Biddulph Youth and Community Zone Ltd (BYCZ)

Repairs and Maintenance Policy

Purpose

BYCZ believes that repairs and maintenance of the Centre should be of high quality, achieving high standards that are good value for money. This will contribute to user satisfaction and protect the condition and integrity of the building. This document details our commitment to deliver responsive repairs and planned and cyclical maintenance in line with legislation and the terms and conditions of our Lease Agreement with Staffs County Council. BYCZ is mindful of its obligations toward environmental sustainability and we will seek to minimise any impact on the environment from our premises, including investigating the feasibility of renewable energy sources where possible.

Background

BYCZ will develop and retain a full repair and maintenance plan and associated budget, which will include both planned maintenance and reactive maintenance, as well as a sinking fund provision.

The Trustees understand their commitments under the terms of a lease and their commitments to statutory compliance. They will therefore maintain full visibility and understanding of all the risks and liabilities associated with the building for reasons of:

- Liability and risk;
- Statutory compliance;
- Health and safety;
- Prevention of failure, breakdown or abortive works;
- Duty of care; and
- Cost efficiencies and financial management.

Repairs and maintenance will be delivered primarily through an external contractor which will offer the greatest degree of flexibility and quality of service whilst ensuring that the building is suitably maintained in a safe, legal and compliant manner. This allows the Board of Trustees to:

- Pass a level of ownership of compliance and statutory matters to the Contractor so that they can focus on the successful management of the Centre; and
- Maximise the cost effectiveness of repairs and maintenance to free up revenue budgets to support the operation of the Centre.

The contractor will therefore be responsible for:

- Annual premises inspections, including health & safety and premises health check audits;

- Full management and delivery of all statutory compliance and maintenance services including items such as Legionella services, PAT testing, Gutter and Roof cleani and maintenance, with others.
- Maintaining record management for statutory compliance and maintenance and testing obligations, including Asbestos Management under the Control of Asbestos Regulations 2012;
- A 24 hour Health and safety and reactive maintenance and property call out
- Support and advice on the Centre's statutory safety requirements.

The Centre Manager will be the primary key holder and the first point of contact in the event of a reactive requirement or emergency. They will determine the required course of action and, where necessary in the event of a building issue, escalate the issue to the Repair and Maintenance Contractor. Secondary key holders will be the Centre Administrator and the Organisation's Chair.

Definitions

Reactive Maintenance or Responsive repairs: repair or replacement of faulty or broken facilities.

Planned or Cyclical maintenance: preventative repairs to prolong the life and integrity of the building, taking into account element lifetime cycles.

Annual maintenance: servicing of the gas/boiler/heating system, lift, fire and smoke alarms, emergency lighting, periodic inspection reports (PIR's), PAT testing and Legionella monitoring.

Planned Improvements: Works that may be required to provide extra facilities or improve the suitability of the Centre for specific uses.

Reactive Maintenance

BYCZ will ensure, through its external contractor, that:

- the structure of the Centre is in good repair;
- installations for the supply of water, gas, electricity, sanitation, and heating are kept in good repair and proper working order
- keep any lift and lighting in good repair and working order
- the building is safe and legal and complies with statutory requirements.

BYCZ will ensure that the external contractor responds to repairs within agreed timescales set out below:

Category	Timescale	Definition
Emergency	24 hours	Where there is a serious risk to health, safety or security, or where there is a risk of serious damage to the Centre.
Urgent	5 calendar days	Where there is no risk to health and safety but the issue is likely to cause a serious nuisance.
Routine	21 calendar days	Repairs that are non-urgent and do not adversely affect the use of the Centre.

Planned, Cyclical and Annual Maintenance

Planned, Annual and Cyclical maintenance, including gas servicing, will be undertaken by the external contractor, based on the Repair and Maintenance Plan.

Landlord's Consent

We will seek the consent of the landlord for all types of improvement/alteration works, prior to the commencement of work and in line with the terms of the lease.

Signed:

Print Name:……..SL MIDDLING.....

Role: .....CHAIR.....

Date:…….....19/11/26.....……

Reviewed by Board: 17.09.26

Next Review: Sept 2028