

Guildford Borough Council

Report to:	Housing Operations Board
Date:	12 March 2025
Ward(s) affected:	All
Report of Strategic Director of:	Housing, Communities & Environment
Report Author:	Annalisa Howson, Assistant Director of Housing
Email:	annalisa.howson@guildford.gov.uk
Lead Executive Member:	Cllr Julia McShane
Email:	Julia.McShane@guildford.gov.uk
Status:	Open
Key decision:	No

Draft Planned Maintenance Policy

1.0 Executive Summary

This report introduces the draft Planned Maintenance policy which will be referred to the Executive for approval. The policy sets out the approach to the organisation of planned works and how such investment will be delivered to tenants and leaseholders in relation to the Council's responsibilities within the terms of the lease.

2.0 Recommendation to Housing Operations Board

The Housing Operations Board is invited to consider the Housing Planned Maintenance Policy and pass on any comments to the Council's Executive.

3.0 Reasons for Recommendations

3.1 To ensure that the Housing Service has a documented planned maintenance policy to ensure major repairs are planned, implemented and managed effectively.

4.0 Status of Report

4.1 This is an open report.

5.0 Strategic Priorities

5.1 This report supports the Council's priorities "Decent and Affordable homes" and "A more inclusive Borough" – by maintaining the

quality and components of the housing portfolio and identifying residents' needs and shaping services.

6.0 Background

6.1 Guildford Borough Council (GBC) is committed to providing effective and efficient services while meeting all legal and contractual obligations.

6.2 The Housing Service has commenced a programme of work to review existing housing policies to ensure that housing services are being delivered in line with guidance and legislation, to respond to internal audit actions, and to provide the service with a firm foundation to deliver effective landlord services.

Summary of Policy

6.3 This policy links to the longer-term management of current and future investment requirements that are set out within the Housing Revenue Account Business Plan and the emerging Housing Asset Management Strategy

6.4 The purpose of this policy is to outline our approach to the way we plan, implement, and manage major repairs and improvements in properties under the management of Guildford Borough Council.

6.5 The policy aims to ensure that the long-term investment provides sustainability and of our properties whilst providing a safe and comfortable living environment for residents is in accordance with current and emerging legislation and meets regulatory requirements.

6.6 Underpinning the policy is to work with all residents when planned works are being organised to the homes that they live by effective and meaningful consultation throughout all stages of the proposed works.

6.7 The draft Planned Maintenance Policy is attached as (Appendix 1).

7.0 Options

7.1 No other options were considered as this report is to seek approval on the new and reviewed policies to meet legislative and regulatory requirements.

8.0 Consultation

8.1 Providing a range of meaningful opportunities for tenants to influence and scrutinise the landlord's strategies, policies, and services is a requirement of the Transparency, Influence, and Accountability Standard.

8.2 Consultation with TEG members on the Planned Maintenance Policy yielded positive feedback, highlighting the clarity and comprehensibility of the policy.

8.3 There were no further comments on the policy.

9.0 Key Risks

9.1 If the policy is not adequately communicated and implemented, it can lead to incorrect application, financial loss, and reputational damage on individual cases.

10.0 Legal and Governance Implications

10.1 The legal obligations are listed within the policy. The policy has been developed in line with the legal and regulatory requirements.

11.0 Financial Implications

11.1 Any expenditure arising would be met through the established capital programme budget.

12.0 Human Resources Implications

12.1 There are no human resource implications

13.0 Equality and Diversity Implications

13.1 An Equality Impact Assessment was carried out and there no implications arising from this policy. However, we will incorporate any adjustments to meet residents needs with communication and planning works.

14.0 Climate Change and Sustainability Implications

14.1 There are no implications for Climate Change and Sustainability arising from this policy. There are no specific implications for Climate Change and Sustainability arising from this report. When setting the planned works programmes we will include heating insulation to improve the energy efficiency of our homes.

15.0 Next Steps

15.1 Once policies are approved, procedures will be finalised, and training will be provided to officers.

15.2 The policies will be published on the Council's website.

16.0 Background Papers

16.1 None

17.0 Appendices

17.1 Appendix 1 – Draft Planned Maintenance Policy

Report clearance progress:

Finance	Jo Knight	26/02/2025
Legal & Governance	Michael Elford	Under review
Human Resources	Francesca Chapman	27/02/2025
Equalities	Ali Holman	27/02/2025
Strategic Director	Julian Higson	