

## CYCLICAL PAINTING - PROCEDURE

### 1.0 INTRODUCTION

1.1 This procedure describes our arrangements for carrying out the cyclical painting programme covering all of our properties.

1.2 The programme covers the following items of work at each property, or group of properties, where applicable:

- External painting of:
  - main front and rear doors and door frames – houses and blocks of flats
  - external wooden window frames
  - fascias & soffits
  - downpipes and gutters
  - handrails
  - fencing
  - bin store doors
  - clothes poles
- Internal painting of:
  - stair walls and stair window frames
  - stair flat front doors/frames
  - head office and project offices
- Washing of UVPC external doors and window frames.

1.3 As a procedure supporting our [Maintenance policy](#) this procedure complies with Scottish Social Housing Charter.

### 2.0 ANNUAL PROGRAMME

#### General

2.1 The programme currently aims to cover all of our properties over a five/six year period, with 'ad hoc' work carried out in between the main programme as required.

## **Annual programme**

- 2.2 Towards the end of each financial year the Head of Property Management (HOPM) and MO will review the previous year's work and discuss the properties and areas to be covered the following year, highlighting any particular issues etc. that need to be taken into account when drawing up the next year's programme.
- 2.3 The HOPM and MO will draft a programme detailing the properties to be covered the following year, with proposed timescales (which will always be dependent on external factors such as weather conditions). The programme may be amended following discussion between the HOPM/MO and the appointed contractor.
- 2.4 Following approval of the annual programme the MO will:
- update the spreadsheet detailing the addresses covered in each year [filepath: *Maintenance/Maintenance Folder/(year) files/Painting/PAINTING WORK. at (date)*];
  - write to the Project staff and individual tenants concerned to advise that their office or property is due to be repainted that year (see Appendix 1 for a sample letter).
- 2.5 The contractor should follow up the MO's letter with their own letter proposing a specific date and giving the staff or tenants contact details so that they may make alternative arrangements with the contractor direct should the proposed date not be suitable.
- 2.6 The contractor will confirm to the MO when they are due to commence work in a specific location, so that the MO or a colleague may check on progress. In the remoter areas a regular visit to that location or Project may be arranged to coincide when the painting contractor is carrying out work.
- 2.7 The contractor will advise the MO of any repair work that is required before painting can commence, e.g. to handrails or fencing. The MO will issue separate orders for this work to appropriate contractors.
- 2.8 The MO will issue a separate works order for the re-painting in each area/location and will liaise with the contractor, individual staff and tenants where and when necessary.
- 2.9 The contractor should notify the MO when work in a particular location or area is finished, so that a post inspection may be arranged. The post-inspection results will be recorded on the maintenance system in accordance with current procedures and the MO will follow up any issues arising with the contractor.

## **Other work**

- 2.10 Should any other work be required that is not covered by the contract, e.g. the removal of graffiti from stair walls, the MO will issue a separate works order to cover such work.
- 2.11 Properties will be checked each year between the main redecoration and if any remedial work is required the MO will issue a separate works order to the painting contractor.

## **Processing the invoice & updating spreadsheets**

- 2.12 Following receipt of the contractor's invoice, if a post inspection has not already been carried out, this will normally be done before the invoice is authorised.
- 2.13 Following satisfactory completion of the work the invoice will be processed in accordance with current procedures. The MO or Maintenance Assistant (MA) will update the budget spreadsheet with the expenditure details, (filepath: *Maintenance/Maintenance Folder/*

*(year)Files/Programme of Major & Cyclical Works/Programme of Major & Cyclical Works (year) – then select the Cyclical Maint Budgets tab].*

- 2.14 For communal areas, the MO will add the month these were painted against each location in the spreadsheet filepath: *Maintenance/Maintenance Folder/(year) Files/Painting/Cyclical Painting Programme – Communal Areas.*

### **Contractor review**

- 2.15 The HOPM and MO will meet with the contractor at least once each year to review the work carried out and any other matters that need to be discussed. Additional meetings will be held if required. The MO will ensure that a brief note of the points discussed is produced and added to the current painting contract file.

## **3.0 TENANT CONSULTATION AND SATISFACTION**

- 3.1 Tenants are given a choice from two colours for their main door.
- 3.2 Following completion of work the MO or MA will issue project staff and individual mainstream tenants with a short satisfaction questionnaire (Appendix 2), the results of which will feed into the annual review of contractor performance.
- 3.3 The MO will follow up any significant or urgent matters highlighted by the questionnaires with project staff, tenants and/or the contractor as required.

## **4.0 IMPLEMENTATION AND REVIEW**

- 4.1 The HOPM is responsible for ensuring that this procedure is implemented when required.
- 4.3 The HOPM will ensure that this procedure is reviewed at least every three years.

**Approved by the SLT:**

**February 2017**

**Review of procedure due by:**

**February 2019**

**Complies with:**

**Scottish Social Housing Charter**

Ref: AJT/Painting

[Date]

[Name]  
[Address]  
[Town]  
[Postcode]

Dear [Salutation]

**Painting Programme**

I am writing to let you know that as part of ARK's regular maintenance programme our painting contractor, [Contractor Name], will be carrying out external/internal painting work at [street name or project location] within the next few weeks.

The type of work to be carried out is detailed on the attached list.

Any queries with this communication please contact [contact details]

Yours sincerely

Maintenance Officer

## **ARK HOUSING ASSOCIATION - CYCLICAL PAINTING PROGRAMME**

The programme covers the following items of work at each property, or group of properties, where applicable:

List of Brief Specification of Works at this Location:

**ARK HOUSING ASSOCIATION - CYCLICAL PAINTING PROGRAMME**

**SATISFACTION QUESTIONNAIRE**

Our painting contractor recently carried out work to the outside of your home, in the common stair areas (if you live in a block of flats) or at your office (if you are a staff member).

We regularly carry out performance reviews with contractors, covering not only the technical quality of their work, but also more general standards of service.

As part of these reviews it is very helpful to us to hear from tenants and/or staff who have had recent experience of a particular contractor. We would appreciate it therefore if you would take a few moments to answer the questions below and then return this questionnaire in the envelope provided.

Thank you in anticipation.

Maintenance Officer

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If any of the questions do not apply to you, circle 'N/A'. Add any comments in the box below.

<b>Question</b>	<b>Circle one</b>
Did the contractor write to you with a proposed date for work to start?	Yes / No / N/A
If the proposed date did not suit, were you able to arrange a suitable alternative?	Yes / No / N/A
On the first day, did the contractor's staff show you suitable ID (badge with photo)?	Yes / No / N/A
Were the contractor's staffs polite when speaking to you?	Yes / No / N/A
Did the contractor's staff leave your property and/or the area in a tidy condition?	Yes / No / N/A
Were you happy with the work carried out?	Yes / No / N/A

If you answered 'No' to any of the questions above, or if you have any comments you would like to make, please add any additional information in this box. If you need more space, please continue on the reverse of this sheet.

This Satisfaction Questionnaire is available in Easyread format. Please contact ARK Maintenance Department on 0131 478 8143 to request an Easyread version.