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Site Maintenance

Regular site maintenance is one of the most important parts of effective property factoring. A development can quickly deteriorate if problems are not identified and dealt with promptly.

Homeowners should therefore expect their property factor to take a proactive approach to the management and maintenance of the development, rather than simply responding when something goes wrong.

Regular inspections matter

Where appropriate for the development, regular site inspections should be carried out to identify maintenance issues at an early stage.

A monthly inspection can provide an opportunity to check communal areas, external grounds and the general condition of the property.

Depending on the development, an inspection may identify issues such as:

- Damaged or defective communal doors
- Broken lighting
- Problems with gutters and downpipes
- Roof defects or missing tiles
- Damaged fencing
- Overgrown gardens or landscaping
- Graffiti or vandalism
- Defective paving or paths
- Bin storage and waste issues
- Problems with communal stairwells and entrances
- Signs of water ingress or deterioration

Identifying these issues early can help prevent relatively minor problems from developing into expensive repairs.



Don't wait for homeowners to report problems

A good factor should not rely entirely on homeowners reporting every problem.

While homeowners obviously play an important role in identifying and reporting defects, regular inspections allow the factor to take a more proactive approach.

The purpose of an inspection should be to look at the development as a whole and identify work that may be required, including routine maintenance and potential future problems.

Keeping records

It is good practice for inspections and identified maintenance issues to be properly recorded.

Where an issue is found, homeowners should be able to understand what has been identified and, where appropriate, what action is being taken.

Keeping a clear record can also help the factor monitor outstanding repairs and ensure that issues are not simply forgotten.

For larger developments, photographs can also be useful in documenting the condition of communal areas and monitoring deterioration or completed works.



Planned maintenance

Site inspections should not only identify immediate problems.

They can also help a factor and homeowners develop a planned maintenance programme.

For example, a development may require periodic:

- Roof inspections
- Gutter cleaning
- External cleaning
- Garden maintenance
- Painting and decoration
- Fencing repairs
- Lighting maintenance
- Communal door maintenance
- Other preventative works

Planning these activities in advance can help spread expenditure and reduce the likelihood of emergency repairs.

Homeowners should be involved

Homeowners have an important role to play in the maintenance of their development.

If you notice a problem, report it to your factor rather than assuming someone else will do so. If several owners have concerns about the same issue, raising the matter collectively can also help ensure that it receives appropriate attention.

Owners should also feel comfortable asking their factor questions about outstanding maintenance issues and requesting updates where work has been reported but not completed.



Is your factor managing your site properly?

If your development is being professionally managed, you should be able to understand what inspections are carried out, how often they take place and how maintenance issues are dealt with.

If you are unsure whether your factor is taking a proactive approach, ask them about their inspection arrangements and how they record and follow up defects.

At SwapMyFactor, we believe homeowners should have the information they need to assess the service they are receiving.

Regular inspections, prompt repairs and planned maintenance can make a significant difference to the condition, appearance and long-term value of your development.

If you are unhappy with the way your site is being managed, SwapMyFactor can help you understand your options and explain how changing your property factor may work.

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