

Prima Group

Planned Maintenance - Planned Capital Improvements

We have to plan ahead and undertake work to keep homes in good repair. We call this planned maintenance.

Planned improvements are required to keep our properties in good condition, secure, warm, meeting the needs of our customers' expectations and remaining compliant with Decent Homes Standard and statutory legislation.

There are two types of planned maintenance, examples are below:

Work that needs to be done annually or on short duration cycle

- Servicing any gas central heating boiler, gas fire or gas appliance in your home (this is a legal requirement)- Annually
- Testing Electrical installation within your home – Every 5 years.

You must allow access for these works as a condition of your Tenancy agreement. If you do not allow access, we may need to take legal action to gain an injunction for access to complete our legal responsibilities. Costs incurred for legal action will be recharged to you

Maintenance work which needs to be carried out less frequently on a component life cycle basis - (Planned Improvements)

- Replacing kitchen units
- Electrical re-wiring
- Replacing or improving bathrooms
- Replacing heating systems.
- Replacing structural elements of a building

It is important we undertake maintenance and improvement works to prevent or mitigate the deterioration in performance of our homes. Prima Housing Group continually seeks to improve/enhance our homes to achieve modern standards, for you as our tenants, and to ensure properties comply with regulatory and statutory requirements and the Decent Homes Standard.

We achieve this by arranging programmes of component replacements based on the expected life cycles of the components within your home and the last recorded replacement dates of each component. Component life cycles are referred to within the Decent Homes Standard, which is a standard that we must conform to as a Registered Social Landlord, and Prima Housing Group operates component replacements often within the life cycles stated in the Decent Homes Standard

Periodically, we will undertake Stock condition surveys to look at the condition of your home, and the components within it, to check that the details and proposed replacements dates we hold on our database remain valid or if they will require some adjustment on our plan for what will be required for the future. Where we identify the need for some improvements or adjustments to component replacement dates, we update the database accordingly and this will then be included in the revised planned maintenance schedule.

If we are unable to gain access to your home for a condition survey, your home will be cloned with the data collected from a neighbouring property or a property of a similar archetype. Therefore, it is essential that you provide access to allow condition surveys to allow us to keep our information for your home as up to date as possible as we can only undertake replacement programmes based on this information combined with previous replacement dates.

Decent Homes Standards Life Cycles of Replacement

There are four criteria that make up the Decent Homes Standard. The main criterion in relation to disrepair and components life cycle is:

Criterion B: Property is in a reasonable state of repair

This criterion sets out a number of key components and other components, provides life cycles and states that components must be both old and in poor condition not to satisfy the standard. Age alone will not render a component non decent

A selection of the most enquired about components have been listed in the table below:

Component Life Cycles used in Decent Homes Standard Criterion B		
Component	Decent Homes Life Cycle	Prima Group Planned Maintenance Life Cycle
Windows	40 Years	30 Years
External Doors	40 years	30 Years
Kitchens	30 years	20 Years
Bathrooms	40 Years	30 Years
Roof Finish	50 Years	50 Years (or as dictated by condition survey)
Electrical Systems	30 years	30 years (or as dictated by periodic condition report)
Central Heating System	30 years	30 years (or as dictated by annual condition report)

Prima Housing Group Component Replacements & Surveys

All component replacements will be subject to survey and if your home was constructed on or before 1999 will be subject to a Refurbishment & Demolition Type Asbestos Survey before we can proceed.

In order for us to comply with our duties to provide information to our contractors under the Construction Design & Management Regulations, it is necessary for us to obtain an Asbestos management survey report for the **whole property**, which will include localised R&D samples from **both Bathroom and Kitchen** components, prior to any proposed replacement works.

This is necessary to capture the information for any future proposed replacement works without the need for a further survey. If a survey is required for your property, you will be notified beforehand, and we will arrange with you for a survey to be undertaken. Unfortunately, if we are unable to obtain a full asbestos report, we will be unable to progress any proposed replacement works.

Prima Group Programmed Component Replacements Tenants Choice

In most cases where planned maintenance works are undertaken, we will consult with you and provide you with a selection of colours and styles to choose from where possible. Some examples are:

Kitchen Replacements - If the kitchen is deemed as requiring replacement you will be given the opportunity to choose from a small selection of samples of kitchen units & fittings, worktops, splashbacks and floor coverings that will make up the kitchen replacement.

Bathroom Replacements - If the Bathroom is deemed as requiring replacement you will be given the opportunity to choose from a small selection of samples of wall tile finishes and sizes, the addition of a shower unit over the bath, if practicable, and floor coverings that will make up the kitchen replacement.

External Front Entrance Door Replacements - If the external front entrance door is deemed as requiring replacement you will be given the opportunity to choose from a small selection of styles, colours, hardware and glazing types (clear or obscure) that will make up the replacement.

If an external door has to be replaced out of programme as a reactive repair, for whatever reason, it may be replaced on a like for like basis to the existing.

If your home is in a conservation area, it may not be possible to provide any choices on colours or materials for external component replacements as we may be bound to existing colours, styles and materials by local planning law.

Tenant Home Improvements -Component Replacements

From time to time, we receive requests from Tenants who wish to install their own kitchen, bathroom, windows or external doors at their own expense.

In the first instance permission to replace any component should be requested from Prima Housing Group. We would not unreasonably withhold permission for any proposed component replacement however, certain criteria would apply to the proposed works. Certain sub-standard installations could leave the property vulnerable to flood and damp which can cause extensive damage to the property.

Therefore, we would typically require information about the proposed installation before providing permission to proceed. The information we would require would depend specifically to the request being made but, as a base line, the following information would be requested:

- Details of the full scope of works
- The name and address of the proposed installation contractor.
- The proposed contractor's accreditation details
- The proposed contractor's insurance details.
- A full detailed method statement for the proposed scope of works including the proposed materials to be used and how they will be applied.

It should be noted that once permission is provided our component database will be updated with the replacement details and you will remain responsible for the maintenance of this component for the duration of its lifecycle