

What is Backlog Management?

Backlog management refers to the systematic process of identifying, prioritising, and addressing accumulated repair and maintenance tasks within a property portfolio, particularly in social housing. It involves assessing the urgency, cost, and impact of each task to ensure resources are allocated efficiently and residents' needs are met promptly.

In the UK, backlog management is a critical aspect of social housing maintenance, ensuring that properties remain safe, habitable, and compliant with Building Regulations. The process typically involves:

1. **Identification:** Cataloguing all outstanding repairs through inspections, tenant reports, and maintenance logs.
2. **Prioritisation:** Classifying tasks based on urgency (e.g., health and safety risks, structural issues, or cosmetic repairs).
3. **Resource Allocation:** Assigning budgets, labour, and materials to address the highest-priority tasks first.
4. **Monitoring and Reporting:** Tracking progress and updating stakeholders on the status of repairs.

Synonyms: Maintenance backlog, Repair backlog

Practical Example:

A social housing provider in Manchester identifies a backlog of 200 repairs across its properties. These include 50 urgent repairs (e.g., leaking roofs, faulty electrical systems) and 150 non-urgent repairs (e.g., repainting walls, replacing kitchen units). Using backlog management, the provider prioritises the urgent repairs to ensure tenant safety and compliance with Part L (Conservation of Fuel and Power) and Part P (Electrical Safety) of the Building Regulations.

Related Terms:

1. **Reactive Maintenance:** Repairs carried out in response to reported issues, often forming part of the backlog.
2. **Preventive Maintenance:** Scheduled maintenance to prevent issues from arising, reducing the backlog over time.
3. **Asset Management:** Strategic planning for the long-term maintenance and improvement of housing stock.
4. **Decent Homes Standard:** A UK government standard ensuring social housing meets minimum safety and quality criteria.
5. **Housing Health and Safety Rating System (HHSRS):** A risk assessment tool used to identify and address hazards in residential properties.