



# **The Magna Standard January 2015**

## **A guide for residents**

**We have designed The Magna Standard to make sure that we maintain and improve your home above the Decent Homes Standard set by the government. This booklet has been prepared to explain what The Magna Standard consists of.**

## **The Magna Standard**

1. The Magna standard aims to provide safe, secure, high quality, low cost housing with affordable running costs.
2. The government's decent homes standard is a minimum standard which all social landlords had to meet by December 2010 and maintain thereafter.
3. We have adopted a higher standard because we want to provide high quality housing and services in accordance with our strategic objectives. We have called this the Magna Standard.
4. In developing the Magna standard we paid attention to the views of residents by asking them what they wanted, comparisons with other organisations and information from our stock condition surveys.

## **Introduction**

5. We have information on the condition of our houses which we keep up to date following replacement work and regular inspections. This helps us plan the work necessary to maintain your property to the required standard.
6. We sometimes have to make judgements about what work is required. Any necessary replacements will be undertaken as soon as they can be sensibly planned into our programmes of work. If you are unhappy with a decision, please raise it with the member of staff concerned and we will discuss the issue with you. If you remain unhappy then you can raise the matter as a complaint.
7. We will inspect your home at least every 5 years. If you have any concerns about any element of your home before this, please contact us and we will arrange to come and see you.
8. The elements of a house described in this booklet should last a long time if looked after properly. We will repair and replace items subject to fair wear and tear. If the repair or replacement is necessary because you have not looked after your home in line with the tenancy agreement, we will charge you the cost of the work carried out.
9. This booklet sets out the standard we will achieve for all the various elements that make up your home and any associated block or estate features.

## **Your Home**

### **Kitchens**

10. 10.1 We will keep your kitchen in a good state of repair at all times. We will inspect your kitchen at least every 5 years. If we think it is in poor condition we will repair it, or, if beyond economic repair, replace it. Any replacement will be to a modern standard. We will consult you on the design and layout to make best use of the available space. You will be able to choose from a selection of colours, floor and wall finishes. If you are disabled and/or have special mobility needs, we can design your kitchen to suit you.

### **Bathrooms**

11. 11.1 We will keep your bathroom in a good state of repair at all times. We will inspect your bathroom at least every 5 years. If we think your bathroom is in poor condition we will repair it, or, if beyond economic repair, replace it. Any replacement will be to a modern standard. We will consult you on the design and layout to make best use of the available space. You will be able to choose from a selection of colours, floor and wall finishes. If you are disabled and/or have special mobility needs we can design your bathroom to suit you taking account of specialist advice. We will also fit an extractor fan as part of refurbishment if it will help manage condensation.
- 11.2 If you like, when we replace your bathroom, we will fit an over bath shower or, if you live in older persons accommodation, we will replace your bath with a level access shower.
- 11.3 We will also fit thermostatically-controlled mixer taps when we replace your bathroom to make sure you are protected from scalding.

### **Space Heating and Water heating including boilers, radiators, hot water tanks and controls**

12. 12.1 We will keep your heating and hot water systems in good repair. We will replace all systems in poor condition and beyond economic repair with a modern and fully controllable system. We will give you both verbal and written advice on how best to use your heating and hot water systems and its controls. We will inspect your system at least every 5 years.
- 12.2 We will keep your boiler in good repair. We will replace all boilers in poor condition and beyond economic repair. We will replace your boiler with a modern equivalent that has energy efficient A-rating.
- 12.3 We will make sure your radiators are kept in good repair. We will install thermostatic radiator valves whenever we repair a valve or fit a new radiator.

- 12.4 We will keep electric immersion heaters in good repair and ensure that the hot water tank is lagged. Any replacement hot water tank that we fit will be to modern standards.

## **Electric Storage Heating**

13. 13.1 If you have electric night storage system or a warm air heating system fitted before 1995, we will replace it with a modern equivalent. We will discuss the alternatives with you which will take into account whether gas is available, running costs and the cost of installation. Alternatives might include gas, electric or oil fired central heating systems, air source and ground source heat pumps, and modern electric heating.

## **Roof Structure, Coverings and Guttering**

14. 14.1 We will make sure your roof is kept in a good state of repair at all times. We will inspect your roof at least every 5 years. If we think your roof is in poor condition we will repair it, or, if beyond economic repair, replace it. Any replacement will be to current building regulations. When we replace the roof, we will also upgrade the loft insulation to a minimum depth of 270mm.
- 14.2 We will carry out any necessary repair or replacement of fascias, soffits, guttering and bargeboards before we decorate the outside of your home, or sooner if this is more urgent.

## **Chimneys**

15. 15.1 We will make sure that your chimney is kept in a good state of repair at all times. We will inspect your chimney at least every 5 years. If we think your chimney is in poor condition we will repair it. If beyond economic repair, we will rebuild it or remove it altogether.
- 15.2 If you have an open fire, we will check and sweep your chimney annually.

## **Gutters and downpipes**

16. 16.1 We will make sure that your gutters and downpipes are kept in a good state of repair at all times. We will inspect them at least every 5 years. If we think they are in poor condition we will repair them, or, if beyond economic repair, replace them. Any replacement will be to a modern standard.
- 16.2 We will clear blocked gutters and downpipes if requested.

## **Windows**

17. 17.1 We will make sure that your windows are kept in a good state of repair at all times. We will inspect your windows at least every 5 years. If we think your windows are in poor condition, we will repair them, or, if beyond economic repair, replace them. Any replacement will comply with current building regulations. Subject to any planning restrictions, we will install modern double glazed replacement windows.
- 17.2 We will fit window restrictors to any replacement window above ground floor level.
- 17.3 We will repair or replace any communal windows in poor condition.

## **Front and Back Doors**

18. 18.1 We will make sure that your doors are kept in a good state of repair at all times. We will inspect your doors at least every 5 years. If we think they are in poor condition we will repair them, or, if beyond economic repair, replace them. Any replacement will be to a modern standard. The same applies to any communal doors.

## **Walls (Including Subsidence, Cracking, Pointing and Water Penetration)**

19. 19.1 We will make sure that your walls are kept in a good state of repair at all times. We will inspect your walls at least every 5 years. If we think they are in poor condition we will repair them, or, if beyond economic repair, rebuild them. Any replacement will meet current building regulations.

## **Disabled Adaptations**

20. 20.1 We will undertake minor adaptations (up to £1,000) in your home if you are elderly, physically disabled or have a mental health problem. We will work with local authorities to make sure we install minor adaptations without delay. Where we receive an occupational therapist's referral for a major adaptation and the proposed work is considered to be the most appropriate course of action, we will assist with the adaptations by either carrying out the works or seeking grants from the local authority and/or social services housing adaptations grant panel to enable the work to be undertaken.

## **Mechanical Ventilation and Extractor Fans**

21. 21.1 We will install mechanical ventilation or fans if required. We will inspect any mechanical ventilation system or fan at least every 5 years. If they are in poor condition we will repair them, or, if beyond economic repair, replace them. Any replacement will be to a modern standard.

## **Water Pipes, Tanks and Water Conservation**

22. 22.1 We will make sure water pipes and tanks are in good repair. We will inspect them at least every 5 years. If they are not lagged we will lag them to a modern standard.
- 22.2 We will fit a dual flush cistern to any new WC installed. Electric shower units which we fit as part of a modernisation programme will have a 9 litre per minute flow rate and will be fitted with a water minimiser handset.

## **Health and Safety elements**

23. There are a number of elements we need to check regularly. These are detailed below:

## **Annual Gas & Oil Fired Boiler Safety Checks**

24. 24.1 We will check your gas or oil-fired boiler every year. We will also inspect and report on your own gas-fired appliances free of charge. We will leave a copy of the report with you and organise any repair and maintenance work that is required to our system. However, if the appliance is your own, it is your responsibility to have it repaired and maintained.

## **Electrical System**

25. 25.1 We will carry out an electrical test of the wiring in your home at least every 8 years (or at change of tenancy, whichever is the sooner) to make sure that it complies with the wiring regulations in force at the time. If electrical wiring in your home is in poor condition, we will repair or replace it to meet current regulations.

## **Smoke Detectors & Fire Alarm Systems**

26. 26.1 We will install a mains or battery operated smoke detector. Each week it is your responsibility to check that it is working. We will help you carry out the check if you live in sheltered or supported housing. If it is not working we will repair or replace the unit. If your home is served by a

communal fire alarm system, we will check it every week and regularly service it as part of a planned servicing contract.

## **Carbon Monoxide Detectors**

27. 27.1 We will install a carbon monoxide (CO) detector in your home if you have a fossil fuel burning heating appliance. We will replace the detector at least every 10 years.

## **Housing Health & Safety Rating System (HHSRS) to address issues such as potentially dangerous steps, slopes and glazing.**

28. 28.1 We will undertake a full survey of your home at least every 5 years, incorporating the HHSRS. We will assess how well your home is doing against the Magna Standard and will plan to carry out any work identified as soon as it is practicable
- 28.2 We will carry out these surveys to make sure that your home is safe by identifying possible risks and taking steps to remove or reduce those risks.

## **Asbestos-Containing Material**

29. 29.1 We will keep an asbestos register and let you and our contractors know where asbestos can be found in your home. When a material containing asbestos is found, we will leave it undisturbed, encapsulate it and monitor the material, or remove it altogether, depending on its condition.
- 29.2 We are inspecting all our homes for asbestos-containing material. We will let you know the type and location of asbestos-containing materials in your home. This exercise will be complete by 2018. We will inspect your home and discuss any asbestos-related issues with you before any major work starts. We will provide you with a guidance leaflet on asbestos.
- 29.3 We will annually inspect all asbestos-containing material in communal areas.
- 29.4 If asbestos-containing material is in poor condition we will remove it. If it is in good condition and of no risk to you we may remove it, encapsulate it or leave it alone depending on the value for money of each option.

## **Other**

30. There are a number of other items we want to get right for you. These are detailed below.

## **Adequate External Noise Insulation**

31. 31.1 If you suffer from a notifiable noise nuisance, as determined by HHSRS, we will carry out improvement work to reduce the nuisance so it does not breach the HHSRS standard.

## **Loft Insulation**

32. 32.1 We will upgrade your loft insulation to at least 270mm irrespective of the heating system. This meets the building regulations standard and will help to reduce your energy bills. Any upgrade will be undertaken as part of planned roof works.

## **Cavity Wall Insulation**

33. 33.1 We will install cavity wall insulation in your home if it is suitable.

## **Energy Efficiency Rating using SAP (Standard Assessment Procedure)**

34. 34.1 We will calculate a SAP rating for your home in order to establish how energy efficient it is.
- 34.2 If your home has a SAP rating of less than 35, we will carry out work with your agreement to make sure it meets a rating of at least 61.
- 34.3 By 2018 we will bring the average SAP of all our homes up to 68.

## **The Common parts of Blocks and Estates**

35. 35.1 We will keep the common parts of your block and estate in good repair. We will inspect these areas at least once a year. We will have an annual budget called the Community Initiative Fund (CIF) to fund improvements to our blocks and estates such as new lighting, improved parking areas and benches. Repairs to existing facilities such as paths and lighting will be paid for from other Magna budgets
- 35.2 Decisions about which projects to prioritise from the CIF will be taken by residents.
- 35.3 We will consult with you on our plans. We will encourage you to work with us to make sure the work meets your needs.
36. Elements relevant to blocks and estates are further described below.

## **Decoration**

37. 37.1 We will inspect the decoration of your home at least every 5 years. We will decorate the outside of your home and all communal areas when needed. On average this is about every 5/6 years. The exact frequency will depend on the condition of the surfaces in question. Where there are no planning restrictions, we will give you a range of colours to choose from.
- 37.2 The internal walls of your home are your responsibility to keep in a good decorative condition.

## **Fencing**

38. 38.1 We will keep fencing in good condition.

## **Washing Lines and Rotary Dryers**

39. 39.1 We will keep washing lines and rotary driers in good repair. We will replace washing lines and rotary driers when needed.

## **Pavements, Footpaths, Parking Areas and Estate Roads**

40. 40.1 We will keep these in good repair so they are free of potholes and trip hazards.

## **Garages and Sheds**

41. 41.1 We will make sure that these are kept in good repair and the roofs, doors and walls do not leak. We will inspect them at least every 5 years. If we cannot economically repair them we will make sure they are safe or demolish them. We will not carry out works to eliminate dampness.
- 41.2 We will make sure that the gutters and downpipes are in good repair and will redecorate them when required.
- 41.3 We will make sure the locks and doors operate properly.

## **Communal Flooring**

42. 42.1 We keep the communal flooring in your corridors, lobbies and staircases in good repair. We will inspect the communal flooring at least every year. We will plan any improvements to the flooring with you.

## **Communal Lighting**

- 43. 43.1 We will replace common lighting where it is defective and will make sure it is energy efficient and controllable. We will inspect communal lighting at least every year.
- 43.2 We will replace bulbs when they fail and the fittings if they are beyond economical repair.

## **Communal Staircases and balustrade**

- 44. 44.1 We will make sure the staircase and balustrade is kept in good condition and any gaps are no more than 100mm between spindles/rails. We will inspect staircases and balustrades at least every year.

## **Lifts**

- 45. 45.1 We will keep your lift in good working order and will service it regularly in accordance with legal requirements.

## **Door Entry systems**

- 46. 46.1 We will maintain them in good condition. We will give you a key to any lockable communal door and make sure that any intercom system is maintained in good working condition. These systems will be replaced when they become uneconomic to repair.
- 46.2 If you do not have a door entry system and would like one then we will discuss this with you and install one if we think it is justified and a majority of residents agree.

## **Communal Rooms including Kitchens, Bathrooms, Toilets and Guest Rooms**

- 47. 47.1 We will keep these in a good state of repair at all times. We will inspect them at least every year. If we think they are in poor condition we will repair them, or, if beyond economic repair, replace them. Any replacement will be to a modern standard. We will consult you on the design and layout to make best use of the available space. You will be able to choose from a selection of colours, floor and wall finishes.
- 47.2 The doors, windows, roofs, heating, floors and decoration will be maintained to the Magna Standard described for those separate elements.