKS

- a) The planned surveyor must ensure that all works carried out are adequately supervised on a regular basis by the contractor.
- b) Quality standards are to be agreed with the planned surveyor at the start of programme. Planned surveyor will agree a percentage check to the works
- c) Sub-letting of works by the main contractor is not permissible unless the contract administrator has received a written request giving details of who is to be employed. If the request is agreed then written confirmation should be given.
- d) It is normal practice for painting works to be carried out during the months April to October. If weather conditions are suitable this period may be extended into November. Only under special circumstances will the painting season be extended beyond these periods for external works. In relation to internal redecorations these may be programmed at any period during the financial year, but only carried out in temperatures in accordance with manufacturers' guidelines and good practice.
- e) The contractor before commencing works should provide a programme and cash flow, on how they intend completing the yearly programme within the contract period.
 - The programme and cash flow is to be provided to the Planned Surveyor – Cyclical by February of each year.
 - A quality KPI will monitor each contractor's performance monthly and the programme may be adjusted to reflect their performance.
- f) The planned surveyor should ensure contractors; notify tenants in advance of their intention to carry out repairs/painting and during the works of any major changes to works.

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STANDARD OF WORKS

- a) Contractors will complete one property at the commencement of the contract to be used as the agreed standard for the rest of the contract. The planned surveyor should approve the works on this property before any further work is carried out.
- b) An ad hoc selection of properties (5% of the programme) is to be sampled annually, the contractor is to provide before and after photographs and a agreed written report on condition of decorations as a benchmark.
- c) If the works fall within the Construction & (Design & Management) Regulations the contract administrator shall obtain a Health and Safety plan, risk assessment, contract period from the Contractor
- d) A percentage of works are to be inspected by the Planned Surveyor – Cyclical, and where appropriate sign off the relevant post inspection on Genero.
- e) The snagging of any defective work is to be brought to the attention of the contractor and reviewed at progress meetings.

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PAYMENTS

- a) Interim payments will be necessary during the course on the contract, but valuations will only be based on fully completed properties. The contract administrator should ensure the interim payment does not exceed the value of completed and approved work.
- b) Final stage payment will not be approved until the percentage checks of the works is inspected and passed.
- c) Retention monies may be held for 12 months or as per contract conditions.
- d) Where applicable payments are checked and logged on Genero and cost spreadsheet for each individual property, and passed to Finance for payment.
- e) A minimum 20% inspection of works is to be carried out by the Project Surveyor and 100% by consultants before interim payment applications are passed for payment.

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VARIATION ORDERS

There are occasions where a variation to the contract may be necessary.
Conditions of Contract must be followed.

- a) Variations for any works over the value of £100.00 are to be priced by the contractor for approval by the Planned Surveyor prior to commencing these variations. Samples of variation orders over £100 are to be audited at progress meetings to ensure correct authorisation has occurred.
- b) Where variations exceed this amount the Planned Surveyor shall follow guidelines laid down for their delegated authority.
- c) In all cases the ongoing controls for overall final account predictions will be in place to reduce the impact of any unforeseen works on properties in the contract and not started – this will be monitored on Lifespan.
- d) The Planned Surveyor – Cyclical will retain the right to change the programme in light of practical restraints or budgetary pressures.

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RECORDS

An office record of the Six-year programme must be kept. This is best kept on an Excel spreadsheet and Lifespan so regular updating can be carried out easily and will include:

Full address of property
 Property management
 Date last painted (Year)
 Date redecoration due
 Budgeted costs, for external redecorations, internal redecorations, scaffold, repairs and fees
 Any major repairs carried out (e.g. new window or roof).

- a) The year of painting should be updated on the Lifespan cyclical module.
- b) On completion of works a tenant's satisfaction survey forms are to be left by the contractor to all units with an internal telephone survey to follow up, and returned data analysis is to be provided by the contractor and added to agreed KPI's.
- c) All correspondence to tenants is to be retained for 6 years as per recommended retention period by the NHF.
- d) Regular meetings (monthly) with contractors during the course of the works are to be recorded and kept on file.
- e) On completion of all works a review meeting should take place to assess success of project and aid contractor selection in the future and information recorded on:
 - Contractors performance
 - Client 's performance
 - Consultants performance
 - Cost

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LANDLORD & TENANT ACT 85 (S20 CONSULTATION)

The pending year's property list is passed to Housing Management to identify addresses and leasehold properties contained within the contract.

Where the value of works is less than **£250 (including VAT)** per tenant/leaseholder **including fees**, and the contract is not to run for more than 12 months:

- There is no need to consult tenants/leaseholders(dependant on HSM advice)

Where the value of works exceed **£250.00 (including VAT)** per tenant/leaseholder **including fees**:

- **STAGE 1** Every tenant is consulted – notice sent by Planned Surveyor - Cyclical notifying tenant of, scope of works/specification, contract duration, option to propose a contractor, and obtain tenants comments on works. Allow 30 days minimum notice for tenant/leaseholder comments.
- **STAGE 2** Information to tenants, including scope of works/specification, contract duration and summary of estimates obtained and obtain tenants/leaseholder comments.

FUTURE RECOMMENDATIONS

This policy is to be reviewed every 3 years and any amendments required brought back to the Property Services Director for agreement.