

## M&E PLANNED PREVENTATIVE MAINTENANCE POLICY

01 April 2023

Prepared by:	Zoe Bate
Date effective from:	01/04/2023
Policy approved by:	Steve Leonard
Review Date:	01/04/2025

EIA Required?	<input type="checkbox"/>
EIA Completed?	<input type="checkbox"/>
Revision number:	03
Lead officer:	Steve Leonard

## 1 INTRODUCTION

1.1 Stockport Homes Group (SHG) has a duty and a legal responsibility as a Landlord to ensure that Mechanical and Electrical (M&E) assets and equipment installed within its domestic dwellings and communal areas are maintained so that they are safe for use and fit for purpose. SHG recognises that the provision of scheduled Planned Preventative Maintenance (PPM) regimes is essential in meeting those responsibilities.

1.2 This policy seeks to explain SHGs approach to delivering PPM regimes to its M&E assets and equipment.

## 2 SCOPE

2.1 This policy details the approach to delivering PPM regimes to M&E assets and equipment that are not covered under other specific compliance policies.

2.2 This policy does not cover Gas Safety, Electrical Fixed Wire Testing, Legionella Management and Asbestos Management as they have their own specific policies detailing service delivery.

2.3 A comprehensive list of the specific PPM regimes relevant to this policy is available in [Appendix One](#). This includes:

- Description of the PPM
- The frequency of PPM visits
- Current contractors appointed to undertake the PPM
- Current statutory or best practice guidance governing the PPM

2.4 The policy applies to all M&E assets and equipment covered in [Appendix One](#) within all buildings and properties that SHG has a maintenance and repair responsibility for, this includes rented residential dwellings, common areas of blocks, temporary accommodations sites, community buildings and offices.

2.5 This policy should be read in conjunction with the [Mechanical and Electrical Planned Preventative Maintenance Procedure](#).

## 3 BACKGROUND

3.1 Inappropriate or inadequate servicing and maintenance of assets and equipment can have significant detrimental consequences:

- Increased incidences of failure leading to increased repairs costs.

- Reduction in equipment efficiency, increasing operating costs.
- Reduction in the expected life of the asset, increasing capital replacement costs.
- Increased incidences of down time leading to customer complaints.
- Injury to SHG staff and customers.
- Damage to SHG property.
- Statutory breach leading to loss of reputation and financial losses.

3.2 This policy is designed to ensure that SHG takes all reasonable and practical steps to maximise the efficiency and life span of its M&E assets and equipment and also to eliminate or minimise and manage risks to its tenants and properties, ensuring SHG's compliance with the statutory requirements.

## 4 OUR OBLIGATIONS

- To ensure M&E assets and equipment within all buildings and properties under SHG control are properly maintained so that they remain in a safe condition and operate efficiently.
- To implement and maintain PPM regimes at a frequency in line with the relevant statutory or best practice guidance.
- To ensure that appropriate and timely action is taken in the event of defects being identified.
- To ensure that complete and accurate evidence is retained of PPMs and of any remedial works carried out.
- To ensure that all PPMs and remedial works are carried out by suitably qualified and competent contractors.
- To put in place quality assurance and performance management arrangements to ensure that SHG meets its obligations.

## 5 STATEMENT OF INTENT

5.1 SHG will implement and maintain PPM regimes at a frequency in line with the relevant statutory or best practice guidance.

5.2 Service schedules will be created and maintained within CAPs (Compliance and Planned Servicing system), ensuring accurate and up to date electronic records of PPM completion and due dates.

5.3 Robust processes will be put in place to ensure that PPMs are completed on time, paperwork is received in a timely manner, completion dates are updated and PPM due dates rescheduled as appropriate. This is detailed further in the [Mechanical and Electrical Planned Preventative Maintenance Procedure](#).

5.4 All PPM paperwork will be reviewed internally by the M&E Officer to ensure it is complete and accurate and that any defects are identified and addressed.

5.5 All PPM paperwork will be stored electronically on SharePoint categorised appropriately to ensure they can be found with ease.

5.6 Details of any remedial works carried out will be held within CAPs

5.7 All contractors delivering PPM regimes will be procured in line with SHG's procurement rules. During the procurement process the contractor will have to evidence that they hold any required accreditations and that their operatives are appropriately qualified. All contractors must be Construction Line Silver Members. Processes will be put in place to ensure that contractors retain required accreditations and qualifications throughout the term of the contract.

5.8 The M&E Officer will regularly review contractor Risk Assessment and Method Statements (RAMS) and also carry out on site H&S audits.

5.9 Staff managing PPM regimes will implement procedures to monitor completion dates throughout the month to ensure services are completed on time.

This is our commitment to ensuring 100% compliance.

## **6 CERTIFICATION**

6.1 All PPM paperwork/certification shall be presented and completed in line with the relevant statutory or best practice guidance.

6.2 All PPM paperwork will be reviewed internally by the M&E Officer to ensure it is complete and accurate. If the M&E Officer is not satisfied with the paperwork it will be returned to the contractor to review and resubmit.

6.3 All PPM paperwork will be stored electronically on the SHG network, categorised appropriately to ensure they can be found with ease.

6.4 Details of any remedial works carried out will be held within the Servitor Works Management System or Northgate Repairs.

## **7 KEY ROLES AND RESPONSIBILITIES**

7.1 The delivery of M&E PPM regimes is managed by the Compliance Team, the staff responsible for delivery include:

- Head of Compliance
- Compliance Manager
- Compliance Officer
- Compliance Co-Ordinator

7.2 The Head of Compliance has overall responsibility and accountability for ensuring that M&E PPM regimes are delivered in line with this policy.

7.3 The M&E Manager is responsible for monitoring progress of the PPM regimes on a day to day basis to ensure that they remain on schedule. They will ensure that corrective action is implemented to address any deviance from schedules and will also ensure that any potential delivery failures are highlighted to the Customer Safety Manager in a timely manner. They will also be responsible for day to day contractor management.

7.4 The M&E Officer will be responsible for reviewing PPM paperwork for completeness and accuracy, identifying and progressing any remedial works required and for carrying out on site H&S audits of the contractor, including regular reviews of RAMS.

7.5 The Customer Safety Co-Ordinator will maintain the IT systems used to manage and monitor PPM regime delivery. They will ensure contractors are provided with PPM schedules and will liaise frequently with them to obtain timely updates on PPM completions. They will also ensure that PPM paperwork is retained and stored appropriately.

## **8 TRAINING**

8.1 SHG will ensure that all operatives carrying out PPM regimes are appropriately qualified, in line with the relevant statutory or best practice guidance

8.2 The Customer Safety Team will maintain a record of all operatives' qualification details, including expiry dates and will regularly review.

## **9 COMPLIANCE PERFORMANCE**

9.1 Compliance with the M&E PPM regimes will be reviewed monthly by the Customer Safety Manager and any completion failures will be highlighted to the Head of Assets and Development.

## **10 EQUALITY IMPACT ASSESSMENT (EIA)**

10.1 An Equality Impact Relevance Screening has determined that a full EIA is not required.

## **11 OWNERSHIP, MONITORING & REVIEW**

11.1 The policy will be monitored and reviewed in line with the Policy Review Group schedule to ensure that the policy reflects current regulation, guidance and operating practices.

11.2 Ownership of the policy lies with the Customer Safety Manager within the Customer Safety Team.

