

CYCLICAL & PLANNED MAINTENANCE POLICY



RGS PROPERTIES

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Applies To: All residential properties owned, leased, managed, or maintained by RGS Properties

Cyclical & Planned Maintenance Policy

Document Control

Item	Details
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Version History

Version	Approved By	Revision Date	Next Review Date	Description of Change	Author
1.0	Managing Director	11/06/2026	11/06/2029	Initial Issue	RGS Properties



Purpose

The purpose of this Policy is to ensure that RGS Properties effectively manages the long-term condition, performance, safety and sustainability of its housing stock through planned and cyclical maintenance programmes.

The policy establishes a framework for maintaining homes and communal areas to a high standard, ensuring compliance with statutory obligations, health and safety requirements, housing standards, and industry best practice.

Through effective asset management, RGS Properties seeks to:

- Maintain safe and compliant homes.
- Preserve and enhance asset value.
- Improve customer satisfaction.
- Support environmental sustainability objectives.
- Deliver value for money.
- Ensure long-term investment planning and financial resilience.



Contents

1. Introduction
2. Scope
3. References
4. Requirements
5. Responsibilities
6. Summary



1. Introduction

RGS Properties is committed to providing safe, high-quality, sustainable homes and well-maintained environments for all residents.

Effective cyclical and planned maintenance plays a critical role in preserving property condition, meeting statutory obligations, reducing future repair costs, and ensuring customers enjoy safe and comfortable homes.

The organisation recognises that proactive investment in housing assets delivers significant benefits, including:

- Improved housing standards.
- Enhanced resident satisfaction.
- Reduced reactive repair expenditure.
- Increased property lifespan.
- Better energy efficiency.
- Improved environmental performance.

This policy supports the organisation's strategic objective of maintaining quality homes while delivering services that represent value for money.

The policy is underpinned by the following principles:

Strong Leadership and Governance

- Visible commitment from senior management.
- Clear accountability for asset performance.
- Effective governance arrangements.
- Regular monitoring and reporting.
- Continuous improvement of maintenance services.

Customer and Stakeholder Engagement

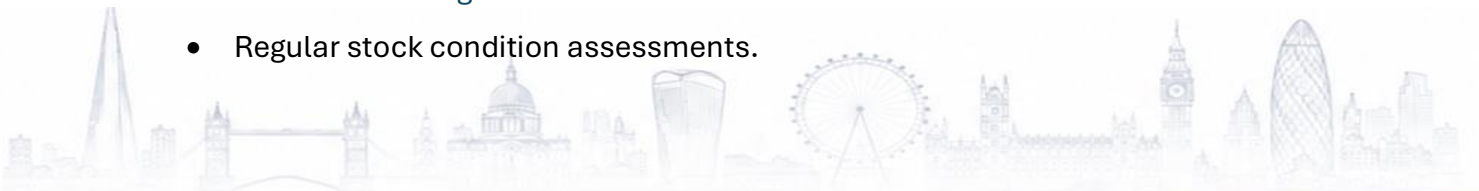
- Meaningful consultation with residents.
- Transparent communication regarding planned works.
- Consideration of resident needs during project delivery.
- Opportunities for customer feedback and service improvement.

Compliance and Risk Management

- Full compliance with statutory obligations.
- Proactive management of building safety risks.
- Effective contractor management.
- Continuous monitoring of asset condition.

Performance Monitoring

- Regular stock condition assessments.



- Data-driven investment decisions.
- Monitoring contractor performance.
- Internal audits and quality assurance reviews.

RGS Properties acknowledges its legal responsibilities and is committed to managing risks associated with property ownership and management while protecting residents, staff, contractors, and visitors.

2. Scope

This policy applies to:

- All residential properties owned by RGS Properties.
- Properties leased or managed by RGS Properties.
- Temporary accommodation units.
- Supported housing schemes.
- Social and affordable housing.
- Market-rent properties.
- Shared ownership properties where maintenance obligations apply.
- Communal areas and external environments.

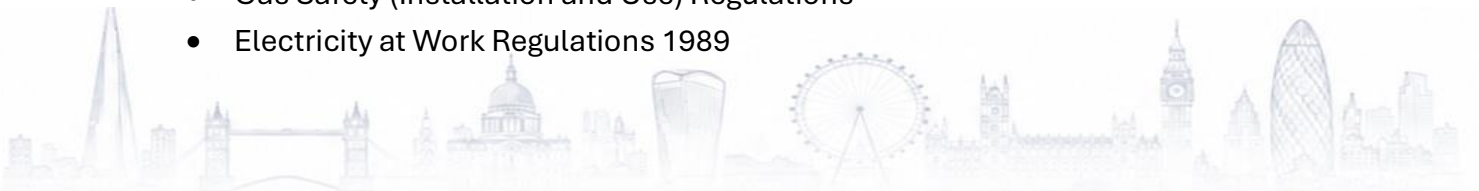
The policy applies to all employees, contractors, consultants and suppliers engaged in maintenance activities on behalf of RGS Properties.

3. References

This policy should be read alongside applicable legislation, regulations and internal procedures including:

Legislation

- Landlord and Tenant Act 1985
- Housing Act 1985
- Housing Act 1988
- Homes (Fitness for Human Habitation) Act 2018
- Building Safety Act 2022
- Health and Safety at Work etc. Act 1974
- Defective Premises Act 1972
- Equality Act 2010
- Regulatory Reform (Fire Safety) Order 2005
- Gas Safety (Installation and Use) Regulations
- Electricity at Work Regulations 1989



- Control of Asbestos Regulations 2012
- Environmental Protection Act 1990

Standards and Guidance

- Decent Homes Standard
- Housing Health and Safety Rating System (HHSRS)
- Social Housing Regulation Requirements
- Consumer Standards issued by the Regulator of Social Housing
- Building Safety Regulator Guidance

Associated Policies

- Asset Management Strategy
- Repairs and Maintenance Policy
- Health and Safety Policy
- Fire Safety Policy
- Procurement Policy
- Contractor Management Procedure
- Building Compliance Policy

4. Requirements

RGS Properties has a duty to ensure that all properties under its control remain safe, compliant and maintained to an acceptable standard.

To achieve this objective, RGS Properties will:

Asset Management Planning

- Maintain accurate stock condition data.
- Undertake regular stock condition surveys.
- Develop long-term investment programmes.
- Prioritise works based on risk, condition and resident needs.
- Review investment plans annually.

Planned Maintenance Programmes

Planned maintenance programmes may include:

- Kitchen replacements.
- Bathroom replacements.
- Window and door renewals.
- Roofing renewals.
- Heating system upgrades.



- External decorations.
- Communal area improvements.
- Energy efficiency improvements.
- Environmental improvement projects.

Cyclical Maintenance

Regular cyclical maintenance activities may include:

- External painting and decorations.
- Gutter cleaning.
- Roof inspections.
- Communal area refurbishment.
- Grounds maintenance improvements.
- Building fabric inspections.

Stock Condition Surveys

RGS Properties will maintain reliable and accurate property condition information through:

- Comprehensive stock condition surveys.
- Validation inspections.
- Planned maintenance reviews.
- Component lifecycle assessments.
- Asset performance analysis.

Survey information will be used to support investment decisions and programme development.

Sustainability and Energy Efficiency

When planning investment programmes, consideration will be given to:

- Carbon reduction objectives.
- Energy efficiency improvements.
- Renewable technologies.
- Environmental sustainability.
- Whole-life cost assessments.

Component Lifecycle Guidance

The following component lifecycles will normally apply:

Component	Lifecycle
Kitchens	20 Years
Bathrooms	30 Years
Windows and External Doors	30 Years



Roof Coverings	60–80 Years
Boilers and Heating Sources	15 Years
Heating Distribution Systems	30 Years
Electrical Installations	30 Years
External Decorations	7 Years
Communal Area Decorations	5–7 Years
Floor Coverings (Communal)	10–15 Years

Lifecycle assumptions may be adjusted based on:

- Condition surveys.
- Resident needs.
- Building type.
- Legislative changes.
- Technological developments.
- Value-for-money assessments.

Procurement and Contractor Management

All planned maintenance works shall be delivered through appropriately procured and competent contractors.

Contractors must:

- Demonstrate technical competence.
- Meet health and safety requirements.
- Maintain appropriate insurance.
- Comply with safeguarding requirements.
- Meet agreed performance standards.

5. Responsibilities

Managing Director

The Managing Director holds overall responsibility for ensuring effective governance and compliance relating to this policy.

Director of Property Services

Responsible for:

- Strategic leadership of asset management.
- Policy implementation.
- Investment planning.
- Regulatory compliance.
- Performance reporting.



Asset and Compliance Managers

Responsible for:

- Delivering planned maintenance programmes.
- Managing stock condition data.
- Monitoring contractor performance.
- Ensuring programme delivery.

Property Managers

Responsible for:

- Identifying maintenance requirements.
- Supporting resident engagement.
- Monitoring local service delivery.
- Escalating risks and defects.

Contractors

Responsible for:

- Delivering works safely.
- Complying with contractual obligations.
- Meeting quality standards.
- Protecting residents and property.

Employees

All employees must:

- Follow relevant policies and procedures.
- Report defects and risks.
- Support compliance objectives.
- Promote resident safety.

6. Summary

This policy demonstrates RGS Properties' commitment to maintaining safe, sustainable and high-quality homes through effective cyclical and planned maintenance.

By implementing robust asset management practices, undertaking regular condition assessments, and investing strategically in housing assets, RGS Properties aims to maintain compliance, improve customer satisfaction, protect property value, and ensure long-term sustainability.



Company Information

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