# SCHEDULE 2

**OPERATIONAL RESPONSIBILITIES**

**NOTE** ✓✓ indicates primary responsibility where both Bromford and the Managing Agent are involved in delivering the service.

| HOUSING MANAGEMENT | | **Bromford** | **Agent** |
| --- | --- | --- | --- |
| 1. | Housing Management policy formulation | ✓ | ✓✓ |
| 2. | Drawing up management agreements with voluntary agencies |  | ✓ |
| 3. | Customer selection and transfer, including liaison with referral agencies |  | ✓ |
| 4. | Issuing Occupancy Agreements |  | ✓ |
| 5. | Rent setting | ✓ |  |
| 6. | Rent Collection |  | ✓ |
| 7. | Property insurance | ✓ |  |
| 8. | Estate management, including liaison with local communities and neighbours |  | ✓ |
| 9. | General liaison with Occupants on maintenance issues in the course of other housing management activities |  | ✓ |
| 10. | Customer consultation, information and participation related to housing matters |  | ✓ |
| 11. | Dealing with Occupants complaints and disputes |  | ✓ |
| 12. | Giving advice on claiming Housing Benefits (but not other benefits, where this activity is defined as “care support and welfare”) | ✓ | ✓✓ |
| 13. | Formulating policy and giving advice relating to resettlement, “move-on” and permanent housing opportunities |  | ✓ |
| 14. | Contacting relatives or care services directly when there seems to be cause for concern | ✓ | ✓✓ |
| 15. | Taking Legal Action against the Occupants where necessary for breach of Occupancy Agreement |  | ✓ |
| 16. | Giving advice on dealing with the police and courts where this relates to housing matters |  | ✓ |
| 17. | Advice to Occupants on aids and adaptations | ✓ | ✓✓ |

| **FINANCIAL RESPONSIBILITIES** | | **Bromford** | **Agent** |
| --- | --- | --- | --- |
| 1. | Rent charge administration | ✓ | ✓✓ |
| 2. | Rent charge collection |  | ✓ |
| 3. | Monitoring arrears and voids | ✓ | ✓✓ |
| 4. | Preparation of annual budgets | ✓ | ✓ |
| 5. | Monitoring of rents and service charges | ✓✓ | ✓ |
| 6. | Maintaining separate accounts of charges for each Occupant |  | ✓ |
| 7. | Ensuring that Occupants claim all benefits and allowances to which they are entitled |  | ✓ |
| 8. | Appointment of an Auditor (each party to arrange auditing of their own accounts) | ✓ | ✓ |
| 9. | Preparation of audited accounts | ✓ | ✓ |
| 10. | Maintaining a separate revenue account for the scheme covered by this agreement (including identification of any sinking fund and depreciation allowances) | ✓ | ✓ |
| 11. | Payment of Council Tax for resource unit and void units where applicable |  | ✓ |
| 12. | Payment of Council Tax for shared units/room only accommodation |  | ✓ |
| 13. | Payment of utilities (gas/electric/water) for communal areas resource units and void units where applicable |  | ✓ |
| 14. | Payment of utilities (gas/electric/water) for shared units |  | ✓ |
| 15. | Property Building Insurance | ✓ |  |
| 16. | Public Liability Insurance | ✓ | ✓ |
| 17. | Employer’s Liability Insurance | ✓ | ✓ |
| 18. | Contents insurance for communal and/or office/sleep over units |  | ✓ |
| 19. | Additional insurance relating to proposed use of premises (if the Managing Agent so desires) |  | ✓ |
| 20. | Contents insurance for Occupants possessions where applicable |  | ✓ |
| 21. | Fidelity Insurance | ✓ | ✓ |
| 22. | Professional Indemnity Insurance | ✓ | ✓ |
| 23. | Lift and boiler insurance where applicable | ✓ |  |
| 24. | Replacement of furniture and equipment |  | ✓ |
| 25. | Setting weekly or monthly charges | ✓ | ✓✓ |
| 26. | Administration of salaries, PAYE relating to staff delivering services on behalf of the Registered Provider |  | ✓ |
| 27. | Securing care contracts and any topping up which may be required |  | ✓ |
| 28. | Payment of interest and principal on any mortgage | ✓ |  |
| 29. | Recharges as necessary for repairs agreed as a result of Occupant damage | ✓ |  |
| 30. | Recharging and recovery of costs from Occupants for deliberate damage where agreed |  | ✓ |

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| **HOUSING SERVICES:** | | **Bromford** | **Agent** |
| 1. | Actual expenditure or contributions to provisions relating to renewals and replacements of carpets, curtains, furniture and equipment as provided by the Registered Provider at handover within individual units and communal office/resource (as per Inventory at Schedule 9) |  | ✓ |
| 2. | The cost of council tax for resource and/or communal areas |  | ✓ |
| 3. | The cost of communal water supply |  | ✓ |
| 4. | The cost of fuel for communal heat and light (gas and/or electricity) |  | ✓ |
| 5. | Maintenance of communal electricity sockets and fixtures | ✓ |  |
| 6. | Repair, maintenance, service and insurance of lifts (where applicable) | n/a | n/a |
| 7. | The cost of providing and running a door entry system | ✓ |  |
| 8. | The cost of providing and maintaining CCTV systems | ✓ |  |
| 9. | The cost of providing and maintaining specialist alarms and/or other assistive technology*, e.g. exit alarms* |  | ✓ |
| 10. | Garden and grounds maintenance to include the sweeping of parking spaces, pathways and clearing leaves from drains. |  | ✓ |
| 11. | The maintenance of trees in line with the current ‘tree guidance’ issued by the Registered Provider | ✓ |  |
| 12. | The maintenance of trees not covered by the published ‘tree guidance’ issued by the Registered Provider |  | ✓ |
| 13. | Maintenance of parking spaces and pathways where necessary to provide access, the upkeep of which is classified as housing maintenance | ✓ |  |
| 14. | Cost of cleaning communal areas – internal and external |  | ✓ |
| 15. | Window cleaning (internal and/or external) |  | ✓ |
| 16. | Refuse, disposal and recycling containers (post property handover) |  | ✓ |
| 17. | Provision and maintenance of fire equipment (fire alarm panel, smoke and/or heat detectors, sprinklers and emergency lighting) where applicable. | ✓ |  |
| 18. | Provision and maintenance of fire fighting equipment - (extinguishers and fire blankets) where applicable | ✓ |  |
| 19. | All pest control, vermin and infestations in the Property internally and externally (unless specifically caused by a building defect) |  | ✓ |
| 20. | Costs of providing a communal or office phone |  | ✓ |
| 21. | Maintenance of existing TV aerials | ✓ |  |
| 22. | All expenditure relating to staff employed for the provision of services and the accommodation of those staff within the Property |  | ✓ |
| 23. | Maintenance of Communal water heaters | ✓ |  |
| 24.  25. | Assessment and management of Legionella risk where applicable  Maintenance and servicing of Thermostatic Valves (hot water controls) where applicable | ✓  ✓ |  |
| 26. | Maintenance of the following when supplied by the landlord at handover and where replaced by the agent:  White goods, electrical appliance such as cookers, fridges, freezers, washing machine, tumble driers - as detailed in Schedule 9 |  | ✓ |
| 27. | Depreciation of, or replacement provision for, the following:- |  |  |
|  | * Communal boiler installations including the tanks, exchangers, pipes and/or other heating system | ✓ |  |
|  | * Communal water heaters | ✓ |  |
|  | * Lifts (where applicable) | ✓ |  |
|  | * Door entry systems (including phone where provided) | ✓ |  |
|  | * CCTV systems | ✓ |  |
|  | * Carpets and furniture in communal areas, including resource offices |  | ✓ |
|  | * Carpets and furniture in Occupants accommodation where applicable |  | ✓ |
|  | * Replacement of refuse, disposal and recycling containers |  | ✓ |
|  | * Emergency fire alarms and smoke and/or heat detectors and emergency lighting | ✓ |  |
|  | * Fire fighting equipment (extinguishers, blankets) | ✓ |  |
|  | * Air conditioning systems (where applicable) | n/a | n/a |
|  | * Cookers, freezers, refrigerators, washing machines, tumble dryers and other electrical appliances |  | ✓ |

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| **HOUSING MAINTENANCE:** | | **Bromford** | **Agent** |
| 1. | Routine maintenance inspections by specialist staff | ✓ |  |
| 2. | Inspection of defects by specialist staff | ✓ |  |
| 3. | Writing the specification for the repairs | ✓ |  |
| 4. | Obtaining estimates | ✓ |  |
| 5. | Placing the order for the works | ✓ |  |
| 6. | Checking the work in progress by specialist staff | ✓ |  |
| 7. | Checking the completed work | ✓ |  |
| 8. | Paying invoices | ✓ |  |
| 9. | Administration of maintenance records | ✓ |  |

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| **Cyclical maintenance** | | **Bromford** | **Agent** |
| 1. | The internal redecoration of communal and shared areas (not including stairwells, corridors of blocks of flats) |  | ✓ |
| 2. | The redecoration of the individual units including rooms in shared accommodation where this is specifically listed in the tenancy or occupancy agreement as being the responsibility of the Registered Provider |  | ✓ |
| 3. | The external redecoration of the Property and minor repairs associated with this work | ✓ |  |

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| **Day to Day Maintenance:** | | **Bromford** | **Agent** |
| 1. | The **day to day costs** of physically maintaining the fabric of the building | ✓ |  |
| 2. | The costs of **routine planned maintenance** to physically maintain properties (renewal of kitchens, bathrooms, windows and other building components) | ✓ |  |
| 3. | The costs of repairing damage and minor works **between lettings** | ✓ | ✓✓ |
| 4. | The cost of **repairing damage** caused by Occupants or their visitors through deliberate damage or neglect, as defined in the agreement |  | ✓ |

| **Detailed responsibilities for maintenance:** | | **Bromford** | **Agent** |
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| 1. | **Decorating Responsibilities:**   * External decorations to the property * Communal corridors, stairwells and front doors opening on to these areas where the property is a block of flats (excluding communal rooms * Internal decorations of individual units, communal areas such as kitchens, bathrooms, W.C’S, resource and/or office areas, including filling out minor internal cracks in the walls | ✓  ✓ | ✓ |
| 2. | **Carpet and Flooring responsibilities:**   * Repair and replacement of carpets in communal stairwells and passageways where the property is a block of flats * Repair and replacement of non slip flooring in bathrooms, kitchens and WC's within shared housing and self contained units * Repair and replacement of carpets and flooring elsewhere * Repair and replacement of carpet in the office/resource flat | ✓  ✓ | ✓  ✓ |
| 3. | Electrical wiring | ✓ |  |
| 4. | Plumbing installations | ✓ |  |
| 5. | Structural repairs to the fabric of the buildings | ✓ |  |
| 6. | Heating, hot water installations and boilers | ✓ |  |
| 7. | Fixtures and fittings, including kitchen units, wash hand basins (and vanity units where provided), sinks, toilets, standard baths and showers or other sanitary ware | ✓ |  |
| 8. | Non-standard specialist baths |  | ✓ |
| 9. | Hoists (where applicable) |  | ✓ |
| 10. | Providing and repairing additional heating appliances (except in the case of heating system failure) |  | ✓ |
| 11. | Laundry Appliances including installation costs |  | ✓ |
| 12. | Cookers, fridges, freezers and dishwashers including installation costs |  | ✓ |
| 13. | Annual electrical safety checks to appliances including provision of safety certificates |  | ✓ |
| 14. | Cutting and moving kitchen units to fit in with new appliances |  | ✓ |
| 15 | Repairing or providing additional cooker power sources and sockets |  | ✓ |
| 16. | Replacing kitchen cupboard catches | ✓ |  |
| 17. | Repairing or replacing draught excluders where fitted by the Registered Provider | ✓ |  |
| 18. | Glazing - crime reference required in the case of deliberate damage | ✓ |  |
| 19. | Replacement of light bulbs in standard pendant fitting |  | ✓ |
| 20. | Replacement of standard tubes in fluorescent light fittings, fuses and batteries |  | ✓ |
| 21. | Replacement of bulbs or tubes in specialist lighting units, which are sealed units and/or at height within communal and/or individual units | ✓ |  |
| 22. | Lift service contract (where applicable) | ✓ |  |
| 23. | Removing and replacing smoke alarm batteries provided as backup to mains wired systems |  | ✓ |
| 24. | Repairing or replacing washing lines and posts, including rotary driers |  | ✓ |
| 25. | Repair and replacement of furniture, electrical appliances or equipment not defined elsewhere |  | ✓ |
| 26. | Servicing and replacement of fire detection equipment such as fire alarms, smoke/heat detectors and emergency lighting | ✓ |  |
| 27. | Provision, servicing and replacement of fire-fighting equipment (extinguishers and blankets) in resource flat only | ✓ |  |
| 28. | Conducting fire drills and tests in compliance with regulation |  | ✓ |
| 29. | Carrying out of annual fire risk assessments |  | ✓ |
| 30. | Fixing ornaments, pictures etc. to walls |  | ✓ |
| 31. | Replacing bathroom fittings such as bathroom cabinets, mirrors, toilet roll holders and cord in pull light switch. |  | ✓ |
| 32. | Renewing or replacing toilet seats |  | ✓ |
| 33. | Renewing sink, basin or bath plugs and chains |  | ✓ |
| 34. | Cleaning out and replacing shower heads, where not covered by legionella management servicing arrangements |  | ✓ |
| 35. | Fixing curtain rails and tracks |  | ✓ |
| 36 | Replacing locks or keys through keys being lost or broken |  | ✓ |
| 37. | Repairing and replacing window locks where provided by the Registered Provider | ✓ |  |
| 38. | Providing extra security locks and chains |  | ✓ |
| 39. | Providing and maintaining burglar alarms |  | ✓ |
| 40. | Adjusting or replacing letter box flaps and repairing or replacing door numbers |  | ✓ |
| 41. | Boundary walls and fences | ✓ |  |
| 42. | Sheds and out buildings provided by the Registered Provider where provided - see Schedule 9 | ✓ |  |
| 43. | Clearing guttering | ✓ |  |
| 44. | Emptying septic tanks (where applicable) |  | ✓ |
| 45. | Cleaning the property, including extractor fans in kitchens and bathrooms |  | ✓ |
| 46.  47 . | Routine Chimney sweeping, replacing ash pans (where applicable)  Bleeding radiators and routine ignition of boilers | ✓  ✓ |  |
| 48. | Dealing with rubbish and fly tipping on or in vicinity of scheme |  | ✓ |
| 49. | Property Inspections in line with the Registered Provider's policies in relation to inspecting and maintaining assets | ✓ |  |

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| **SUPPORT SERVICES** | | **Agent** |
| 1. | Supporting Occupants to maintain the terms of their Occupancy agreement | ✓ |
| 2. | Maintaining security within the home | ✓ |
| 3. | Supporting Occupants in Health and Safety matters | ✓ |
| 4. | Giving advice and support to access to benefits other than housing | ✓ |
| 5. | Advice on access to education, training or employment | ✓ |
| 6. | Advice on bills and debts not directly related to the tenancy | ✓ |
| 7. | Putting the Occupants in touch with, or advising on the availability of, those services which are appropriate to their needs | ✓ |
| 8. | Encouraging the Occupants to maintain relevant contacts for care, support and welfare | ✓ |
| 9. | Contacting relatives or care services directly when there seems to be cause for concern | ✓ |

Delete IHMH services where not applicable

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| **INTENSIVE HOUSING MANAGEMENT SERVICES** | | **Agent** |
| 1. | Assist customers to understand the terms of their occupancy agreement and what they are responsible for | ✓ |
| 2. | Support and advice on paying rent and charges, help with benefit claims and help to resolve issues when things go wrong. | ✓ |
| 3. | How to identify and report repairs. | ✓ |
| 4. | Signpost and support occupants with health and mobility issues - from referral to successful installation of aids and adaptations. | ✓ |
| 5. | Ensure occupants understand and maintain appropriate behaviour to sustain their tenancy, work with them to manage disputes and neighbour issues and advise on how to report and manage anti-social behaviour. | ✓ |
| 6. | Advise occupants on how to make a complaint. | ✓ |
| 7. | Work with occupants to explain any changes to their services. | ✓ |
| 8. | Ensure the safety and security of occupied buildings, shared areas and appropriate access. | ✓ |
| 9. | Manage voids and appropriate lettings within support schemes ensuring new occupants are welcomed and settled into their new environment. | ✓ |
| 10. | Promote and encourage a high level of independence and involvement of occupants in their community | ✓ |
| 11. | Ensure specialist accommodation is embraced within the local community and provide additional services as required to promote or provide as a community based resource | ✓ |