



# DECENT HOMES / MAJOR REPAIRS POLICY

## 1. Introduction

An effective decent homes policy sets out key ways in which the replacement and upgrade of major elements of the stock is carried out in the most effective and efficient manner. This ensures properties are kept in a good state of repair, to current standards, reducing costs, ensuring budgets are managed effectively and improving customer satisfaction.

The decent homes / major repairs budget is a large item of expenditure for the Association and it is essential that it is well managed.

Solon's Business Plan Objective 3 & 9, state respectively that we will,

*“ deliver cost effective, good quality, customer focused and responsive maintenance and reinvestment services, which meet the needs and expectations of all residents and ensure that our housing is maintained in good condition and to current standards”*

*And,*

*“improve Solon's efficiency and effectiveness, and make a positive contribution to the Government's efficiency agenda”.*

## 2 Purpose

- 2.1 To prolong the life and good performance of relevant building components and reduce maintenance costs.
- 2.2 To ensure the properties are, and look, well cared for
- 2.3 To allow close inspection of properties on a regular basis
- 2.4 To improve resident satisfaction
- 2.5 To maintain the value of the properties

## 2 Key Commitments



### 3.1 Responsibilities

- 3.1.1 The Asset Manager will be responsible for the overall project management of the annual programme and for planning future programmes, ensuring value for money.
- 3.1.2 The Asset Surveyor will be responsible for the day to day management of the contract and reporting to the Asset Manager.
- 3.1.3 The Asset Manager and Asset Surveyor will be responsible for identifying the annual programme.
- 3.1.4 The Asset Manager will be responsible for ensuring that works are procured in a manner in accordance with the Association's Standing Orders.
- 3.1.5 The Asset Surveyor will be responsible for specifying the extent of work and agreeing budget costs with the Contractor, managing works on site and agreeing interim and final valuations.
- 3.1.6 The Asset Surveyor will refer to the Asset Management Strategy as appropriate when identifying the extent of work to each building.
- 3.1.7 The Asset Surveyor will be responsible for ensuring that the Asset Management database is updated following works.
- 3.1.8 The Housing Officer will be responsible for assisting the Asset Surveyor to gain access to a property where necessary to ensure the works are completed without undue delay.
- 3.1.9 The Asset Surveyor will be responsible for assessing interim and final valuations. The Asset Manager will be responsible for authorizing interim and final valuations.

## **4 Monitoring and Performance**

- 4.1 The Asset Surveyor will be responsible for conducting weekly site meetings to monitor and manage programme and quality of work.



- 4.2 The Asset Manager will be responsible for conducting monthly progress reviews with the Asset Surveyor to ensure quality of work, programme and cost management objectives are being achieved.
- 4.3 The Asset Surveyor will be responsible for conducting formal monthly progress reviews with the Contracts Manager.
- 4.4 The Asset Surveyor will be responsible for collating information for production of Key Performance Indicators. The Asset Manager will be responsible for producing and analyzing Key Performance Indicators.
- 4.5 Key Performance Indicators will be produced on a quarterly basis and submitted to the Senior Management Team.

Responsible Officer – Asset Manager  
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