

Policy name:	
<h1>Cyclical Maintenance Policy</h1>	
Section:	Property Services
Exec responsible:	Director of Property Services
Review by:	Property Services Manager
Tenant review:	No
Authority to amend:	Chief Executive
Frequency of review:	Every 3 years
Last review:	September 2025
Next review:	September 2028
Responsibility for delivery:	Property Services Managers/Supervisors
Strategy:	
Associated risk ID:	<p>Risk 2 - Failure to meet legal and regulatory requirements</p> <p>Risk 5 - Data quality and data management is not sufficient to support the business</p> <p>Risk 7 - Unable to attract, retain, develop and motivate staff</p> <p>Risk 9 - Health and safety failure or neglect</p> <p>Risk 15 - Value for money is not delivered/ demonstrated</p> <p>Risk 21- Procurement</p>
Health & safety:	<p>At Cornerstone, we are committed to ensuring the health, safety, and welfare of our residents, staff, contractors, and visitors through the effective planning and delivery of cyclical maintenance activities. Cyclical maintenance includes scheduled inspections, servicing, and repairs of building components and systems such as gas appliances, electrical installations, fire safety equipment, water systems, and communal areas. These activities are essential to maintaining safe living environments and preventing hazards.</p>
Equality & diversity:	<p>Cornerstone are committed to promoting equality, diversity, and inclusion in all aspects of our cyclical maintenance program. We recognise the importance of delivering services that are fair, accessible, and responsive to the diverse needs of our residents, staff, and contractors.</p>
Associated costs and value for money:	
Associated documents:	<p>Gas Policy</p> <p>Electrical Policy</p> <p>Lift Safety Policy</p> <p>Improvements Policy</p> <p>Asset management strategy</p> <p>The Big plan feedback</p>

VERSION CONTROL

Version Number	Sections Amended	Date of update	Approved by
1.0	First issue in new template	May 2016	<i>CE</i>
1.1	Minor amendments including job titles	March 2019	<i>CE</i>
2.0	Full review	September 2025	

Contents

1. General Principles	4
2. Annual Gas Safety Check & Service	4
3. Periodic Inspection and Testing (Fixed Electrical Installations)	4
3.1 Plant & Equipment Maintenance	4
3.2 External / Internal Painting	5
3.3 Grounds Maintenance	5
3.4 Programme Works	5
4. Contractor Management	6
4.1 Resident Engagement	6
4.2 VfM and Benchmarking	7
5. Value for Money	7
6. Benchmarking	7
7. Legal and Regulatory	7

1. General Principles

Cyclical Maintenance refers to planned items of work carried out on a regular basis. It also includes cases where similar repairs are deferred and grouped into a comprehensive programme of work, such as repointing. This includes servicing of plant and appliances, decoration, gardening, and certain programmed works.

Cyclical repairs will be carried out by the Direct Labour Force (DLF), except where specialist work or cost-effective contractor services are required.

2. Annual Gas Safety Check & Service

Cornerstone is a Gas Safe registered company, and all operatives working with gas are trained to the appropriate competency level. The DLF or our appointed contractor conducts annual Gas Safety Checks and services on all Cornerstone appliances, excluding the communal boiler at Cherry Barton (refer to the Gas Servicing Policy).

Gas Safety Checks are also performed during tenancy changes, including mutual exchanges. HSE and Gas Safe have the authority to inspect Cornerstone's offices and review gas servicing records at any time.

3. Periodic Inspection and Testing (Fixed Electrical Installations)

All electrical installations will be inspected and tested at regular intervals, at least every 5 years, to ensure they are safe for continued use. Properties being re-let, including mutual exchanges, are inspected regardless of the last inspection date. The next inspection is scheduled within five years of the previous one, subject to electricians' recommendations. Refer to the Electrical Policy for further details.

3.1 Plant & Equipment Maintenance

Cornerstone conducts annual PAT testing on electrical appliances, power tools and computers used by the DLF and office staff. This is performed by one of our DLF Electricians.

Exceptions include properties serviced by contractors:

- Cherry Barton – Lift (quarterly), Water hygiene (various - weekly, monthly and annually)
- Norwood House – Lift (quarterly), Stairlift (6 monthly)
- Old School Court – Sprinklers (annually)
- Cornerstone House – Lift (quarterly), Man Safe (JS), Bollards (JS), Water hygiene (various - weekly, monthly and annually), Air Conditioning and heating (Annually), Fall Arrest systems (Annually), Gate Servicing (Six Monthly), Gas Sensor (Annually)
- Depot – Lift (quarterly), Water hygiene (various - weekly, monthly and annually), Air Conditioning (Annually), Fall Arrest systems (Annually), Gate Servicing (six monthly),

- Stair Lifts in various properties (Six Monthly) *new process - annually for those with service contracts currently
- All Fire Equipment, Alarms, Emergency Lighting, Automatic Opening Vents (AOV), Dry Risers & Fire Fighting Equipment - (Various weekly, monthly, six monthly and annually depending on legal requirement)

3.2 External / Internal Painting

Cornerstone operates a structured seven-year cyclical programme for both external and internal (communal) painting across its property portfolio. Internal areas are treated with Class 0 fire-rated paint to ensure compliance with safety standards.

Painting works are delivered by the Direct Labour Force (DLF), who utilise mobile units and storage facilities located at the Depot and designated sites. Where appropriate, external contractors are engaged to support delivery, particularly for larger or specialist projects.

The Property Services Supervisor is responsible for coordinating and overseeing all painting activities, including scheduling, quality assurance, and material procurement. This ensures consistency in standards, cost-effectiveness, and minimal disruption to residents.

3.3 Grounds Maintenance

Cornerstone's Grounds Maintenance team operates under a structured cyclical programme designed to ensure all external areas are maintained to a high standard throughout the year. The Property Services Manager is responsible for developing and overseeing the maintenance schedule, ensuring that all site responsibilities are met efficiently and consistently.

Maintenance equipment is either stored on-site or transported using dedicated Grounds Maintenance vehicles. Where appropriate, equipment is serviced annually during the winter months to ensure safety and operational readiness.

For larger schemes, external contractors are appointed to carry out ground's maintenance works. All contractors are required to submit relevant Risk Assessments and Method Statements (RAMS), and ensure their equipment is inspected and certified annually. This ensures compliance with health and safety standards and supports the delivery of high-quality, cost-effective services.

3.4 Programme Works

Cornerstone recognises that recurring defects or major repairs may be more effectively addressed through planned programme works rather than reactive responses. In such cases, works may be deferred and grouped into a coordinated programme to achieve cost-efficiency, consistency, and minimal disruption.

Budgets, schedules, and methodologies for programme works are developed collaboratively and approved through internal governance processes. Larger schemes may require formal approval from the Board.

The Property Services Team are responsible for overseeing the delivery of programme works, including coordination with contractors, monitoring progress, and resolving any issues that arise on site. Concerns are escalated appropriately to contractor representatives or the relevant Property Services Manager/supervisor to ensure timely resolution and quality assurance.

4. Contractor Management

Cornerstone ensures that all contractors engaged in cyclical maintenance activities are competent, qualified, and fully compliant with relevant health and safety regulations and organisational standards.

All contractors must:

- Hold appropriate certifications and accreditations for the works they undertake.
- Provide up-to-date documentation including insurance certificates, Risk Assessments, and Method Statements (RAMS).
- Adhere to Cornerstone's health and safety policies and procedures while on site.
- Demonstrate a commitment to quality, safety, and professionalism in all aspects of service delivery.

Contractor performance is monitored through:

- Key Performance Indicators (KPIs)
- Service Level Agreements (SLAs)
- Site inspections and audits
- Resident feedback and satisfaction surveys
-

Any issues or concerns arising during the course of works are escalated appropriately either to the contractor's site representative, senior management, or the Property Services Manager to ensure timely resolution and maintain accountability.

4.1 Resident Engagement

Resident engagement is a key component of our cyclical maintenance programme. We are committed to ensuring that residents are informed, consulted, and involved in the planning and delivery of maintenance activities.

Our approach includes:

- Providing advance notice of planned maintenance works and schedules.
- Consulting residents on major programme works that may affect their homes or communal areas.
- Offering opportunities for feedback through surveys, meetings, and digital platforms.
- Ensuring communication materials are accessible and available in multiple formats and languages.
- Responding promptly to resident concerns and incorporating feedback into service improvements.

This engagement ensures transparency, builds trust, and helps us deliver services that meet the needs and expectations of our residents.

4.2 VfM and Benchmarking

Cornerstone is committed to delivering cyclical maintenance services that represent excellent value for money (VfM), ensuring that resources are used efficiently, effectively, and economically to achieve high-quality outcomes.

5. Value for Money

We define VfM as the optimal use of resources to achieve the intended outcomes. In the context of cyclical maintenance, this means:

- Efficiency: Delivering services in a timely and cost-effective manner.
- Effectiveness: Ensuring maintenance activities achieve their intended safety and quality outcomes.
- Economy: Procuring services and materials at competitive rates without compromising standards

To uphold these principles, we will:

- Regularly review procurement strategies to ensure competitive tendering and cost control.
- Monitor contractor performance against agreed KPIs and service level agreements.
- Use asset data and lifecycle costing to inform maintenance planning and investment decisions.
- Engage residents to ensure services meet their expectations and deliver social value.

6. Benchmarking

We will benchmark our cyclical maintenance performance against:

- Sector standards and best practices (e.g., Housemark, NHF metrics).
- Peer organisations with similar property profiles.
- Internal historical data to track improvements and identify trends.

Benchmarking supports continuous improvement by:

- Identifying areas of underperformance or inefficiency.
- Informing strategic decisions and resource allocation.
- Enhancing transparency and accountability in service delivery.

This approach ensures our cyclical maintenance programme remains robust, responsive, and aligned with our organisational goals and regulatory obligations.

7. Legal and Regulatory

Cornerstone is committed to ensuring that all cyclical maintenance activities are delivered in full compliance with applicable legislation, regulations, and sector

standards. This commitment underpins our approach to maintaining safe, secure, and decent homes for residents.

Key Legal and Regulatory Requirements

The cyclical maintenance programme is designed to meet obligations under the following (non-exhaustive) list of legislation and standards:

- Health and Safety at Work Act 1974
- Building Safety Act 2022
- Fire Safety Act 2021
- Regulatory Reform (Fire Safety) Order 2005
- Gas Safety (Installation and Use) Regulations 1998
- Electrical Safety – Building Regulations Part P
- Control of Asbestos Regulations 2012
- Control of Substances Hazardous to Health Regulations 2002 (COSHH)
- ACOP L8 – Water Hygiene
- Lifting Operations and Lifting Equipment Regulations 1998
- Homes (Fitness for Human Habitation) Act 2018
- Housing Health and Safety Rating System (HHSRS)
- Landlord and Tenant Act 1985
- Environmental Protection Act 1990
- The Housing Act 2004
- Equality Act 2010
- Decent Homes Standard
- The Social Housing Act 2023

Compliance Assurance

- All cyclical safety inspections and servicing will be carried out by competent and suitably qualified personnel.
- Certification and documentation will be maintained for all statutory checks, including gas safety, electrical condition reports, fire risk assessments, and water hygiene.
- Asset data and inspection schedules will be recorded and monitored to ensure timely compliance.
- Regular audits and reviews will be conducted to validate contractor competency and adherence to legal standards.
- Leaseholder consultation will be undertaken in accordance with statutory requirements for works affecting shared areas.

This legal framework ensures that our cyclical maintenance programme is robust, accountable, and aligned with national housing and safety standards.