

Planned Investment Policy

1. Policy Summary

- 1.1. The purpose of this policy is to ensure the upkeep, safety and functionality of Midland Heart Properties through a systematic and schedule Planned Maintenance and Cyclical Programme.
- 1.2. The policy provides the framework to manage our stock efficiently and effectively so that we can offer tenants the best service, as well as make best use of our housing stock and financial resources.

2. Policy Principles

- 2.1. Ensuring all planned maintenance complies with health and safety regulations is vital. It involves regular checks and updates to meet legal standards and protect residents.
- 2.2. Implementing eco-friendly maintenance practice to minimise any negative environmental impact. This can include using sustainable materials, energy efficient systems and waste reduction strategies.
- 2.3. This policy will outline our strategic aims in delivering Planned Maintenance Investment across the portfolio and set out the general principles that will inform the delivery and standards of service expected.
- 2.4. Planned maintenance will focus on improving tenants quality of life. A tenant centric approach will be adopted, by ensuring we utilise tenant satisfaction data to deliver planned maintenance work.
- 2.5. The purpose of the policy is to set out how we will effectively plan, programme and deliver our planned maintenance investment activities to ensure we are efficiently and appropriately investing in our existing stock.
- 2.6. The policy applies to all of our properties with the exception of properties lease on a full repairing basis, internal elements of our leasehold and shared ownership properties and managed properties with their own maintenance agreements.
- 2.7. The policy will reference our commitment to stock optimisation, stock condition, sustainability and service efficiencies and show how they link to our planned maintenance investment activities.
- 2.8. Accurate and comprehensive stock condition information is vital to robust business and stock investment planning. It will be an ongoing priority of Midland Heart to continuously improve the collection, assimilation, interrogation and interpretation of stock condition data.

3. Programme Review

- 3.1. Midland Heart will conduct an annual review of all planned maintenance and cyclical programme during the 30-year planning and budget forecast period.
- 3.2. Any additions to the planned programme of works will need to follow Midland Hearts referral process. Please refer to 'Planned Works Referral Procedure'.
- 3.3. Significant changes to the annual planned programme must be escalated to the Head of Planned Investment and Head of Portfolio Management.

Typical Budget headings at the current time are:

CAPITAL:

- Kitchen
- Bathroom
- Roofing
- Window
- Door
- Security
- Electrical Re-wire
- Fire Compartmentation
- Heating / Boiler

SERVICE CHARGE:

- Flooring (Capital)
- Communal Area Upgrades (Inc. Fire Safety Life Support Systems) (Capital and/or Revenue)
- Lift Replacements (Capital)

REVENUE (Cyclical and Services):

- Cyclical Decorations
- Minor Structural Repairs

4. Definitions

Planned Maintenance	Repair or replacement of elements that have reached the end of their useful life to provide a benefit to a property, tenant and or community.
Cyclical Decorations	Painting to external and internal communal areas of properties & general build improvements.
Stock Optimisation	The process of assessing properties to determine their net worth so decisions can be made as to their best use.
Stock Condition	The assessment of the age and condition of individual elements of properties (e.g. kitchen, bathroom etc) in relation to their lifecycle and proposed replacement date. Additionally, compliance with the Housing Health & Safety Rating System.
Sustainability	The process of ensuring the future energy efficiency and let ability of properties.
Service Efficiencies	Good organisation of works to enable a productive approach and outcome.

5. Roles & Responsibilities

- 5.1. The Head of Planned Investment will have ultimate responsibility for ensuring adherence to this policy. However, day to day responsibility will rest with the manager of the specific service area.
- 5.2. It is the responsibility of the specific service area manager to ensure all planned maintenance activities are carried out in accordance with the guidance provided within this policy and procedure and that any deviations are highlighted and rapidly brought back in line with the guidance.

6. Legislation Framework

- 6.1. The Housing Health and Safety Rating System (HHSRS) is a system for assessing housing conditions. It helps local authorities identify and protect against potential risks and hazards to health and safety from any deficiencies identified in dwellings. The HHSRS assesses 29 categories of housing hazard. Each hazard has a weighting which will help determine whether the property is rated as having category 1 (serious) or category 2 (other).

Social landlords must be aware of the HHSRS and ensure that their investment programmes comply with it.

- 6.2. **Decent Homes Standard:** It ensures that social housing is maintained to a certain quality level providing safe and comfortable living conditions for tenants. Here are the main components of the Decent Homes Standard:
- Structure and Build Quality - homes must be structurally sound with no major defects.
 - Modern Facilities - properties should have reasonably modern kitchens and bathrooms.
 - Energy Efficiency - adequately insulated with effective heating and ventilation systems to promote energy efficiency and reduce high bills.
 - Safety – homes must meet all necessary safety standards including having secure windows and doors.
 - Repair – any significant disrepair must be addressed to prevent potential health and safety risks.
- 6.3. **Awaab's Law:** This law, named after Awaab Ishak, a two-year-old boy who died from exposure to mould in his social housing home, requires social landlords to investigate and remedy health and safety hazards, such as mould and damp, within strict time limits. Awaab's Law seeks to address:
- Improved Housing Conditions – the law aims to enforce stricter standards for the condition of social housing, particularly focusing on Damp & Mould.
 - Timely Repairs – landlords would be required to address complaints about repairs to prevent health risks to tenants.
 - Accountability – the law seeks to hold landlords accountable for maintaining safe living conditions.
 - Tenants Rights – enhance the rights of tenants to ensure they can live in safe and healthy environments, empowering them to demand necessary repairs without fear of retribution.
- 6.4. **Housing Act 1996:** This Act sets out the legal framework for social housing in England and Wales. It covers a wide range of topics, including:
- Tenancy agreements
 - Rent setting
 - Eviction procedures
 - Tenant rights
- 6.5. **Building Regulations 2010:** These regulations set out the standards that must be met in the design and construction of buildings. They are designed to ensure that buildings are safe, healthy and energy efficient.
- 6.6. **Health and Safety at Work Act 1974:** This Act requires employers to take reasonable steps to ensure the health and safety of their employees and others who may be affected by their work. This includes social landlords, who have a duty to ensure that their properties are safe for tenants.
- 6.7. **The Building Safety Act 2022:** This focuses on ensuring that buildings are constructed and maintained safely, especially in response to past building failures like the Grenfell Tower fire.

6.8. **The Regulatory Reform (Fire Safety) Order 2005:** Commonly known as the Fire Safety Order, is the primary legislation in England and Wales for fire safety.

6.9. It is important for social landlords to be aware of these legal frameworks and to ensure that their investment programmes comply with them. This will help to ensure that social housing is safe, decent, and affordable for all.

7. **Communication**

7.1. Midland Heart will publish information about its planned maintenance programme each year. This will include details of the works to be undertaken and the areas that will benefit from the work.

8. **Tenant Refusals**

8.1. Tenants are able to refuse to have upgrade work if it is choice-based investment and not essential investment.

8.2. When a tenant tells us that they want to refuse work we will visit them and speak to them about this. Wherever possible, we will try to help the tenant with any concerns they have over the improvements with the aim of persuading them to have the work done. This could be practical help, such as moving furniture or personal items or advise on how the improvement will help, such as gas central heating.

8.3. Refusals will be recorded on the asset management system so that these can be tracked and reported on.

8.4. If a tenant changes their mind in the future, or the tenancy changes and the work is not carried out at void, then the property will be added back into the upgrade programme when the budget is available. This may be the following financial year if there is no capacity in year. This will be prioritised based on the date that we were notified of the change. An Equality Impact Assessment has been conducted and is available upon request.

9. **Reasonable adjustments**

9.1. We recognise the diverse backgrounds of our tenants and value their unique needs and circumstances. We are dedicated to supporting our tenants by making reasonable adjustments when required.

9.2. We are committed to ensuring that all our tenants have equal access to our services, in accordance with the principles of the Equality Act 2010. We treat all tenants with fairness and respect, valuing the diversity of our community. Our aim is to meet the needs and preferences of people from all backgrounds.

- 9.3. As outlined in Section 7, we continuously assess the vulnerability of those living in our homes when evaluating the risk of damp and mould. This assessment takes into account the demographics of our tenants and any specific needs they may have, ensuring that we address issues as swiftly and effectively as possible for them and their families.
- 9.4. An Equality Impact Assessment has been conducted and is available upon request.

10. **This policy links to**

Internal	External
Violence and Aggression Guidance (in relation to unacceptable behaviours)	Housing and Regeneration Act
Health and Safety Policy	Equality Act 2010
Reasonable Adjustment Policy (Appendix 1)	Localism Act 2011
Safeguarding & Wellbeing Policy & Procedure	Human Rights Act 1988
Whistleblowing Policy	Independent Housing Ombudsman Complaints Code 2024
Disciplinary Policy	
Data Protection Policy & Procedure	
Unreasonable and Persistent Complaints Policy	
Planned Works Referral Procedure	