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| <b>Procedure Title</b> | <b>Stock Improvement Refurbishment Procedure</b> |                 |                      |
| <b>Status/Version</b>  | Current 2010                                     | Date:           | <b>December 2010</b> |
| For Distribution To:   | Procedure Manual                                 |                 |                      |
| Update due & by:       | December 2011 - RK                               | 3 yearly review |                      |

## **1. INTRODUCTION**

1.1 This Guide outlines procedures, which are involved in providing Hexagon's Stock Improvement Services

1.2 The responsibilities of a Landlord, size of the budget and the need for good customer service make it essential that these procedures are followed

1.3 The Guide can broadly be divided in the following ways:

The first part provides an overview of planned maintenance responsibilities, planned maintenance budget and budget control.

The second part deals with the actual placing of planned maintenance orders and the management of planned maintenance.

## **2. THE KEY PURPOSES AND OBJECTIVES OF THE PLANNED MAINTENANCE SERVICE**

To maintain stock to the Decent Homes Standard by ensuring components are replaced "Just In Time" prior to failing.

- Repair Responsibilities -** To comply with the statutory and regulatory requirements relating to stock improvement.
- Budget Control -** To ensure that expenditure is controlled within budget and planned in accordance with the business plan.
- Customer Service -** To ensure that where works are carried out in occupied properties that the impact on the residents is kept to minimum and good information is provided on works.
- Value For Money -** To ensure that the Association receives value for Money and utilises the best procurement methods.

### **2.1 Criteria for inclusion in the stock improvement programme**

- The proposed year's program is planned using information taken from Hexagon stock database which records details from the stock condition survey (SCS).

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- Residents living in properties identified for inclusion in the program are written to in order to arrange a follow up detailed survey and provide dates of when residents can expect to hear from Hexagon's consultants for this to take place. There are properties that can be added to the programme if access is denied or works are deferred. This is a reserve list of properties approved by the SIM at the start of programme along with the initial programme.
- Changes to the programme are made at the discretion and with approval of the SIM.
- Properties receive individual detailed surveys jointly by consultants (appointed by Hexagon) and Hexagon surveyors to validate the required works on the database and to establish if any other works are required e.g. adaptation etc.
- Residents whose homes fall into the programme will receive a letter from the Hexagon contractor confirming they are on the programme.
- The Contractor Resident Liaison Officer (RLO) will then make contact with resident to explain all stages of the works and what they can expect.

**2.3 External Repairs** – Hexagon's policy for external renewals/repairs include the following:-

Drains  
Gutters and rainwater pipes  
The roof  
Walls, brickwork, rendering  
Doors, windows - external door locks  
Chimney Stacks (excluding the sweeping)  
Pathways, steps or other means of access  
Garages, parking spaces and stores  
Boundary fences

**2.4 Internal Repairs** - Hexagon's policy for internal refurbishments/repairs include the following:

Walls, skirting boards and ornamental wood mouldings, doors, frames, mouldings, hinges, floors, ceilings, wash hand basins, sink, baths, WC's,

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toilet flushing systems and waste pipes, kitchen units, electrical installations (excluding tenants fixtures and fittings), Gas pipes, Water heaters, Central Heating (not tenants own fires).

## **2.5 Re-Chargeable Items**

On occasions through neglect or misuse it may be necessary to charge the outgoing tenant for the replacement of damaged items, if the Association has to replace them or the Association is requested to deal with the problem.

### Example

- (a) Sanitary ware, e.g. wash hand basins.
- (b) Damage to doors, locks, windows, furniture - If a tenant has lost their keys or not returned them and a forced entry is necessary to replace locks.
- (c) Damage to kitchen unit doors and drawers - Whatever the damage, Housing Officers and Surveyors should assess whether it was caused by neglect or misuse.
- (d) If a tenant has vacated a property and stripped out fixtures or fittings.

## **2.6 Procedure**

In the event a recharge for repairs or renewals becomes necessary the procedure for recharges should be followed.

## **3.0 RECORD KEEPING**

All renewals and upgrading works are to be recorded on the Lifespan data base once the works are completed. This is to ensure that there is a record of the condition of each dwelling and it will show exactly what expenditure is required to maintain the properties in future years.

## **4.0 CUSTOMER SERVICE**

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4.1 Many tenants judge the qualities of their Landlord by the renewal service they receive or the condition a property is in when their tenancy begins. To ensure good customer satisfaction we carry out the following :-

- (a) The monitoring of tenants satisfaction
- (b) Monitoring work response times and quality of completed works.
- (c) Post inspect all of the stock improvement orders placed.
- (d) Ensuring that where resident's choices are available that the residents are consulted.
- (e) Confirming to tenants the work that we have ordered on their behalf.
- (f) Consulting with tenants before and during program of works to which their properties have been included.
- (g) Ensuring that tenants are aware of the complaints procedure.
- (h) Clearly informing tenants of our actions, particularly when we are unable to meet any additional requests they may have.

**5.0 VACANT PROPERTIES** - Planned maintenance to carry out major refurbishment to voids following the PIV procedures.

## **6.0 AIDS & ADAPTATIONS POLICY & PROCEDURE**

### **POLICY STATEMENT**

The Association has both a policy & procedure and a services standard that residents are given on receipt of referrals.

The Association is part of the South East London Housing Partnership (SELHAG) which established a South East protocol for all Boroughs and RSLs operating within the area.

The SE protocol for minor aids and adaptations works is to ensure that adaptation for up to £1,000 are carried out by landlords without applying for a Disability Funding Grant and adequate resources are made available to achieve this.

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Hexagon is committed to assisting tenants with disabilities to maintain independence within their homes where possible, through the provision of aids and adaptations.

We will provide guidance and information to tenants, staff and other professionals to procure adaptations through the association or via other agencies, in accordance with Hexagon's Aids and Adaptations policies and procedures and service standards. The policy seeks to ensure equality of opportunity for people with disabilities, who live in the Association's properties. It should be referred to, to ensure compliance.

#### CRITERIA FOR FUNDING AIDS AND ADAPTATIONS

The Disability Discrimination Act (1995) defines a *long term disability* as "an impairment which has lasted, or is likely to last, for at least 12 months or the rest of the persons life". Therefore, to ensure appropriate use of funds, the Association will not normally undertake extensive alterations to a property or install major items of fixed equipment if the circumstances giving rise to the need for an adaptation are only temporary. Each case is to be considered in line with this criterion.

#### COST LEVELS FOR ADAPTATIONS

Minor adaptations are those under £1,000.00, examples of which would be concrete ramps, handrails, door release intercoms, flashing light doorbells. Major adaptations are adaptations costing over £5000, i.e. stair lift, ceiling hoist and bathroom alterations. All major adaptations require an Occupational Therapist's recommendation and specification or details of equipment required. If there is an unacceptable delay in obtaining recommendations it may be appropriate to consider using a registered private Occupational Therapist. The decision of the Responsive Repair Manager will be required to use a private Occupational Therapist.

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