



Routine and Non-Routine Maintenance

Landlords of our fully managed properties will benefit from having all maintenance managed by Proudhouse Property Management. However, a distinction needs to be made between routine maintenance and non-routine maintenance. Routine maintenance will be managed and arranged as part of the monthly management fee charged, and the tradesman's invoice billed as a disbursement. Non-routine maintenance will have an additional fee charged which is currently set to 15%+vat.

We use a work order system for ordering maintenance which landlords see at the point work is ordered from the tradesman. It will always be clear on the work order whether the work requested has been classed as routine or non-routine.

The purpose of this information sheet is to define what is meant by routine and non-routine maintenance.

Routine Maintenance

normally includes:

- Annual or routine checks and servicing, such as gas safety checks, electrical safety checks, boiler servicing.
- Items with moving parts such as door and window handles, locking mechanisms.
- Accessible plumbing parts such as taps, cistern mechanisms, TRVs, radiator lock-shields.
- Indoor appliance break-down, including boilers (irrespective of their location), washing machine, oven, dishwasher etc. and other similar types of appliances (tenants own appliances are not maintained).
- Electrical accessories, when occurring in less than 5 items, e.g. a broken socket, defective lampholder, broken light-switch.
- Emergency Light testing (HMO/Commercial)
- Fire Alarm Testing (HMO/Commercial)

This list is not exhaustive but is a guide - a rough rule of thumb is that items, fixtures, fittings etc. with an expected life of less than 5 years, and accessible, are likely to be maintained under routine-management.

Non-Routine Maintenance

A few basic rules can be applied:

- Items that are structural, supporting, insulating, protective or concealed in inaccessible areas are likely to be items not routinely maintained.
- Redecorating, new carpets, plastering, rendering, and exterior paintwork are not routinely maintained.
- Landscaping, turfing, driveways are not routinely maintained.
- Shed/outhouse construction/demolition is not routine maintenance.
- Anything not accessible cannot be routinely maintained - this includes items within floor voids, wall voids, boxing, compartments.
- Tanks and storage, e.g. LPG systems (not including the associated domestic appliance), oil tanks and pipelines, associated valves, filters, pumps are not routinely maintained.
- Water pumps, septic tanks, underground waste pipes.
- All roofing parts, all roofing drainage including gutters, downpipes, and associated drainage systems are not routinely maintained.
- Electrical repairs and upgrades beyond simple accessory replacement is not routine maintenance.
- Appliance replacement is not routine maintenance.
- Boiler replacement is not routine maintenance.
- Garden fences, walls, barriers and boundaries are not routinely maintained.

A note on refurbishment and projects

Proudhouse encourage refurbishment when required and pre-tenancy and in-between tenancies is a perfect opportunity for this. We want to promote good quality homes! So bespoke arrangements for a package of refurbishment can be negotiated or arranged on a bespoke basis and a suitable fee negotiated.

DISCLAIMER

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This document is authored by Chris Chambers of Proudhouse Property Management.