

CONTENTS

1. Policy statement.
2. Scope
3. Procedure
4. Equality and Diversity Implications
5. Relevant Documents, Policies and Procedures

1. 1. POLICY STATEMENT

1.1 St Mungo's aims to repair and maintain its homes to an excellent standard. The planned and cyclical maintenance programme is a key driver in enabling St Mungo's to achieve its commitment to providing an excellent service that considers its resident's needs, its resources, statutory obligations, and external factors.

1.2 This policy and procedure will provide staff, contractors and stakeholders with guidance and support to provide a robust and fair administration of the planned and cyclical maintenance programme to residents.

1.3 St Mungo's will design its planned and cyclical maintenance programme to achieve a high level of client and staff satisfaction.

1.4 St Mungo's is legally obliged and has responsibilities under the Housing Act (1985), the Landlord and Tenant Act (1988) and the Defective Premises Act (1972) to manage and maintain its properties in a proper manner, free from disrepair and defects. These obligations are laid down in the resident's Tenancy Agreement and Licences.

1.5 The planned and cyclical maintenance programme complements St Mungo's programmes of responsive repair maintenance, void management, and compliance to ensure our stock is well maintained, up to date and meets the needs of its residents.

1.6 St Mungo's will develop short term and long-term financial plans for the planned and cyclical maintenance programme.

1.7 St Mungo's will optimise the proportion of maintenance spend on planned maintenance.

1.8 The Building Safety Act (2022) and Fire Safety Act (2021) places additional responsibilities on St Mungo's to manage and maintain its HRB (High Rise Buildings).

1.9 This policy outlines St Mungo's intent to continuously maintain its housing stock by producing and implementing a cyclical planned programme of refurbishment, improvement and redecorations. This policy will also address the collection, storage and interpretation of stock condition data.

1.10 Some responsive repairs may require significant investment and will need to be dealt with as a planned or cyclical repair. This would include items such as replacement kitchen units, whole window or roof replacement, fire doors or defective boilers requiring replacement.

1.11 The planned and cyclical maintenance programme complements St Mungo's programmes of responsive repair maintenance, void management, and compliance to ensure our stock is well maintained, up to date and meets the needs of its residents.

1.12 St Mungo's will ensure that the contractors and operatives undertaking planned and cyclical maintenance are qualified to do carry out the work.

1.13 Landlords are responsible for maintaining short lease properties at the Decent Homes Standard through planned and cyclical maintenance programmes of work. The Buildings, Leases and Contracts (BLC) Manager will liaise with the Asset Investment Manager and Service Directors to ensure that the landlords meet the Decent Homes Standard (DHS) and the conditions of the Management Agreement.

1.14 St Mungo's will collect stock condition survey (SCS) data on all its owned stock and ensure that, at least, 20% of the data is updated annually.

1.15 St Mungo's will use the SCS data to plan short, medium and long-term maintenance programmes.

1.16 St Mungo's will develop short term and long-term financial plans for the planned and cyclical maintenance programme.

1.17 St Mungo's will optimise the proportion of maintenance spend on planned maintenance.

1.18 St Mungo's will design its planned and cyclical maintenance programme to achieve a high level of client and staff satisfaction.

1.19 St Mungo's will secure long-term value for money through its planned and cyclical maintenance programme.

1.20 The planned and cyclical maintenance programme will adhere to St Mungo's Asset Management Strategy and regulatory/statutory requirements.

1.21 St Mungo's are committed to working in partnership with our residents and scheme staff to achieve improvements in service delivery and performance. We will do this by tracking and analysing the performance of planned works and contractors who deliver it and then by working with residents and scheme staff through a range of involvement initiatives including satisfaction surveys and meetings with Service Delivery staff.

1.22 The annual and 30-year investment plans will be monitored by the Client Services Committee.

2. SCOPE

2.1 This policy sets out our approach to the delivery of planned and cyclical redecoration works to St Mungo's properties. The principles of this policy apply to all owned and long lease properties and where the lease or management agreement states that planned works is our responsibility.

2.2 For clarity, we do not carry out planned and cyclical redecoration works to homes owned by other landlords, managed by St Mungo's, where the lease or management agreement explicitly states this is the landlord's responsibility.

2.3 The BLC Manager is responsible for ensuring that the appropriate planned and cyclical redecoration works are carried out the short lease properties, in accordance with the Management Agreement and regulatory/statutory requirements, including the Decent Homes Standard.

2.4 St Mungo's will aim to undertake an annual 20% SCS, the results, along with reactive repairs data and strategic/legislative/regulatory guidance will be used to inform investment decisions.

2.5 From the results of the SCS, St Mungo's will formulate and implement an ongoing investment plan. This programme identifies short, medium, and long-term investment needs and will inform the 30-year Financial Plan.

2.6 Works will be grouped together, by location where practicable, to ensure that St Mungo's manages programmed works strategically and achieves best value.

2.7 St Mungo's will define its own maximum component lifecycles, as the benchmark for formulating annual planned maintenance programmes, taking it account the client group.

2.8 St Mungo's will ensure that all owned and long lease stock meets the Decent Homes Standard. To be defined as 'decent', a home must meet each of the following criteria:

- Criterion 1: It meets the current statutory minimum standard for housing. Dwellings which fail to meet this criterion are those containing one or more hazards assessed as serious (cat 1) under HHSRS (Housing, Health and Safety Rating System).
- Criterion 2: It is in a reasonable state of repair. Homes which fail to meet this criterion are those where either:
 - ✓ one or more of the key building components are old and, because of their condition, need replacing or major repair;
 - ✓ or, two or more of the other building components are old and, because of their condition, need replacing or major repair.
- Criterion 3: It has reasonably modern facilities and services. Dwellings (homes) which fail to meet this criterion are those which lack three or more of the following:
 - ✓ reasonably modern kitchen (20 years old or less); a kitchen with adequate space and layout;
 - ✓ a reasonably modern bathroom (30 years old or less);
 - ✓ an appropriately located bathroom and WC;
 - ✓ adequate insulation against external noise (where external noise is a problem); adequate size and layout of common areas for blocks of flats.

2.1. Criterion 4: It provides a reasonable degree of thermal comfort. This means that the dwelling must have both effective insulation and efficient heating. A property must have an SAP rating of 35 or more.

2.9 Cyclical redecorations are carried out to internal, communal and external areas in accordance timeframes set out in our planned and cyclical procedure.

2.10 St Mungo's aims to optimise the proportion of repairs spending, so that a split of 60/40 in favour of planned/cyclical works is achieved.

2.11 St Mungo's will aim to ensure all properties reach Energy Performance Certificate (EPC) Rating of C by 2030. The organisation's long-term plan is to move the entire stock towards a band B rating to align with the Climate Change Act (2008).

2.12 In order to gather the current rating of the stock and plan the works necessary improvements to its buildings, St Mungo's will survey all its properties, through accredited surveyors, to establish the building's EPC rating.

2.13 As part of the long term planned and cyclical maintenance programme, St Mungo's will carry out an Asset Options Appraisal of each owned building to determine which properties require full reinvestment and which properties should be disposed. Properties will be placed in priority order for each appraisal option and the Asset Options Appraisal will be refreshed on an annual basis.

2.14 The information required for this appraisal will be drawn from SCS data, responsive repairs data, energy performance data, financial performance, service delivery needs, strategic relationship with commissioners, etc.

2.15 Setting short (annual), medium (5-years) and long term (30-year) planned and cyclical maintenance programmes are essential for short, medium and long-term budget planning. The programme will use a mixture of capital and revenue funding, plus property disposal and donation funding. Setting up and collecting service charges for appropriate assets is essential.

2.16 The definition of planned and cyclical maintenance is that it covers work designed to update and replace worn-out parts of our buildings, as well as to maintain the general condition of the property and some communal fittings, such as:

- Planned maintenance
 - major repairs to shared areas such as paths, steps, and fences
 - replacement roofs
 - replacement windows
 - car parks and parking spaces
 - replacing boilers/central heating systems
 - electrical rewiring
 - replacement kitchens and bathrooms.

- Cyclical maintenance
 - external redecoration of your house or block of flats
 - internal decoration of communal areas such as stairwells and entrance halls
 - carpet replacement

- general repairs to boundary fences and paths
- checking, repairing, and replacing guttering and downpipes.

2.17 Details of stock condition data and programmes of planned and cyclical maintenance will be shared with stakeholders in a timely manner and made easily accessible for viewing.

2.18 Most works carried out as part of planned works or major refurbishments are covered by a defect's liability period. This starts from the date of practical completion for the building or block. This information will be recorded on Cx when the works are completed.

2.19 We will monitor the performance of our planned and cyclical maintenance programme through a suit of performance indicators, which align with the Regulator for Social Housing's requirements.

2.20 We will carry out post-inspections of completed work and expect our contractors to carry out their own workmanship audits.

2.21 Monthly contract meetings will be held with the planned and cyclical maintenance contractor to discuss performance and address any issues arising.

2.22 Feedback from residents and scheme staff on the quality of the service received is important to us to help in the continuous improvement of this service.

2.23 St Mungo's will provide relevant vulnerability information, in line with GDPR guidelines, regarding the resident to the contractor prior to them working on a property. This is to ensure both the safety of the operatives and to make them aware of any special circumstances the resident may have. All resident information within this context will be reviewed periodically, in line with the relevant procedures.

2.25 St Mungo's operates a code of conduct for contractors who carry out responsive repairs on our behalf. All contractors delivering repairs are expected to work in accordance with this policy.

2.26 St Mungo's must ensure that contractor management of its planned and cyclical maintenance programme correlates to its Building Safety Policy and Procedure. Contractors must be competent to work in HRBs. They will be checked thoroughly at procurement stage and throughout their tenure with St Mungo's. Contractor work to the structure in HRBs will be assessed through 'Permits to Work' and performance reviewed through regular contract management meetings.

3. PROCEDURE

3.1 Stock Condition Surveys

3.1.1 SCS are undertaken to collect data which will be used to formulate planned and cyclical maintenance works programmes.

3.1.2 SCS will be planned by the Asset Investment Manager and undertaken by in-house Regional Surveyors or outsourced to a specialist surveying practice, where appropriate.

3.1.3 The SCS programme for each year will be produced by the Asset Investment Manager and circulated to Scheme Managers and Service Directors in January/February.

3.1.4 The Regional Surveyors will contact scheme staff prior to the survey date to discuss the details of the survey, such as access arrangements, timescales, etc.

3.1.5 SCS will collect relevant data on condition and age of building components and identify common risks as required by the Health and Housing and Safety Rating System (HHSRS). Data will be collected on key building components, such as the roof, walls, windows and doors, plus compliance assets, such as boilers, door entry systems, CCTV, heating & hot water systems. The surveys will concentrate on communal areas, see the attached survey form in the appendix for detailed information.

3.1.6 The Regional Surveyors will collect the SCS data on survey forms held on handheld devices and uploaded onto the SCS database on SharePoint at the end of each working day.

3.1.7 Data on resident's rooms will be collected by scheme staff on a paper survey form, during resident room checks, see the attached survey form in the appendix for detailed information. These SCS will be carried out annually and the information sent to the Asset Investment Manager to be updated on the asset management database.

3.1.8 All completed stock condition surveys will be quality checked by the Asset Investment Manager.

3.1.9 The Asset Investment Manager is responsible for the management of all SCS data and reports. They will validate the stock condition data weekly basis and produce performance indicators on compliance with Decent Homes Standard (DHS), Health and Housing Safety Rating System (HHSRS) and energy performance of buildings every quarter.

3.1.10 As well as collecting SCS data through an annual survey programme, SCS data will be collected during inspections of properties, notably during post inspections of void works, complex/major repairs, Damp, Mould and Condensation (DMC) repairs, structural repairs and complaint resolution repairs, by the Regional Surveyors on their handheld devices.

3.1.11 Additionally, the Assets Investment Manager will liaise with the Contracts Manager and Asset Delivery Manager each month to identify which assets have been replaced through the responsive repair contract, such as boilers, fire doors, windows, etc., and through the planned or cyclical maintenance programmes of work.

3.1.12 SCS data will be held on an asset management database, and it will be used to formulate investment plans and report against the DHS, energy performance, HHSRS failures, potential disposals and major refurbishment projects.

3.1.13 St Mungo's will undertake SCS to, at least, 20% of our owned/long lease properties on an annual basis. We may choose to vary the annual percentage of SCS carried out, if doing so would not cause detrimental impact to the quality and accuracy of the data held.

3.1.14 St Mungo's aim is to ensure that no SCS data is older than 5 years. The annual SCS programme will prioritise collecting missing data and updating the oldest data first. Any property acquisitions, which have been handed over without the relevant SCS data, will be added to the survey programme by the Asset Investment Manager.

3.2. Energy Performance

3.2.1 The Asset Investment Manager will ensure that we complete EPC surveys to all properties to inform future investment planning.

3.2.2 The Asset Investment Manager will use external specialists to carry out EPC surveys and feed the data into the asset management database spreadsheet on SharePoint.

3.2.3 This information will be used to plan which energy efficiency works should be included in the works programme to bring properties up to the required EPC/SAP standard.

3.2.4 Where significant improvement work has been carried out to a building, which may improve its energy rating. Such as boiler/window replacements or adding/improving roof insulation, then the Asset Investment Manager will arrange for a new EPC survey to be carried out.

3.3 Investment Planning

3.3.1 The Asset Investment Manager will develop investment plans based on the following information:

- An analysis of the stock condition database.
- Validation surveys and inspections.
- Identification of major component parts and lifecycles.
- Known estimated life of component parts.
- Meeting the DHS, HHSRS, EPC/SAP, Sustainability and Affordable Warmth considerations.
- Any planned stock disposals or changes of building use.
- The planned refurbishment programme.
- Changes in legislation regarding construction methods and health & safety requirements.
- Energy efficiency obligations.

- Increasing incidence of responsive repairs.
- Feedback from client services consultations.

Works will be prioritised by:

- Demand for the stock.
- Condition of the stock.
- Financial position.
- Component life data.
- Needs of client services.
- Logical sequence of operations/access.

2.2. Energy and environmental considerations.

3.3.2 St Mungo's' Projected Component Lifecycle (in years) for all property types

| | |
|------------------|----------|
| Structure | 60 years |
| Kitchens | 10 years |
| Bathrooms | 15 years |
| Pitch Roof | 60 years |
| Flat roof | 20 years |
| Windows | 25 years |
| Electrical Works | 15 years |
| Boilers | 10 years |

3.3.3 We aim is to optimise the proportion of repairs spending, so that a split of 60/40 in favour of planned & cyclical/repairs works is achieved. However, because the level of responsive repairs cannot be predicted, a level of flexibility is required.

3.3.4 In Q1 of each year the Asset Investment Manager will review all planned works completions to update the stock condition database prior to drafting next year's investment plan.

3.3.5 The Asset Investment Manager will work with the Asset Delivery Manager, using the Planned & Cyclical Maintenance Works tracker on SharePoint, and the Head of Assets and Head of Compliance & Building Safety to capture any further ad hoc asset and compliance component renewals by reviewing the repairs ordering system and the

Pyramid database to ensure all component renewals are updated on the stock condition database.

3.3.6 The updated annual and 30-year investment plan will be produced by the Asset Investment Manager in Q3 each year ready for the annual budget setting process with Finance.

3.3.7 The annual and 30-year investment plans will be monitored by the Asset Management Steering Group.

3.4 Component Renewals

3.4.1 The Asset Investment Manager will work with the Finance Team to agree St Mungo's maximum component lifecycles for formulating investment plans, considering the client group using the accommodation and affordability criteria.

3.4.2 The Finance Team will record the component lifecycles agreed, and these will be used to inform the organisational financial business plan.

3.4.3 The Asset Investment Manager will ensure that the agreed lifecycle renewals in the stock condition survey database are updated accordingly to meet to DHS.

3.4.4 Component renewals typically include:

- Kitchen and Bathroom refurbishment/replacements.
- Boiler replacement and new heating systems.
- Window and door replacements.
- Energy Efficiency measures.
- Re-roofing.
- Service replacement (lifts, door entry, etc).
- Environmental Works.

3.4.5 The annual capital budget for component renewal will be agreed with Finance by the end of quarter 3 each year and shared with Scheme Managers, Service Directors and relevant stakeholders.

3.4.6 The Head of Assets, Compliance and Develop are responsible for collecting warranties, commissioning certificates and registration documents for newly installed components and providing the information to the Asset Investment Manager, who will record the information on the stock condition database and save the documents onto SharePoint. The Contracts Manager will ensure that these documents, together with end dates are recorded on the repairs management system.

3.5 Cyclical Redecoration and Maintenance Programme

3.5.1 Regional Surveyors will collect details of required cyclical redecoration and maintenance to schemes through stock condition surveys and record the information on the survey form.

3.5.2 This information will be collated, priced and prioritised by the Asset Investment Manager and a programme of cyclical redecoration and maintenance work recorded on the Planned & Cyclical Maintenance Works tracker on SharePoint.

3.5.3 The Asset Investment Manager will work with the Finance Team to agree St Mungo's the redecoration lifecycles for formulating investment plans, considering the client group using the accommodation and affordability criteria.

3.5.4 The Finance Team will record the redecoration lifecycles agreed and these will be used to inform the organisational financial business plan, funded by revenue budgets.

3.5.5 Cyclical redecoration include:

- Internal and external common areas.

3.5.6 Cyclical maintenance include:

- Gutters, downpipes and drains
- Footpaths, driveways and hardstanding areas.
- Boundary fences.
- Roof coverings and chimneys.
- Windows
- Rendered and plastered surfaces

3.5.7 The redecoration of properties is carried out at pre-determined intervals which are set depending upon the requirements of the work. The intervals for redecoration are as follows and consider the high levels of wear and tear inside our properties:

- Internal decoration and communal areas 3 yearly
- External decoration 6 yearly.

3.5.8 The cyclical redecoration programmes include all communal areas and do not include client accommodation.

3.5.9 The Asset Investment Manager will take responsibility for maintaining the cyclical redecoration data and producing the communal maintenance programme.

3.5.10 The external communal programme will be informed by the stock condition survey and reactive repairs data.

3.5.11 The annual revenue budget for cyclical redecoration will be ready by the end of quarter 3 each year and shared with Scheme Managers, Service Directors and relevant stakeholders.

3.6 Planned Maintenance Programme

3.6.1 Regional Surveyors will collect details of required improvements to schemes through stock condition surveys and record the information on the survey form.

3.6.2 This information will be collated, priced and prioritised by the Asset Investment Manager and a programme of improvement work recorded on the Planned & Cyclical Maintenance Works tracker on SharePoint.

3.6.3 Smaller improvement work on schemes may be carried out through Social Value funding and resources.

3.6.4 The Asset Investment Manager will take responsibility for maintaining the planned maintenance data and producing the annual programme.

3.6.5 The planned maintenance programme will be informed by the stock condition survey and reactive repairs data.

3.6.6 The annual capital budget for planned maintenance work will be ready by the end of quarter 3 each year and shared with Scheme Managers, Service Directors and relevant stakeholders.

3.7 Programming Works

3.7.1 The Asset Delivery Manager is responsible for the project management and delivery of all planned and cyclical programmes of work.

3.7.2 The draft work programme will be produced by the Asset Delivery Manager and shared with the Planned and Cyclical Maintenance Contractor in January, at the latest.

3.7.3 The Contractor will survey the schemes included in the programme and produce a final programme for the Asset Delivery Manager to approve in February.

3.7.4 The confirmed programme will be shared with scheme managers, Service Directors and relevant stakeholders in February.

3.7.5 The programme will be filed on Share Point, so that it is accessible to all stakeholders and publish on Mungonet

3.7.6 Works will be grouped together, where possible, to create a whole property approach whereby we complete multiple component replacements at a single property to maximise value for money and minimise disruption to clients.

3.8 Contract Monitoring

3.8.1 The Assets Delivery Manager will use the Planned and Cyclical Maintenance Works tracker spreadsheet on SharePoint to project manage all planned and cyclical maintenance works programmes.

3.8.2 The Asset Delivery Manager will continuously review the asset management tracker to ensure that St Mungo's are collecting all relevant data for required performance reporting.

3.8.3 The Asset Delivery Manager will monitor the performance of all planned and cyclical maintenance works programmes as follows:

- Progress against annual programme.
- Spend against budget.
- Quality of works.
- Satisfaction surveys

3.8.4 St Mungo's will post inspect completed works to monitor the quality of work.

3.8.5 The Asset Delivery Manager will ensure that monthly contract meetings are held with the planned and cyclical maintenance contractor to monitor progress, discuss performance, and address any issues arising.

3.8.6 Minutes with actions will be produced, filed and circulated to relevant stakeholders by the Asset Delivery Manager after each meeting.

3.8.7 The Asset Delivery Manager will ensure that the asset management tracker is updated in timely way to provide full oversight of progress and compliance with process.

3.8.8 Works orders will be raised on the responsive repairs system and the Asset Delivery Manager will ensure that commitment records are kept assisting with budget monitoring.

3.8.9 The Asset Delivery Manager will liaise with Asset Investment Manager to provide all the required project performance data to produce key performance indicators at the monthly Senior Management Team meetings.

3.9 Financial Planning and Budgeting

3.9.1 The Asset Investment Manager will provide the Finance Team with the costed 30-year planned and cyclical maintenance programme at the end of quarter 3 to enable them to reforecast the 30-year financial budget.

3.9.2 The Asset Investment Manager will provide the Finance Team with the following year's planned and cyclical maintenance programme at the end of quarter 2 to enable them to reforecast the annual planned and cyclical maintenance budget.

3.9.3 Monthly budget management meetings will be held with the Finance Team to monitor budget spend and assist with budget management. These meetings will be used to support the Finance Team with financial forecasting and budget allocation.

3.10 Stakeholder Involvement

3.10.1 The Asset Investment Manager will provide Services Directors with an annual and draft 5-year planned and cyclical maintenance programme of works for distribution to scheme staff.

3.10.2 The Asset Delivery Manager will notify stakeholders on each scheme in quarter 4 of the following year's planned and cyclical maintenance programme of work, including details of the work, contractor and timescales.

3.10.3 The Asset Delivery Manager will liaise with scheme staff on paint colours, kitchen units/designs, and carpet colours, etc.

3.10.4 The Asset Delivery Manager will invite scheme staff to pre contract meetings with the contractor and seek feedback before contractor performance and handover meeting.

3.10.5 The Asset Delivery Manager will collect feedback on the delivery of the works from scheme staff and residents at the end of each project and used to help in the continuous improvement of this service.

3.11 Complaints

3.11.1 St Mungo's aim to ensure that residents/scheme staff are fully satisfied with its responsive repairs service. However, on occasions when residents/scheme staff are dissatisfied with our service, St Mungo's want to hear about it so that things can be put right. Where a resident/scheme staff wishes to formally complain, complaints will be handled in line with St Mungo's Complaints Policy and Procedure All contractors delivering planned works are expected to work in accordance with this procedure.

3.12 Statutory Requirements

3.12.1 St Mungo's comply with various legal duties to ensure its properties are safe for people to live and work in.

3.12.2 St Mungo's must also adhere to procurement legislation.

3.12.3 All planned work projects will be managed in accordance with current CDMC legislation, and the Asset Delivery Manager will appoint a competent CDMC Coordinator to support and oversee all health and safety aspects projects to ensure full compliance with requirements.

3.13 Code of Conduct

3.11.1 Residents/scheme staff can expect a certain standard from operatives who visit their home to carry out a repair. This standard is set out in the Code of Conduct which St Mungo's and its contractors adhere to:

- When we arrive, we will explain what we will be doing and how long it will take to complete.
- If we are running late, we will phone ahead and let the resident know.
- We will honour appointments made with residents.
- We will introduce ourselves and present our ID badge.
- We will be polite and treat everyone with respect.
- We understand that some residents are vulnerable, and we will act accordingly.
- We will never work in a property with a minor unless a parent/guardian is present.
- We will make sure that all residents receive an equal level of service regardless of their circumstances.
- While working, we will be considerate to neighbours and other building users.
- We will give residents as much notice as possible if work will be delayed or has been cancelled.
- We will minimise disruption and mess in residents' homes and keep our working area clear and free from obstructions.
- We will work carefully around residents' possessions and property, use temporary covers when necessary and treat residents' home as if they were our own.
- We will keep the property we are working in secure at all times.
- We will keep materials and equipment safe and tidy to avoid danger to others.
- We will not disconnect or reconnect any services or utilities unless we are trained and authorised to do so.
- We will clear all our rubbish away and clean up before we leave.
- If the work is not finished during the first visit, we will tell the resident what the next steps are and how long we think it will take to complete the work.

We will not:

- Use foul, abusive, or offensive language.
- Smoke in a resident's home or garden.
- Play music.
- Use personal mobile phones.
- Work under the influence of alcohol or drugs.
- Use the resident's facilities such as a toilet (unless the resident gives us permission), telephone, broom, tea making facilities or vacuum.

- Engage in any sort of harassment.
- Smoke in our vehicles.
- Use a mobile phone while driving.
- Promise to arrange additional work, for example a kitchen or bathroom replacement, if we are not authorised to do so.
- St Mungo's operates a code of conduct for contractors who carry out planned works on our behalf.
- In addition, we take seriously any action by clients who harass or threaten to harass or use violence towards St Mungo's staff, agents or contractors.
- We always take action to protect our staff where such circumstances arise. In extreme circumstances this may involve police action. We also take any reports of staff or contractor misconduct seriously and will investigate any allegations of this nature.

4. Equality and Diversity

4.1 We are committed to eliminating all forms of discrimination against clients, staff and contractors.

4.2 We will design and deliver our service to remove barriers and meet the individual requirements of clients, for instance those who are vulnerable or disabled. We will ensure that this policy is applied fairly and consistently.

4.3 We will not directly or indirectly discriminate against any person or group of people in line with our Equality and Diversity Policy. This policy can be translated or provided in alternative formats such as Braille, large print, audio, or Easy Read upon request.

5. RELEVANT LEGISLATION, POLICIES AND PROCEDURES

Our statutory requirements in relation to responsive repairs:

- Commonhold and Leasehold Reform Act 2002
- Control of Asbestos Regulations 2012
- Health and Housing Safety Rating System (HHSRS)
- Decent Homes Standard
- Electricity at Work Regulations 1989
- Gas Safety Regulations 2023
- Health and Safety at Work Act 1974
- Landlord and Tenant Act 1985
- The Housing Act 1985
- Building Safety Act 2022
- Fire Safety Act 2021
- Social Housing (Regulation) Act 2023

Linked policies and procedures are:

- Planned and Cyclical Maintenance Policy and Procedure
- Void Management Policy and Procedure

- Asset Management Strategy
- DMC Policy and Procedure
- Compliance Policies and Procedures
- Building Safety Policy and Procedure
- Disrepair Policy and Procedure
- Complaints Policy and Procedure

Appendices

- Stock Condition Survey Form

This policy was developed in consultation with: **The Leadership Team Plus and Client Advisory Board**