

Building maintenance maps

Description

These maps show the factors which influence whether housing's quality, safety and sustainability are maintained or improved once built.

We created these maps as tools to:

- consider emerging issues, by identifying where they appear on the map and following the arrows backwards to find a root cause
- review future interventions, by identifying what they would impact and considering the related factors which may enable or pose a risk to their success.

How to use these maps

Each shape includes a factor that will influence whether a home is maintained. These factors are linked by arrows. Follow the arrows to understand how different factors influence each other.

For example if you have a 'legal or personal responsibility to identify issues' it may influence whether you 'look to identify issues and opportunities for improvement' which in turn influences whether 'issues and opportunities to improve the building are identified'.

There are 3 overarching groups of factors:

1. Identifying issues
2. Taking action to maintain
3. Effectively completing works

Maps in this series

General factors map

The first map in this pack, shows the factors which influence housing maintenance in general.

Housing type specific maps

Then we have created a series of 6 maps which show the specific considerations within different housing types. These maps include roles and responsibilities involved in maintenance for the type of building. They also highlight the factors which have a significant impact on whether properties' quality and safety is maintained through occupation.

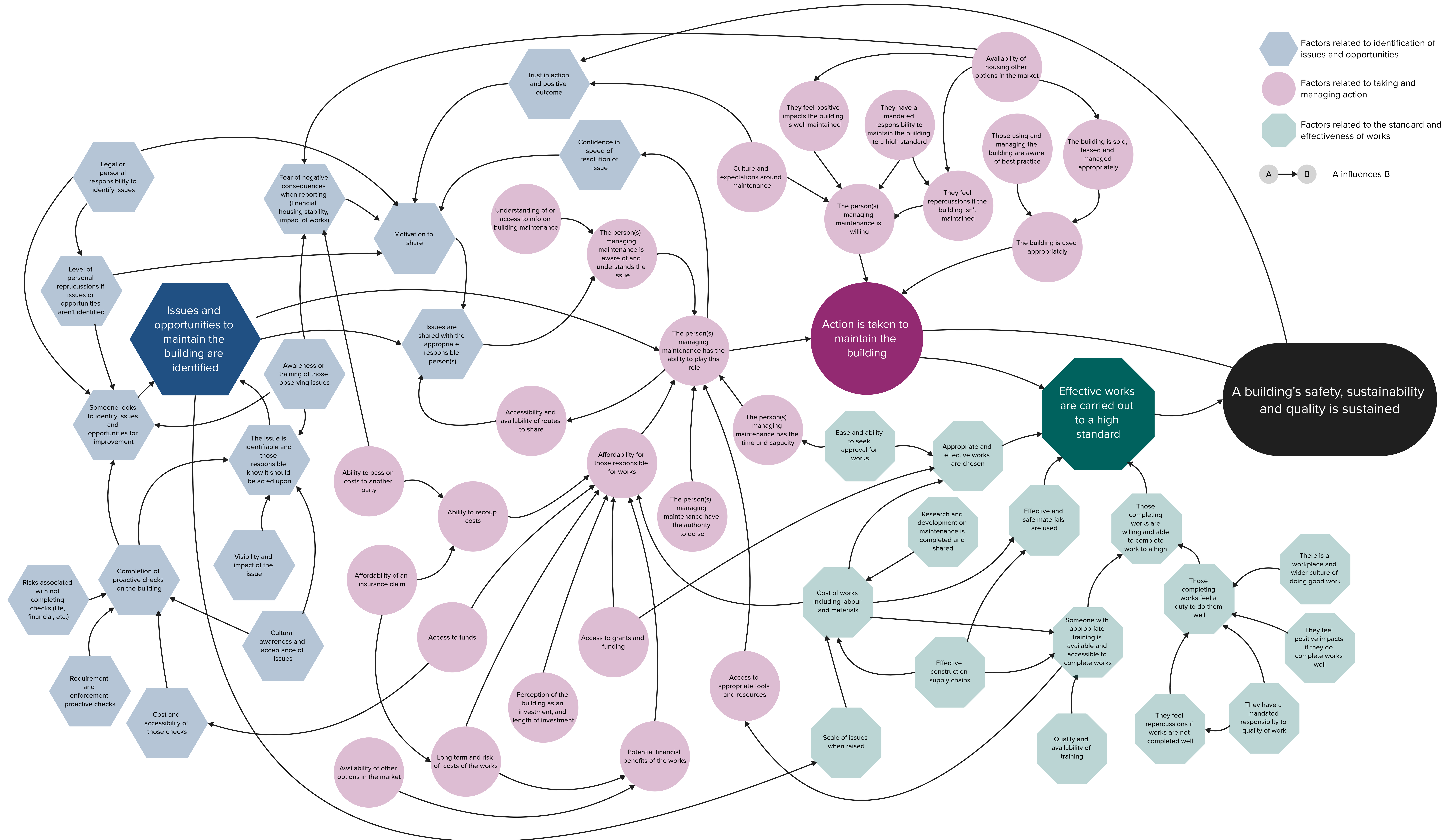
The housing types included are:

1. Owned occupied homes (which includes freeholder residents in individual homes, and commonholders, leaseholders and shared owners maintaining their own properties)
2. Shared spaces and facilities in multiple occupancy buildings like blocks of flats (freeholders, commonholders, leaseholders and shared owners where they share facilities)
3. Private rented homes
4. Social rented homes
5. Residential healthcare and educational facilities (These are grouped as they follow similar processes)
6. Licensed buildings with property guardians

Share your feedback

If you have any feedback or ideas for improvements, please email us at SystemDesignTeam@communities.gov.uk

Factors influencing property maintenance



Owner occupied properties

Roles

Owner 

Lives in the property. Feels most impact of quality in experience, improvements for investment and cost of bills. Responsible for all maintenance and improvement.

Includes freeholders of houses, and leaseholders, commonholders and shared owners within their own dwellings.

Assessment contractor  

Individuals with specific expertise and accreditation (electrical, gas, environmental).
Hired to carry out inspections of properties.

Works contractor

Hired to complete works on properties. Most commonly sole traders or small companies.

Courts and Trading Standards

Routes for redress where there are issues with works completed.

Local authority

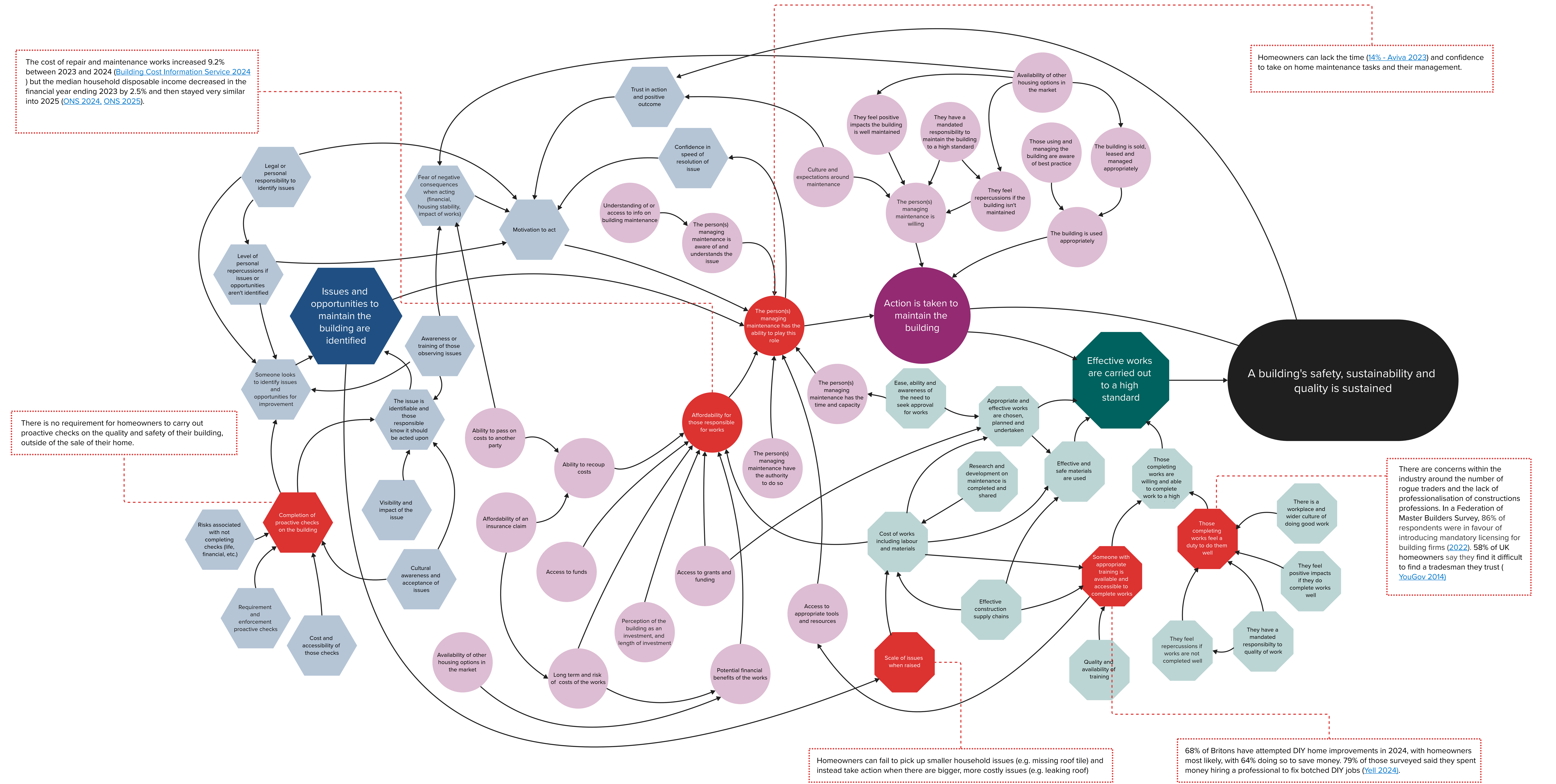
Should ensure all buildings used for residential purposes meet housing safety standards. Has a legal duty to keep housing conditions in their area under review and identify any action needed.

Factors related to identification of issues and opportunities

Factors related to taking and managing action

Factors related to the standard and effectiveness of works

 Key current pain points



Multiple occupancy buildings

Roles (Not all roles are present in all buildings, and this will depend on the ownership and management structures)

Leaseholder

Owns the property within a building for a fixed term, but not the building or land. Must pay ground rent to the freeholder. Responsible for maintenance of their own property.

Tenant

Lives in the property. Feels most impact of quality in experience and cost of bills. Responsible for identifying issues, minor maintenance (as in their contract) or resolving issues caused by guests.

Landlord

Owns and rents the property. Responsible for its maintenance to a suitable level for habitation including energy performance and safety. Subject to the Landlord and Tenant Act 1985 and Homes Act 2018.

Freeholder

Owns the freehold of a property which can include a building and other property or land. Responsible for repairs and maintenance to the building's structure and shared parts of the building, such as lifts and communal stairways.

Collective of enfranchised leaseholders

Has purchased or extended their lease to the freehold of their property, including the right to maintain the property.

Commonholder

Owns the property within a building for a fixed term and a share of the building or land a through a commonhold association. Responsible for the maintenance of their own property.

Managing agent

A company that may manage a property on behalf of a freeholder or resident-led management organisation. Takes care of day-to-day responsibilities including maintenance and management.

Section 24 appointed manager

A manager appointed by the First-Tier Tribunal to take over the landlord's right to manage the building. The manager carries out their functions as a tribunal appointed official and not as the manager of the landlord or the landlord's obligations under the lease.

Resident-led management organisation

A company or organisation which manages the building as directed by residents and leaseholders. This may include Resident Management Companies, Right-to-Manage Companies, Commonhold Associations, or Share of Freehold Companies. These organisations may manage the maintenance and service charge collection in a building, or may appoint a managing agent to do this on their behalf. Tenants Associations when recognised have a legal right to have surveys conducted on the building, influence contractors chosen and be consulted on building management.

Works contractor

Hired to complete works on properties. Most commonly sole traders or small companies.

Assessment contractor

Individuals with specific expertise and accreditation (electrical, gas, environmental). Hired to carry out inspections of properties.

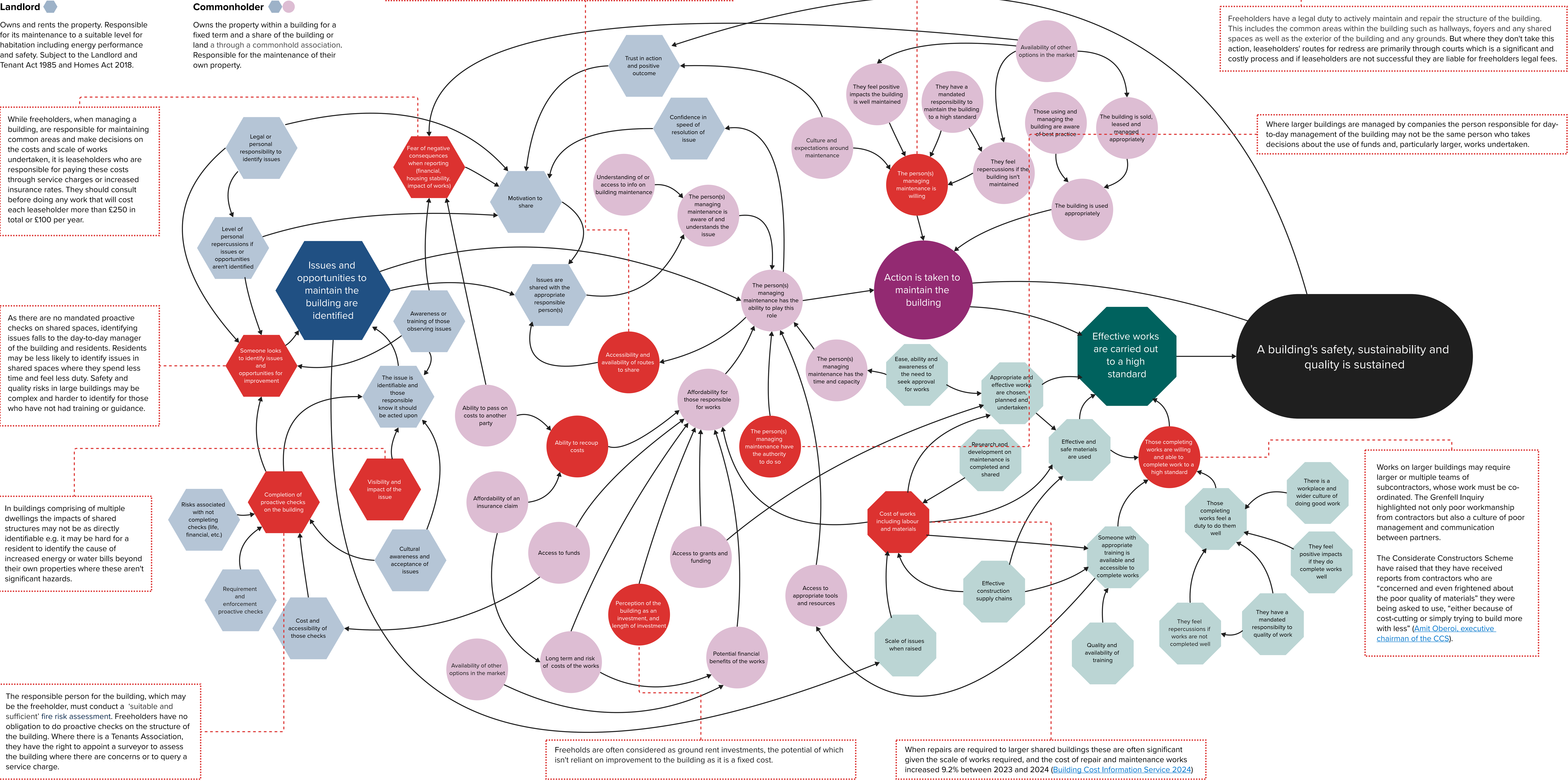
Local authority

Should ensure all buildings used for residential purposes meet housing safety standards. Has a legal duty to keep housing conditions in their area under review and identify any action needed.

Courts and Housing Ombudsman


Routes for redress where there are issues.

- Factors related to identification of issues and opportunities
- Factors related to taking and managing action
- Factors related to the standard and effectiveness of works
- Key current pain points



Private rented sector

Roles

Tenant 

Lives in the property feels most impact of quality in experience and cost of bills.

Responsible for identifying issues, minor maintenance (as in their contract) or resolving issues caused by guests.

Landlord


Owns and rents the property. Responsible for its maintenance to a suitable level for habitation including energy performance and safety. Subject to the Landlord and Tenant Act 1985 and Homes Act 2018.

Managing agent


A company that may manage a property on behalf of a landlord, taking care of the day-to-day responsibilities including maintenance and management.

Assessment contractor

Individuals with specific expertise and accreditation (electrical, gas, environmental).
Hired to carry out inspections of properties.

Works contractor 

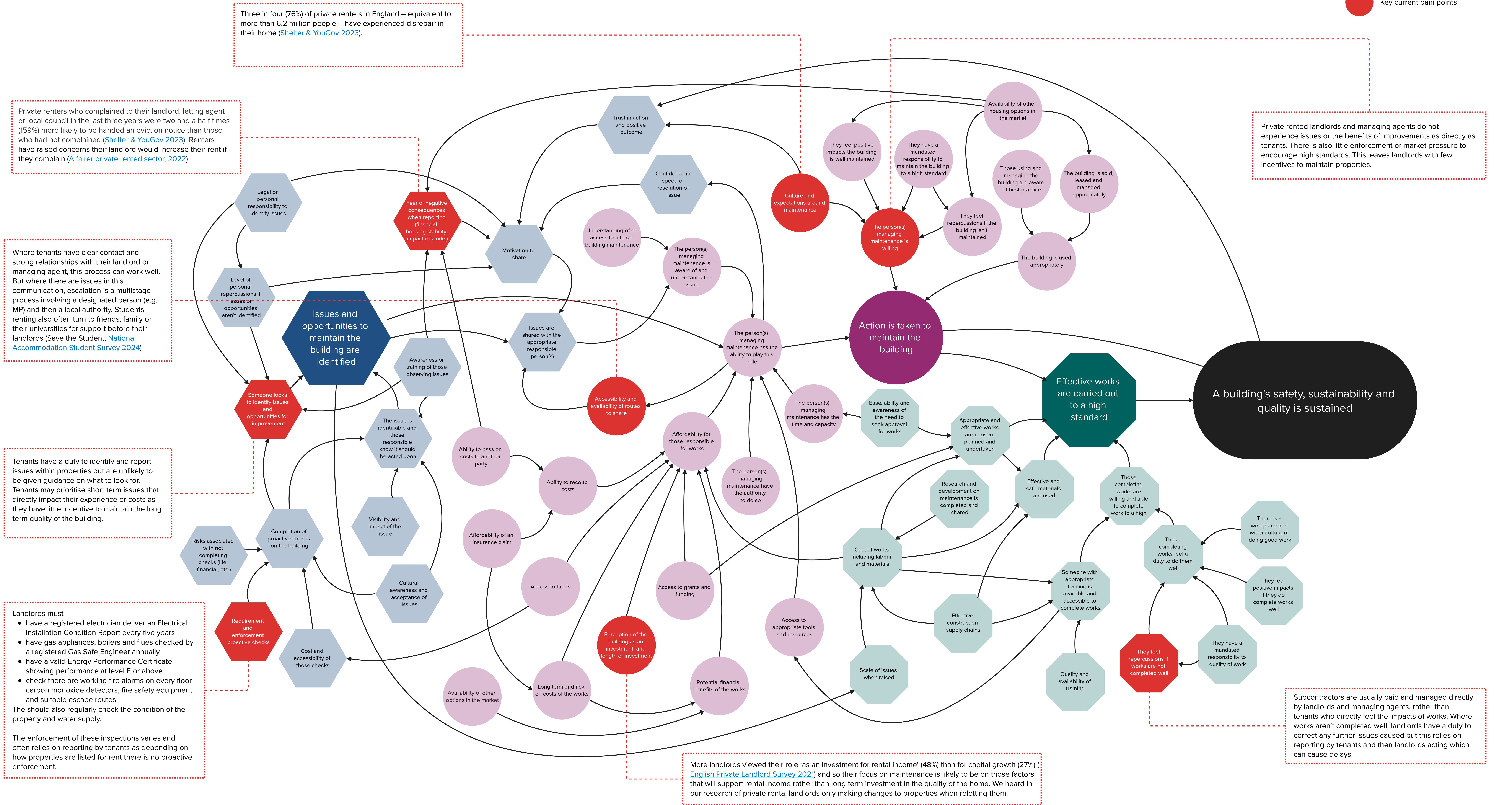
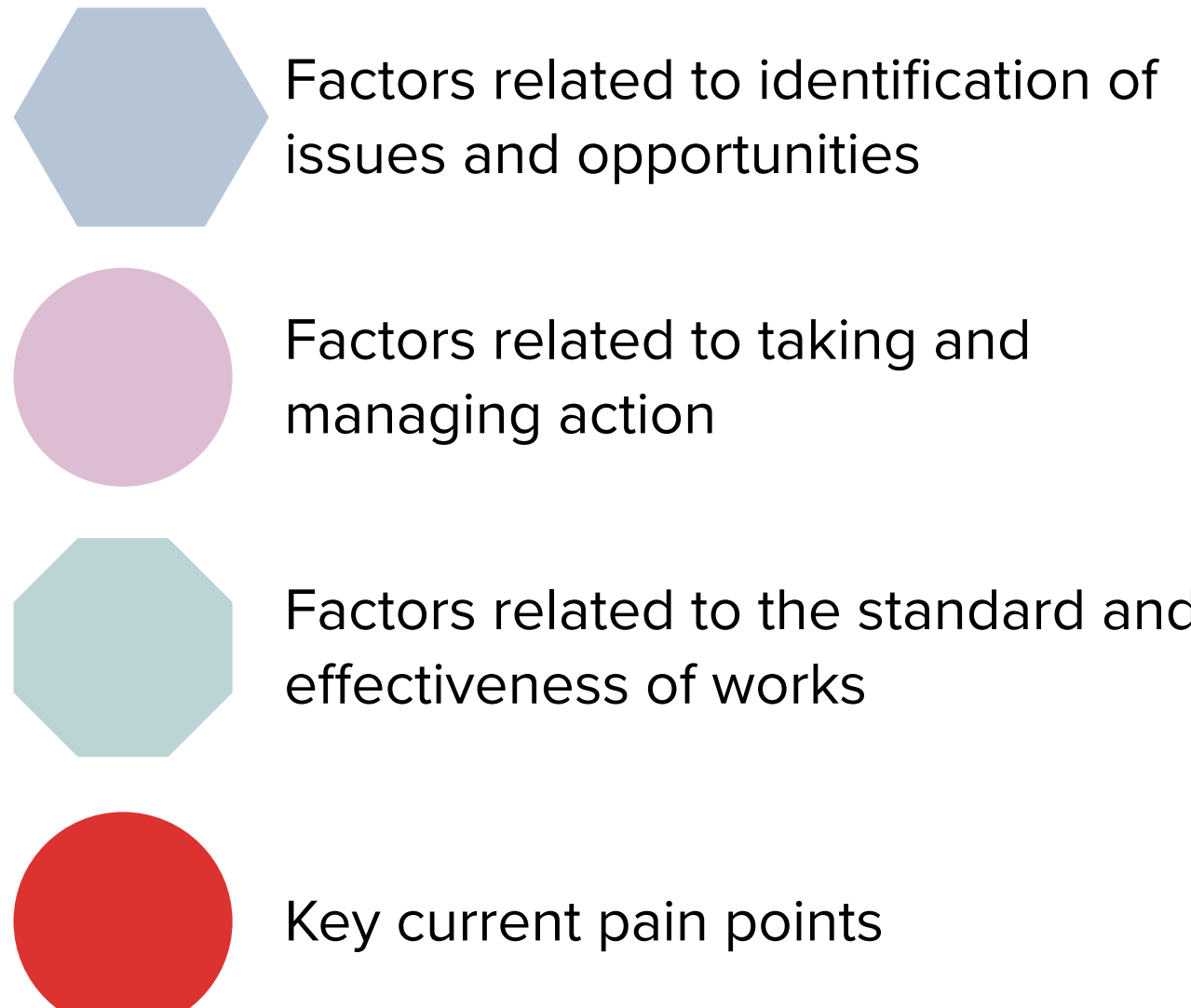
Hired to complete works on properties. Most commonly sole traders or small companies.

Local authority 

Should ensure all buildings used for residential purposes meet housing safety standards. Has a legal duty to keep housing conditions in their area under review and identify any action needed.

Courts and Housing Ombudsmen

Routes for redress where there are issues.



Roles

Tenant

Lives in the property feels most impact of quality in experience and cost of bills. Responsible for identifying issues, minor maintenance (as in their contract) or resolving issues caused by guests.

Tenant Management Organisation

A tenant management organisation (TMO) is an organisation set up under the UK Government's Housing (Right to Manage) Regulations 1994, which allows social housing residents to take over responsibility for the running of their homes. TMOs can choose how much or how little responsibility they want to take over from the local authority and this may include maintenance.

Registered Provider

Owns and rents the property. Responsible for its maintenance to the decent homes standard including energy performance and safety. Subject to Social Housing (Regulation) Act 2023, they may also operate under the Right to Repair Scheme.

Temporary housing provider

Usually a private landlord, who owns and rents the property through the local authority as temporary housing. Responsible for its maintenance to a suitable level for habitation including energy performance and safety. Subject to the Landlord and Tenant Act 1985 and Homes Act 2018.

Management services

A company that may manage a property on behalf of a Registered Provider. Takes care of the day-to-day responsibilities including maintenance and management.

Assessment contractor

Individuals with specific expertise and accreditation (electrical, gas, environmental). Hired to carry out inspections of properties.

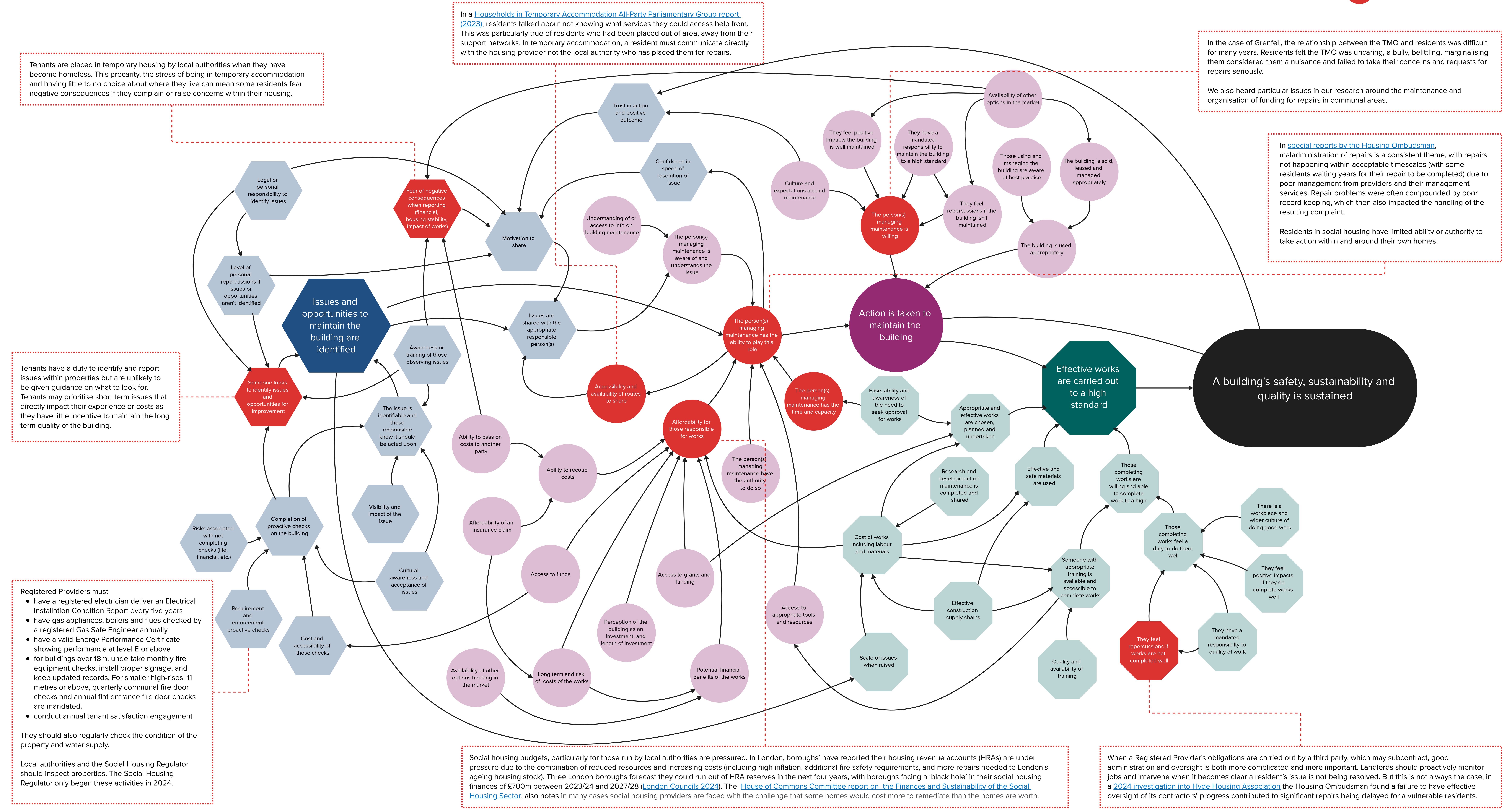
Local authority

Own and run some social housing as a Registered Provider. Responsibility to ensure all buildings used for residential purposes meet housing safety standards. Local authorities have a legal duty to keep the housing conditions in their area under review and identify any action that may need to be taken.

Social Housing Regulator

An arms length body of MHCLG which undertakes regulation and inspection of providers of social housing, may take action if these standards are breached and there is a significant risk to tenants or potential tenants.

- Factors related to identification of issues and opportunities
- Factors related to taking and managing action
- Factors related to the standard and effectiveness of works
- Key current pain points



Roles

Resident

Lives in the property feels most impact of quality in experience and safety

Resident families

In privately funded facilities, residents' families or other funders pay fees which must cover the maintenance of the building.

Staff inc. maintenance

Supports residents and runs the facility. Responsible for identifying and reporting issues, if in a maintenance role they may also be responsible for managing and resolving issues.

Managing organisation

Operational responsibilities for buildings' maintenance systems lie with the Head (maintained schools), the proprietor (independent schools) or manager (residential health facility).

Governors (education only)

In schools the overall responsibility for the quality and upkeep of the buildings and premises lies with the governors, through the appropriate sub-committee.

Local government and social care ombudsman (health only)

Investigate individual complaints about adult social care providers (including care homes and home care agencies) and some other public service organisations.

Local authority

Should ensure all buildings used for residential purposes meet housing safety standards. Has a legal duty to keep housing conditions in their area under review and identify any action needed. Provide the funding for state run schools.

Ofsted (education only)

Inspect schools and residential educational facilities using the social care common inspection framework (SCCIF).

CQC (health only)

An arms length body of DHSC and the independent regulator of health and social care in the England, including the buildings these services are run from. Their responsibilities include inspections of sites and redress for complaints.

DFE (education only)

Set standards for all schools and residential educational facilities and allocates funds to those which are run by the state, may provide funding for maintenance through capital funds. Handles redress and complaints.

NHSE (health only)

Set standards and provide design patterns for healthcare facilities, provide funding for state run residential care places.

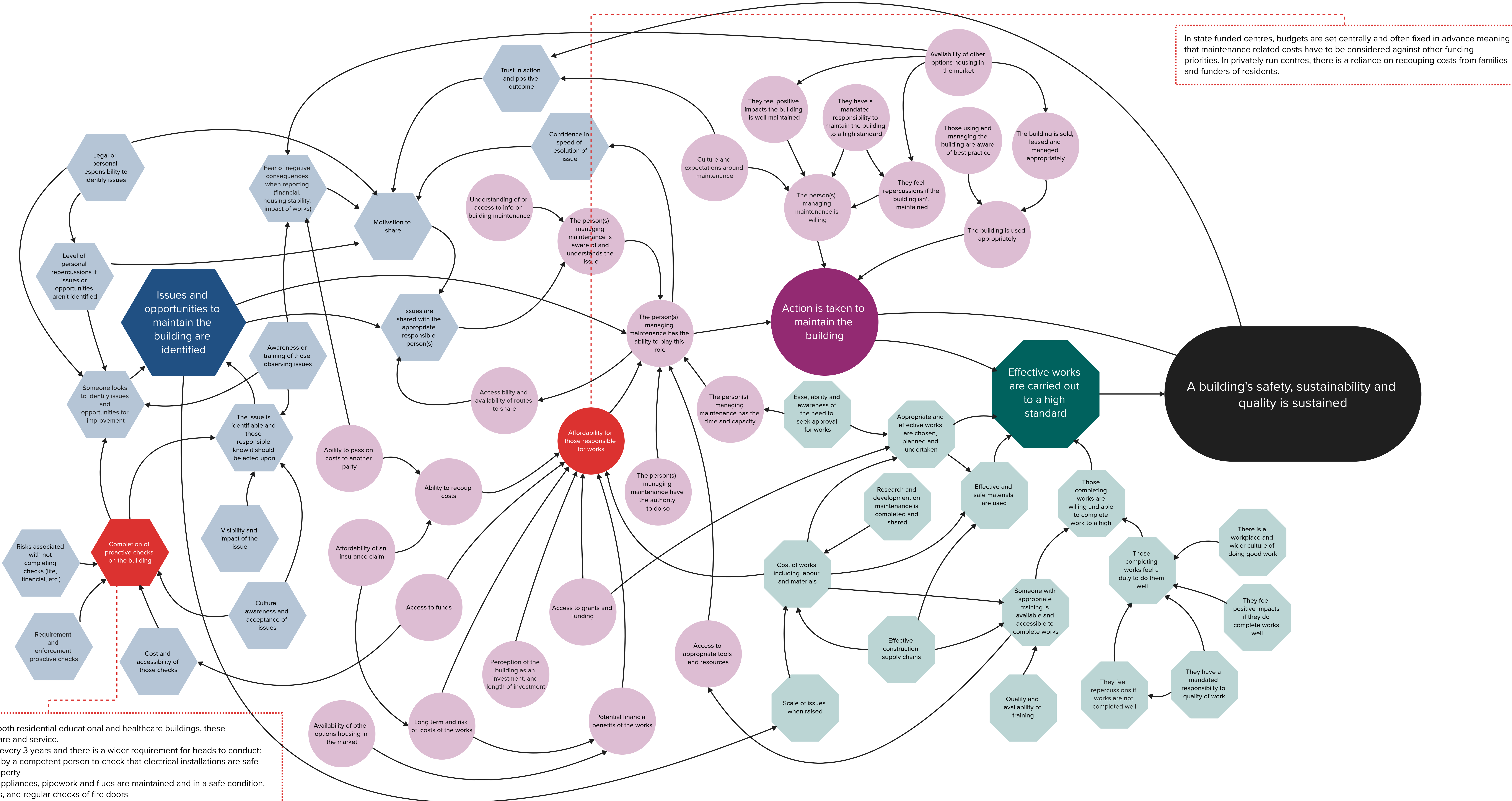
Works contractor

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Assessment contractor

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In state funded centres, budgets are set centrally and often fixed in advance meaning that maintenance related costs have to be considered against other funding priorities. In privately run centres, there is a reliance on recouping costs from families and funders of residents.

Roles

Property guardian

Lives in the property under a license rather than a tenancy agreement. Feels most impact of quality in experience and cost of bills. Responsible for identifying issues, minor maintenance (as in their contract) or resolving issues caused by guests.

Owner

Owns what would be a vacant property, if not licensed to a property guardian.

Managing agent

A property guardian company finds residents for unused premises that they normally don't own, for the purpose of securing and safeguarding the property. Responsible for finding and managing guardians and the conditions of buildings.

Assessment contractor

Individuals with specific expertise and accreditation (electrical, gas, environmental). Hired to carry out inspections of properties.

Works contractor

Hired to complete works on properties. Most commonly sole traders or small companies.

Local authority

Should ensure all buildings used for residential purposes meet housing safety standards. Has a legal duty to keep housing conditions in their area under review and identify any action needed.

Property guardian providers association

Routes for redress where there are issues, but primarily for owners and property guardian companies rather than residents.

