Title:	Cyclical & Major Repairs & Improvements Policy
Issue Date:	August 2026
Effective Date:	August 2026
Document Owner:	Rob Collingridge
Post of Document Owner:	Director of Property and Estate Services
Date Approved by EMT:	15th April 2026.
Date Approved by Board:	August 2026
Version number	Rev 3
Date of Next Review	August 2029.

1.0 Introduction

1.1 This policy sets out how Women's Pioneer Housing (WPH) will maintain, repair, and improve its housing stock to ensure homes remain safe, compliant, and of a good standard.

1.2 It supports delivery of Women's Pioneer Corporate Plan, Asset Management Strategy, and Home Standard by:

- Maintaining properties in good condition
- Delivering planned, major, and capital investment works
- Ensuring compliance with all relevant legislation and regulatory standards
- Enabling residents to influence investment decisions

1.3 This policy also establishes the framework for managing resident led improvements, ensuring appropriate permissions, controls, and legal compliance.

2.0 Scope

2.1 This policy applies to and covers:

- All Women's Pioneer Housing's owned and managed properties
- Tenants and leaseholders
- Cyclical maintenance
- Responsive and major repairs
- Capital improvements (CAPEX)
- Resident improvements

3. Definitions

3.1 **Cyclical Maintenance**
Planned works undertaken at regular intervals, including inspection, repair, and redecoration of communal areas and external elements.

3.2 **Major Repairs**
Significant repair works typically exceeding £15,000 in value.

3.3 **Capital Improvements (CAPEX)**
Replacement of key building components (e.g. kitchens, bathrooms, windows, roofs, and heating systems).

3.4 **Resident Improvements**
Alterations or improvements carried out by residents within their homes, subject to prior written approval.

4. Policy and regulatory requirements.

4.1 The policy aligns with:

- Regulator of Social Housing Consumer Standards (including the Safety and Quality Standard)
- The Decent Homes Standard (and any subsequent updates)

4.2 The policy aligns with existing WPH internal strategies and policies including:

- Corporate Plan
- Asset Management Strategy
- Tenant Engagement Strategy
- Financial Regulations
- Service Charge Policy
- Procurement Policy

5. Policy Statement

5.1 Women's Pioneer is committed to maintaining and improving its homes to a high standard, ensuring safety, compliance, and value for money, while actively engaging residents in decision-making.

6. Resident Engagement and Communication

6.1 WPH recognise the importance of effective communication with residents and ensuring adequate notice is provided.

Women's Pioneer will:

- Provide clear, timely, and accessible communication regarding all planned works
- Give at least **three months' notice** for cyclical maintenance programmes
- Give at least **one month's notice** for major planned works
- Provide shorter notice only where works are urgent or emergency in nature in line with regulatory obligations
- Tailor communication methods to meet individual resident needs

7.0 Resident Involvement

7.1 WPH recognise that these are residents' homes, and as such residents will be:

- Consulted on design choices, including kitchens, bathrooms, and communal colour schemes
- Given opportunities to provide feedback through formal consultation and informal engagement channels
- Invited to pre-start meetings with contractors
- Provided information in accessible formats upon request.

7.2 Leaseholders will be consulted in accordance with statutory requirements where costs are recoverable through service charges.

Leaseholders may nominate contractors via the Section 20 procedure, subject to:

- Demonstrated competence
- Appropriate insurances
- Adequate commercial turnover
- Compliance with Women's Pioneer procurement requirements

8.0 Managing Works Within Homes

8.1 Women's Pioneer will:

- Work with residents to agree access arrangements, programmes, and timescales

- Take reasonable steps to minimise disruption. This will include relocating TV aerials and satellite dishes where work or scaffolding will disrupt signals, and reinstalling them to their original location id required.
- Provide assistance where required (e.g. moving heavy furniture)
- Make reasonable adjustments to meet individual needs
- Will ensure safeguarding considerations, in the event of vulnerable residents being present are considered and actions implemented.
- Offer choices in specifications where feasible

9.0 Scaffolding and Access Arrangements

9.1 Where scaffolding or temporary access equipment is required, Women's Pioneer will ensure that it is managed safely and effectively.

9.2 Women's Pioneer recognises that scaffolding and access equipment may increase the risk of unauthorised access. A risk-based approach will be taken to ensure resident safety and security.

Women's Pioneer will:

- Appoint competent and appropriately accredited contractors
- Ensure compliance with all relevant health and safety legislation
- Require suitable risk assessments and method statements prior to commencement
- Advise residents on how to maintain security during works, including keeping windows and doors closed and locked where appropriate

9.2 Residents will be informed in advance of:

- Erection and removal dates
- Duration of works
- Any impacts on access, privacy, or amenity
- How to report any suspicious activity

9.3 Scaffolding will be:

- Inspected in accordance with statutory requirements, including after adverse weather
- Clearly signed and secured
- Adequately lit where it affects public or communal areas
- Designed to minimise access to properties wherever practicable. This includes ensuring ladders and access points are removed, locked, or secured outside working hours

- Temporary alarms to be installed to provide an additional security measure where appropriate

9.4 Women's Pioneer will work with contractors to minimise the duration of scaffolding and associated disruption. WPH will ensure that contractors:

  - Carry identification
  - Are clearly identifiable on site
  - Comply with site security requirements
  - Monitor contractor compliance through inspections

10.0 Post Inspection Resident engagement.

10.1 Women's Pioneer will:

- Seek feedback from residents following completion of works
- Use feedback to improve future service delivery

11.0 Major Investment and Maintenance

11.1 General Approach

Women's Pioneer will:

- Maintain buildings and ensure they are in a safe, secure, and good condition
- Deliver cyclical & major investment and or maintenance on an approximately 8-year cycle and subject to identification of component failure or anticipated failure.
- Use data from stock condition surveys to inform long-term investment planning
- Maintain a 30-year business plan to outline anticipated costs in advance
- Ensure compliance with statutory requirements

12.0 Cyclical Maintenance

12.1 Works may include:

- Inspection of external structures
- External repairs and redecoration
- Internal communal redecoration
- Replacement of communal flooring where required
- Maintenance or replacement of lighting and fire safety systems
- Window and or door replacements
- Roof replacements.

- Boiler and or Communal heating replacements.

13.0 Major Repairs and Capital Improvements

13.1 Women's Pioneer will:

- Identify major repairs through inspections and surveys
- Deliver capital investment programmes in line with strategic priorities
- Combine works where practical to improve efficiency

13.2 Residents' views will be considered when planning works.

14.0 Resident Improvements

14.1 Women's Pioneer will not unreasonably withhold permission for resident improvements.

14.2 Residents must:

- Obtain prior written approval
- Comply with statutory requirements (e.g. Building Regulations, planning permission)
- Meet all associated costs

14.3 Women's Pioneer will:

- Provide guidance on approval processes and conditions
- Not contribute to the cost of works or provide compensation in the event of damage to adjacent or Neighbouring properties because of damage arising from residents' work. However, Women's Pioneer will seek to recover costs including damages because of negligence or poor workmanship.

15.0 Procurement and Value for Money

15.1 Women's Pioneer will endeavour to ensure value for money in works planned and carried out. This will be through:

- Procurement of works in accordance with Financial Regulations
- Using competitive tendering or quotations of which are to be reviewed in line with our procurement policy.
- Preparing detailed specifications to outline the remit of work to provide transparency throughout the lifecycle of the works.
- Using appropriate and robust contract and performance management arrangements to monitor adherence to contracts and key performance indicators (KPIs)
- Regularly reviewing procurement practices to keep up to date with best practices in the sector

- Procuring works whilst abiding by the Procurement Act 2023.

16.0 Financial Control

16.1 Long-term and annual budgets will be based on stock condition survey data and approved by the Board.

16.2 Budget variations will be reviewed in accordance with our internal financial procedures, and if required with Board approval.

16.3 Costs will be monitored throughout delivery by Women's Pioneer and/or appointed consultants.

17.0 Equality, Diversity and Inclusion

17.1 Women's Pioneer will:

- Apply this policy fairly and consistently
- Comply with the Equality Act 2010
- Make reasonable adjustments where required
- Ensure inclusive communication and engagement

18.0 Monitoring and Review

18.1 This policy will be reviewed at least every **three years**, or sooner in response to:

- Legislative or regulatory changes
- Organisational priorities
- Resident feedback

18.2 The policy aligns with:

- Regulator of Social Housing Consumer Standards (including the Safety and Quality Standard)
- The Decent Homes Standard (and any subsequent updates)

18.3 Internal strategies and policies include:

- Corporate Plan
- Asset Management Strategy
- Home Standard
- Tenant Engagement Strategy
- Financial Regulations
- Service Charge Policy

19.0 Relevant Legislation and Guidance

19.1 This policy complies with all relevant legislation and regulatory requirements, including:

- Health and Safety at Work etc. Act 1974
- Homes (Fitness for Human Habitation) Act 2018
- Landlord and Tenant Act 1985
- Housing Act 2004
- Building Act 1984 and Building Regulations 2010
- Occupiers' Liability Act 1957
- Construction (Design and Management) Regulations 2015
- Work at Height Regulations 2005
- Town and Country Planning Act 1990
- Equality Act 2010
- Fire Safety Act 2021
- Building Safety Act 2022
- Social Housing (Regulation) Act 2023
- The Service Charges (Consultation Requirements) (England) Regulations 2003
- Procurement Act 2023

20. Appeals

20.1 Residents have the right to request a review or appeal against a decision made in line with this policy.

20.2 Appeals or review requests must be submitted in writing and will be considered by a senior officer not involved in the case within 10 working days.

20.3 If the resident remains dissatisfied, they may use the associations Complaints Policy.

21 Policy Consultation.

21.1 Individuals consulted in relation to the new/revised policy approval should be listed in the table below and all relevant comments detailed.

	Who	Date	Outcome

Resident consultation	DAMC	11th May	
SMT/EMT consultation	SMT / EMT	15/4/2026	approved