

Hardware Replacement Policy

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Issued To:	<input type="checkbox"/> Board of Management <input checked="" type="checkbox"/> All Staff <input type="checkbox"/> ET/LT <input type="checkbox"/> Head Office Managers <input type="checkbox"/> C&S Managers <input type="checkbox"/> Department/Other: _____	Method of Delivery:	<input checked="" type="checkbox"/> Annual Declaration <input type="checkbox"/> Learn Pro Individual Sign Off <input type="checkbox"/> Board Portal
Stakeholder Consultation	<input type="checkbox"/> All Staff <input type="checkbox"/> Customer Engagement <input type="checkbox"/> Union <input type="checkbox"/> Employee Voices Group <input type="checkbox"/> Head Office Managers <input type="checkbox"/> C&S Managers <input type="checkbox"/> Department/Other: _____	This policy will be reviewed every 3 years from the date of implementation or earlier if deemed appropriate for any legislation or regulatory changes. If this policy is not reviewed within the above timescale, the latest approved policy will continue to apply.	
Equality Impact Assessment		No	N/A

Version Control

Date	Owner	Version	Reason for Change
November 2025	Head of ICT Strategy and Development	1.0	Creation of Policy

Summary of Changes

Section	Change

Contents

1.0 Policy Statement	3
1.1 Legal & Regulatory Framework.....	3
2.0 Scope.....	3
3.0 Roles & Responsibilities	4
4.0 Related Policies, Procedures & Documentation	4
5.0 IT Equipment	4
5.1 Manufacturer Recommendations.....	4
5.2 Operating System Support	5
5.3 Performance and Reliability.....	5
5.4 Replacement Cycles	5
5.4 Exceptions	5
6.0 Training & Monitoring Requirements	6
6.1 Training	6
6.2 Monitoring	6

1.0 Policy Statement

This policy establishes a structured and proactive framework for the replacement of IT equipment across Ark. It ensures that all hardware remains secure, efficient, and compatible with supported technologies, in line with manufacturer guidance and operating system (OS) lifecycle standards. The policy supports business continuity, data protection, and optimal user experience

This policy ensure Ark maintains a secure, reliable, and efficient IT environment. Ark will replace IT equipment based on a combination of manufacturer guidance, software support status, and operational performance. This policy ensures that all devices remain compliant with security standards, compatible with current applications, and capable of supporting business operations effectively.

Breaching this policy may result in disciplinary action, depending on the severity of the violation.

1.1 Legal & Regulatory Framework

This policy complies with the following legislation:

- Copyright, Designs & Patents Act 1988 (regarding the copying of software)
- Investigatory Powers (Interception by Businesses for Monitoring and Record Keeping Purposes) Regulations 2018
- Malicious Communications Act 1988 (regarding the sending of electronic communications)
- Misuse of Computers Act 1990
- Data Protection Act 2018
- Data (Use and Access) Act 2025
- UK General Data Protection Regulation (UK GDPR)

2.0 Scope

This policy applies to all IT hardware and associated operating systems used within the organisation, including but not limited to:

- Desktops and laptops

- Servers
- Network infrastructure (e.g. routers, firewalls, etc.)
- Mobile devices (e.g. Smartphones, tablets, etc.)

3.0 Roles & Responsibilities

There is a range of standard expectations which underpin all policies. Read more about standard [role and responsibilities](#) in addition, the following specific responsibilities apply to this policy.

The **IT Department** is responsible for maintaining a comprehensive inventory of all IT assets, including details such as purchase dates, warranty status, and lifecycle milestones. They must actively monitor hardware and operating system support lifecycles to ensure timely planning and execution of equipment replacements. Additionally, the IT team will communicate replacement schedules and coordinate with relevant departments to minimise disruption and ensure alignment with operational needs.

All employees are expected to report any equipment issues promptly to Ark Support via ark.support@arkha.org.uk. Staff must also use IT equipment in accordance with Ark's Acceptable Use Policy to help maximise device lifespan, maintain performance standards, and support the organisation's overall digital resilience.

4.0 Related Policies, Procedures & Documentation

Acceptable Use Policy IT02b

Information Security Policy - G24a

Asset Management Procedures - AM01n

[Ark's Vision, Mission & Values](#)

5.0 IT Equipment

5.1 Manufacturer Recommendations

IT equipment must be replaced at or before the end of its recommended service life as defined by the manufacturer. Devices that are no longer supported by the manufacturer, including those without access to warranty services, firmware updates, or security patches, will be prioritised for replacement. The IT department will actively monitor vendor lifecycles to ensure timely and appropriate action is taken.

5.2 Operating System Support

Devices that run operating systems which have reached their end of support, as defined by vendors such as Microsoft, Dell, and Google (Android), must be upgraded or replaced within three months of the support ending. This is essential to maintain access to security updates and ensure compatibility with current software applications. To protect the integrity of Ark Housing Association's network, any laptop or PC using Windows 10 or an earlier version is not permitted to connect to Ark systems. All devices must operate on a version of the operating system that is actively supported by the vendor.

5.3 Performance and Reliability

IT equipment that consistently experiences hardware failures or does not meet the performance requirements of current business applications may be replaced earlier than its scheduled lifecycle. The IT department will conduct annual reviews that include performance benchmarks and user feedback to identify devices that are no longer suitable for operational needs. Decisions regarding early replacement will be made in consultation with relevant departments to minimise disruption and maintain productivity.

5.4 Replacement Cycles

Replacement cycles serve as general guidelines and may be adjusted based on usage, condition, and business needs.

Equipment Type	Standard Replacement Cycle	Notes
Laptops	Every 3–4 years	Based on mobility and performance requirements
Desktops	Every 4–5 years	Based on workload and reliability
Servers	Every 4–6 years	Aligned with vendor support and workload
Network Equipment	Every 5–7 years	Or per manufacturer EOL notice
Mobile Devices	Every 2–3 years	Based on battery health and OS support

5.4 Exceptions

Exceptions to this policy may be granted under specific circumstances, provided they are formally reviewed and approved. These may include cases where the equipment is used in a non-critical role and presents minimal risk to operations or data security. If extended support is available from the vendor, such as paid service contracts or custom firmware updates, and the IT department has verified its adequacy, continued use of the equipment may be permitted. Additionally, if budgetary limitations prevent timely replacement, the

situation must be documented and approved by senior management, along with a mitigation plan to address any potential risks.

6.0 Training & Monitoring Requirements

6.1 Training

Ark will ensure that relevant employees have an awareness of this policy and receive adequate training or guidance to enable them to effectively fulfil their roles.

6.2 Monitoring

The IT department will maintain a centralised hardware inventory log to track the lifecycle status of all IT equipment across the organisation. This log will include key details such as purchase dates, warranty periods, and projected replacement timelines. It will be used to monitor compliance with this policy and to identify any exceptions that require review. Regular updates to the log will ensure accurate reporting and support informed decision-making regarding equipment replacement and exception management.