

1. Cyclical Maintenance Services Policy

2. Reference Number 3.1.4

3. Statement of intent including cross-reference to bdht's Corporate and Directorate objectives

- 3.1. bdht is committed to the provision of a high quality cyclical maintenance service that reduces the need for responsive repairs; properly discharges its legal and regulatory obligations and protects the value of its housing stock and equipment:
- 3.2 The successful implementation of this policy will enable bdht to comply with its Regulatory obligations, protect the value of its assets and adhere to bdhts Corporate Plan in respect of Asset Management

4. Legal and Regulatory Requirements

- 4.1. bdht will work in accordance with relevant legislation and regulatory requirements and strive to improve performance by adoption of best practice.
- 4.2. **Legislation**

bdhts main legal obligations are:-

- Landlord and Tenant (Covenants) Act 1995
- Housing Act 2004
- Health and Safety at Work etc Act 1974
- Control of Asbestos Regulations 2012
- Equality Act 2010
- Defective Premises Act 1972
- Environmental Protection Act 1990
- Commonhold & Leasehold Reform Act 2002
- Procurement Act 2023
- Homes (Fitness for Human Habitation) Act 2018

- Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022
- Regulatory reform (Fire Safety) Order 2005
- Fire Safety Act 2021
- Fire Safety (England) Regulations 2022
- Building Safety Act 2022
- Housing Grants, Construction and Regeneration Act 1996
- Local Democracy, Economic Development and Construction Act 2009

4.3 Social Housing Regulation Act 2023

The Regulator of Social Housing (RSH) inspects Social Housing providers in relation to the consumer standards. The three relevant standards to this policy are:

- **Safety and Quality Standard:**

Registered providers must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants.

Registered providers must ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard unless exempted by the regulator.

When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas.

Registered providers must provide an effective, efficient, and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible.

5. Policy Statement

5.1 Regular maintenance will be carried out on an annual basis, or at other such frequency as required by manufacturer's instructions, statutory instruction or good practice. bdht will enter into service contracts for inspection, testing, maintenance and repair of the following:

- Door entry equipment
- Fire alarms, mains operated detectors, and fire fighting equipment
- Lifts, lifting equipment and hoists
- Water testing
- Asbestos
- Fire Risk Assessments (FRA)
- Portable Appliance Testing (PAT)

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- Pumping Stations (and or sewage treatment plant if applicable)
 - Trees
 - Electrical Heating
 - Gas Servicing
 - External Painting
 - CO alarms
 - Mechanical Ventilation
 - Office comfort cooling/heating system
 - Electrical Ventilation
- 5.2 bdht is committed to the provision of a high quality cyclical maintenance service that reduces the need for responsive repairs; properly discharges its legal and regulatory obligations and protects the value of its housing stock and equipment.
- 5.3 bdht will have regard to the impact of its cyclical maintenance service on the environment by embracing the principle of sustainability and wherever possible using environmentally friendly materials and methods.
- 5.4 The tenant will be responsible for the repair or replacement of any item in the property that is damaged through neglect, carelessness or deliberate action on the part of the tenant or their family or any individual knowingly allowed into the property. bdht reserves the right to carry out the above work itself and may recharge the tenant for the full cost of carrying out the repair.
- 5.5 bdht will implement a code of conduct for the service and will ensure that all its staff and contractors abide by this in order to secure high levels of customer satisfaction.
- 5.6 bdht will seek to identify the diverse needs of its customers and will work with partnership organisations and agencies in order to ensure that the service is delivered appropriately.
- 5.7 bdht will ensure that our actions reflect our policy and procedures by monitoring compliance and performance and will provide customers with information on its achievements.
- 5.8 bdht will consult with customers on issues surrounding service provision and will regularly assess customer satisfaction with the service through appropriate methods.
- 5.9 bdht will endeavour to adjust our service/ processes to meet the needs of that individual based on the information we have. For more information, please refer to our Customer Care and Access to Services Policy
- 5.10 bdht will support tenants to exercise their Right to Manage, Right to Transfer or otherwise exercise housing management functions, where appropriate
- 5.11 Customers and prospective customers are welcome to bring advocates,

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representatives, or support workers along to any interactions they have with bdht.

6. Summary of Service Standards

- 6.1. Service Standards will be published in leaflet form to give easy-to-read information to tenants.

7. Priorities

- 7.1. It is essential for the effectiveness of this policy, that all stages of this policy are given equal priority

8. Policy Implementation

- 8.1. **Procedures** - The implementation of this policy will be detailed in the following procedures:
- Cyclical Maintenance Services Procedure – This procedure details the services, equipment, inspection frequencies, and contracts held.
 - Rechargeable Repairs Procedures – This procedure details the circumstances when recharges apply and process to be followed.
 - Code of Conduct – This details the standards that staff and contractors will abide by when delivering the responsive repairs service to the customer
- 8.2. **Training** - bdht will train staff to ensure that the service is delivered efficiently and effectively. bdht will ensure that staff members are aware of the implications of all relevant legislation and regulatory guidance
- 8.3. **Monitoring of the Policy** - bdht will establish systems to monitor the management of the Cyclical Maintenance Service to identify compliance with and the need for change and development of the policy and procedures

9. Links to associated external Documents

- 9.1 This Policy is linked to the following external documents:
- Regulator of Social Housing Consumer Standards

10. Link to associated internal Documents

- 10.1. This Policy is linked to the following internal documents:

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- Asset Management Strategy
- Repairs & Maintenance Policy
- Health & Safety Policy
- Service Standards
- Tenants Handbook
- Cyclical Maintenance Procedure

11. Board/EMT Approval was gained

11.1. EMT approval of this Policy was gained on 22nd January 2026

12. Review Date

12.1. All Group policies are subject to review on a three year rolling program. This policy shall next be reviewed in January 2029. A policy may be reviewed earlier in the event of changes to the Business Plan, customer feedback, legislation, regulatory guidance, internal and external audit, risk assessment and current best practice

13. Responsibility for implementing the policy

- 13.1. Overall responsibility for the Cyclical Maintenance Services Policy lies with the Director of Asset Management & Development.
- 13.2. Development, review and implementation of this policy are the responsibility of the Head of Asset Management & Development.

14. Date: Issued 2006

19. Equality Policy Statement

- 19.1 At bdht, we are proud to serve and work within a diverse society. We recognise that some individuals and communities face systemic barriers, disadvantage, and discrimination, including those related to socio-economic background, caring responsibilities, and the impact of intersectionality.
- 19.2 We believe that discrimination in any form is unacceptable. In all our areas of work we are committed to ensuring that our policies, practices, and services promote fairness, equity, and respect for all. We aim to *reduce inequalities, promote respect, and create an equitable culture within our organisation*.
- 19.3 bdht fully complies with the Equality Act 2010 and all relevant statutory and regulatory guidance, including that issued by the Regulator of Social Housing, Homes England, the Government Equalities Office, and our funding partners.

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- 19.4 We believe that equality of opportunity is fundamental to delivering excellent services and building vibrant communities together. Our commitment is underpinned by clear policies, regular monitoring, and continuous review, all of which are actively supported by our Board and Teams.

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