



CHATHAM & CLARENDON
GRAMMAR SCHOOL

Premises Management Policy

Amendment History Sheet

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1	Initial draft of Policy issued for comment by DDH	November 2012
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Executive Summary

This document establishes The Chatham & Clarendon Grammar School (CCGS) formal Corporate Building Maintenance Policy.

It clearly sets out the key objectives of Building Maintenance, the Maintenance Management Process and goes on to define the Scope of Building Maintenance. The CCGS buildings are managed as corporate assets and this document will ensure a consistent approach to their maintenance for effective delivery of those services required from them.

In addition, a pro-active approach to establishment of standards and the assessment of building maintenance works requests and allocation of resources is detailed in Policy Standards and Strategy (Section 4).

Management of maintenance works requests is clearly set out detailing how they will be scrutinised, assessed and given a 'priority rating' based on the property; its condition, the defect priority and reason for the work. This ensures uniformity of maintenance repairs on a corporate basis and is consistent with the objectives set out in Section 2 and management of the Schools risks.

A strategic Maintenance Plan should be considered that will enable a schedule of significant planned maintenance works to be undertaken, thus reducing the requirement for reactive maintenance activities. The form requiring completion by Users, in order to get a maintenance activity assessed, and prioritized is shown in Appendix C.

Minor maintenance works, considered to be those works required on a day-to-day basis, as required by the users of the School's assets requires a less 'rigorous' procedure for prioritization. It is expected that those minor works will be represented through a link in the Schools Intranet site.

1.0 Introduction

The Chatham & Clarendon Grammar School (CCGS) has a number of buildings providing accommodation from which it delivers its schooling to its students. These buildings are physical assets which need to be properly maintained to ensure that they are fit for purpose and continue to function as efficiently and effectively as possible. Deterioration of buildings due to the lack of maintenance can lead to future financial burdens, pose health and safety, legal and other issues and affect the delivery of education. Therefore, adequate and appropriate maintenance of buildings is crucial in order to provide a good environment for pupils, staff and other users of the Schools' buildings.

A policy for the management of maintenance is required to provide a consistent approach to the planning, management and reporting of building maintenance. This maintenance policy and strategy clearly specifies the guiding principles for the management and delivery of building maintenance for the Schools' buildings.

2.0 Objectives

The key objectives of the Premises Management Policy are to:

- specify the minimum requirements for the management of maintenance;
- ensure that building assets are adequately maintained;
- ensure that the risks to the School are effectively managed;
- ensure that the health, safety and security objectives are met;
- ensure that the School has the necessary information for monitoring the maintenance, condition and performance of its buildings, and
- ensure that there is adequate information at the operational level for undertaking maintenance.

3.0 Scope of Building Maintenance

BS3811 (1984) defines maintenance as, ‘the combination of all technical and administrative actions including supervision, intended to retain an item or restore it, to a state in which it can perform a required function’.

This policy applies to the maintenance of all the CCGS owned buildings.

Building maintenance activities are defined as:

“All work on existing building assets, including utility services and external infrastructure within the curtilage of the site that is undertaken to achieve the following objectives”:

To retain the asset in a condition in which it can perform its required function.

To prevent deterioration and failure or extend the life of the asset.

To restore to correct operation within specified parameters

To restore physical condition to a specified standard

To recover from structural and service failure

To obtain accurate and objective knowledge of physical and operating conditions including risk and financial impact for the purpose of maintenance.

Work excluded from ‘building maintenance’ includes:

improvements and upgrading to meet a new capacity or function,

refurbishment to new condition to extend the capacity of the asset,

capital replacement of major components to extend the capacity or useful life of the asset (e.g. any works that are to be capitalised in accordance with CCGS Finance policy),

upgrading to meet new Statutory requirements,

operational tasks to enable occupancy and use (e.g. cleaning, security, waste removal),

supply of utilities (energy, water and telecommunications),

construction of new assets,

major restoration as a result of natural and other disasters

demolition of redundant buildings, and

temporary structures.

4.0 Policy, Standards and Strategy

The following details the compliance requirements for the effective and efficient management and delivery of building maintenance for the School.

4.1 Maintenance Policy

The maintenance of the CCGS building assets should be directed towards:

meeting department service delivery needs,
priorities based on the impact of condition on service delivery and risk,
minimising the whole-of-life costs of assets,
optimising capital receipts on disposal of building assets where additional income exceeds expenditure,
ensuring the most effective use of maintenance, and
ensuring appropriate building maintenance information exists for reporting requirements.

The key outcomes to be achieved from undertaking maintenance are:

building assets are fit for purpose with functional and operational requirements of the working environment met,
the physical condition and efficient operation of assets kept to a standard appropriate to the service function, and
all statutory and technical requirements met to ensure health, safety, security and reliability.

4.2 Maintenance Standards

Maintenance standards shall ensure that building assets are maintained to an appropriate condition and efficient operation to support the Schools requirements. These standards shall be implemented by the School in accordance with the strategy devised by the Governing body and in line with legislative requirements, best practice within the industry and British Standards Codes of Practice.

The following Tables provide standard ratings that should be used to set maintenance requirements and prioritise works: -

Table 1: Property Rating

This rating classifies properties by order of importance. The decision on Core/ Non-core services will be made by the Board and the Departments will prioritise themselves within these 2 categories.

Property rating	
S1	<u>Core service</u> , critical or high profile asset to be in best possible condition
S2	<u>Core service</u> , asset to be in good condition operationally and aesthetically,
S3	<u>Core service</u> , asset to be in reasonable condition to meet operational and statutory requirements.
S4	<u>Non-core service</u> , operational asset, condition needs to meet minimum operational and statutory requirements
S5	<u>Non-core service</u> , non-operational asset maintained to meet statutory requirements only

Table 2: Condition Rating

This rating provides information on the condition of the building, using the National Property Performance Management Initiative (NaPPMI) PMI 1 A-D ‘condition’ definition. The building condition is assessed on site during the Condition Survey.

Condition rating	
A	<u>Good</u> – Performing as intended and operating efficiently
B	<u>Satisfactory</u> – performing as intended but showing minor deterioration
C	<u>Poor</u> – Showing major defects and/or not operating as intended
D	<u>Bad</u> – Life expired and/or serious risk of imminent failure

Table 3 Priority Rating

This rating provides information on the degree of urgency and importance of the defect using the National Property Performance Management Initiative (NaPPMI) PMI 1 A-D ‘Priority’ definition. This data is collected on site through surveys or via reports received from staff, students and contractors.

Priority rating	
P1	<u>Urgent work</u> that will prevent immediate closure of premises and /or remedy to serious breach of legislation and /or high risk to health & safety.
P2	<u>Essential work</u> required within a predetermined period of time that will prevent serious deterioration of fabric or service and /or remedy to minor breach of legislation and /or minor risk to health & safety.
P3	<u>Desirable work</u> required within a predetermined period of time that will prevent deterioration of fabric or service and /or address a low risk minor breach of legislation and /or minor risk to health & safety.

Table 4: Reason Rating

This rating provides information on the nature of the defect. Where a defect covers more than one of the following reasons the more serious reason would increase its priority level. Where there are competing schemes with the same priority consideration would be made by taking account of those with additional reason ratings. This data is collected on site through surveys or via reports received from staff, pupils and contractors.

Reason rating	
R1	Health and Safety Breach
R2	Breach of Legislation
R3	Deterioration of Fabric
R4	Security Implications

4.3 Maintenance Strategy

The purpose of this strategy is to reflect the Schools' approach to maintenance and support the strategic maintenance plan and maintenance policy.

Risk Management Strategy

Risks associated with maintenance will be managed in the following order of priority:-

1. Maintenance in respect of health and safety issues,
2. Statutory maintenance requirements; security, fire, gas, electrical and access systems,
3. Structural maintenance for all the Schools owned building assets, and
4. Maintenance of unoccupied assets, assets identified for disposal and ancillary assets.

Financial Management Strategy

A detailed Strategic Maintenance Plan for the Schools building assets will form the basis of: -

determining the apportionment of the recurrent maintenance budget to planned and unplanned maintenance activities to achieve the established standards and address the risks detailed above,
identifying works that are to be considered for capitalisation in accordance with the Schools Finance policy, and
contributing to the development of Strategic Maintenance Plan funding needs.

Procurement Strategy

Maintenance services, including condition assessments, are to be procured in accordance with the Schools Finance policy in relation to Procurement and other relevant Government and EU legislation.

Dispute Resolution Strategy

Where disputes with Consultants or Contractors arise the aim will be to resolve these through discussion or negotiation to obtain a mutually acceptable agreement. If this is not possible or successful the next step will be to enter a process of mediation or adjudication. If mediation or adjudication is unsuccessful a last resort for dispute resolution will be use of the legal process of litigation.

Management Strategy and Responsibilities

The management of the Schools building maintenance primarily resides with the Business Manager. Through delegated budgets, the Site Managers are responsible for delivery and implementation of the programme to budget, within timescales and to the required standards.

Technical Strategy

Maintenance activities are to be undertaken as follows:

Planned Maintenance (Condition-Based) is to be used to comply with statutory requirements and for building fabric, structural components and renewal of time expired plant. The aim is to prevent major failure and reduce total maintenance costs over time. Undertaken as a result of an asset's condition and driven by the condition assessment inspection process; this will apply to all building elements.

Term Maintenance (Preventative, Cyclical, Servicing or Time Based) is to be used to comply with statutory or manufacturer's requirements and for building services. Undertaken at predetermined time intervals as required by statutory, technical or operational reliability considerations. This may be applied to building structures, fabric, services and site improvements but is used predominantly for the maintenance of mechanical and electrical services.

Reactive Maintenance (Corrective, Day-to-Day or Zero-Based) is minor unplanned maintenance used for assets experiencing breakdown, failure or vandalism of a component and for maintenance of those assets identified for disposal. Apart from statutory requirements, no maintenance action is undertaken until breakdown or the asset quality falls below the minimum standard specified for the asset. Reactive maintenance may be used for minor non-critical assets and those assets planned for refurbishment, replacement or disposal.

Required Maintenance (Backlog) is maintenance which has been deferred on a planned or unplanned basis usually due to lack of funds. Required maintenance should be re-evaluated at least annually in terms of priority and considered for inclusion in the Maintenance Work Programme as part of the Maintenance Planning process.

5.0 Development of Policy, Strategy and Resources

The condition of all the Schools' building assets will be assessed in detail by means of a condition survey at least once every three to five years (properties have an annual H&S check) undertaken by competent and suitably qualified surveyors and engineers. A formal condition assessment report for each building surveyed will be held on file. This programme of condition surveys shall link with the Schools planning and budget cycles and will be completed annually. Implementation of the survey programme will be managed by the Site Managers to ensure appropriately qualified surveyors are employed and timescales, safe work systems etc. are achieved. The information received from the condition surveys shall be monitored for urgency, based on its criticality.

All staff are responsible for reporting to the Site Managers all reactive maintenance items as they arise for appropriate action. This structured programme of condition assessment will provide consistent, quantitative and qualitative information relating to asset performance in terms of condition and associated risk allowing adequate information to be gathered for management and planning purposes.

The Business Manager shall ensure that properties purchased and those leased with repairing obligations have full condition assessment reports.

5.1 Maintenance Planning

Planning for maintenance shall be undertaken annually, based on information from:

- the condition survey programme,
- existing programmes e.g. capital works,
- faults and required repair items notified by building users, Contractors and Consultants;
- feedback from servicing, repairs and improvements in progress;
- legal requirements e.g. lease or repair covenants, dilapidations etc. and
- review of departmental, Capital Investment and Strategic and Asset Management Plans.

Advice from the Business Manager in respect of any disposals shall be taken into account when planning the maintenance programme to ensure that resources are directed towards retained building assets.

Planning horizons shall be to five years ahead with the objective to identify activities for each year in the planning period, for the purpose of developing annual maintenance work programmes and budget allocations. The plan should detail as a minimum:

Planned maintenance priorities;
Term maintenance requirements
Backlog maintenance priorities
Major repairs or replacements that may need to be considered for capitalisation; and
Recommendations for disposal or upgrading of assets based on life cycle, functional or condition factors.

5.2 Maintenance Budget

A maintenance budget is to be established and appropriate financial controls established in accordance with the Schools Finance Policy.

The Business Manager is the building maintenance 'Budget Holder' who delegates authority to the Premises Manager in regard to the maintenance activities.

The establishment of the maintenance budget will be undertaken as part of the Strategic Maintenance Planning processes. The Business Manager and Premises Manager will develop budgets and allocate funding for the maintenance of building assets as part of the annual budget process.

The distribution of funding for maintenance will be determined by factors such as the property, condition, priority and reason ratings, current condition and age profile of the building asset, operational requirements and backlog maintenance.

5.3 Five-Year Premises Asset Plan

In order to implement the Building Maintenance Policy and Strategy outlined in this document, capital and revenue resources will have to be made available. The resource plan will detail how to utilise available resources and implement the strategy over a five year period, reducing the level of required maintenance, based on a standstill position e.g. no new maintenance works. However a standstill position is not reality as new maintenance works are identified through condition surveys, site visits etc.

Best practice within facilities management programmes suggests that, for a standstill situation, expenditure on building maintenance should generally equate to 1% per year of the capital value of building assets. However the 2005 BCIS¹ report 'Review of Maintenance Costs' suggests that the appropriate level of expenditure for local authorities, given the level of required maintenance, should be something closer to 3.6%.

5.4 Maintenance Works Programme

A maintenance works programme for all the Schools building assets is to be formulated on an annual basis based on the requirements detailed in the maintenance plan and within the available budget.

¹ Building Cost Information Service

Maintenance categories to be used shall reflect the requirements detailed below: -

Category	Sub category	Definition
Planned Maintenance	Term Maintenance	The actions performed to prevent failure by providing systematic inspection and monitoring to detect and prevent incipient deterioration or failure and includes testing to confirm correct operation.
	Planned Maintenance	Maintenance work performed, as a result of significant deterioration or failure, to restore an asset to its required condition standard.
	Required Maintenance	Maintenance that has been deferred on a planned or unplanned basis.
Reactive Maintenance	Routine and Breakdown Maintenance	Unplanned and reactive maintenance actions performed to restore an asset to operational condition, as a result of an unforeseen failure.
	Incident Maintenance	Unplanned maintenance actions to restore an asset to an operational or safe condition as a result of minor property damage resulting from storms, fire, forced entry and vandal damage.

The minimum duration of the Maintenance Works Programme is one financial year. Subject to financial considerations, the Site Managers will for reasons of efficiency and more effective planning and implementation, endeavour to have programmes extending over more than one financial year.

In the development of Maintenance Works Programmes, the Site Managers, shall focus on service delivery obligations, maintenance priorities, allocation of resources and performance management.

5.5 Maintenance Information and Systems

To achieve consistency and to facilitate benchmarking and performance improvement, maintenance expenditure shall be captured against appropriate maintenance categories.

6.0 Maintenance Performance Management

6.1 Key Performance Indicators

Appropriate key performance indicators (KPIs) shall be generated and shall be monitored to assist in the management of maintenance of the Schools building assets generally. Performance indicators shall be used to monitor performance, in the management and delivery of maintenance works.

- service delivery performance;
- service quality performance;
- asset performance;
- management performance;
- cost performance

6.2 Maintenance Reporting

A system shall be developed for reporting requirements in respect of risk management and performance monitoring purposes and will consist of: -

- Condition Index by building/facility;
- Future maintenance by building asset
- deferred maintenance by building/facility;
- Financial Year expenditure on Maintenance Management Services;
- Financial Year expenditure on Planned Maintenance; and
- Financial Year expenditure on Unplanned Maintenance.

7.0 Responsibilities

Below are the key areas of responsibility in respect of the Schools building asset maintenance.

7.1 Business Manager

The Business Manager is responsible for the strategic management of the Schools Building Maintenance requirements, including overall budget control, and;

The management of this policy

The determination and review of maintenance standards and strategies for the Schools building assets

The formulation of a Strategic Maintenance Plan

The approval of annual condition assessment programmes, maintenance plans and maintenance works programmes

The development and, after approval, allocation of short and long term maintenance budgets across the Schools operational areas

The management of maintenance budgets including establishing appropriate financial controls, accounts and invoice payment and reporting processes.

The collation, analysis and review of maintenance

A management, planning and reporting programme for the Schools maintenance plans.

The negotiation, setting, establishment, collection and analysis of maintenance performance measures (KPI) in terms of both asset and maintenance contractor performance and reporting of results.

7.2 Premises and Site Managers

The Premises and Site Managers are responsible for the delivery and implementation of the Corporate Building Maintenance policy, strategy and Planned Maintenance Programme with up to date accurate information for planning, monitoring and reporting progress of the Planned Maintenance Programmed works and expenditure compared to programme and budget on an as required basis.

Delivery and implementation of the programme on time, within budget and to the required specified standards.

The development of the agreed departmental maintenance programme priorities, within a known budget, in consultation with the Business Manager.

Agreement of the scheduling of maintenance works in consultation with the Business Manager,

Management of reactive maintenance demand within the annual budget,

Provision of up to date and accurate information to allow for the provision of reports for monitoring of

maintenance programme performance.

Reporting of programme progress and budget data to the Business Manager,

Certification of invoices for payment

Financial, audit and quality management of departments' maintenance programmes

Preparation of future reactive maintenance projections

Liaison with building occupants to ensure maintenance works are satisfactorily completed

8.0 Review

This Policy, once agreed by the Governing Body shall be reviewed annually by the Business Manager and shall be updated in accordance with best industry practice and any new legislation.

APPENDIX A

Scope of Building Maintenance

SCOPE OF BUILDING MAINTENANCE

1.0 Purpose

This Policy establishes a framework for the maintenance of the Schools buildings to ensure consistency in the planning, implementation and reporting of maintenance. The 'Scope of Building Maintenance' establishes uniform guidelines that will assist identification of the assets that are to be classified as building assets and to ensure that building maintenance is reported accordingly.

Consistency in reporting is an important aspect of the Policy as it allows the School to monitor, benchmark and improve performance. The School can have confidence in the accuracy of building maintenance information if data has been captured in a uniform manner.

2.0 Scope

This document defines building assets for the purposes of the Policy and it helps to distinguish the components which form part of a building from those parts which do not. There may be areas in which sharp lines of demarcation are not feasible and a degree of objective interpretation would be required. Guidance is also provided in this document in relation to some activities which may be considered as building maintenance, as distinct from building operations.

3.0 Building Assets

A building asset is defined as any roofed structure enclosing space and intended for use as a shelter (for people or property) for recreational, educational, or other functions and includes services and external infrastructure within the cartilage of the site.

In terms of the Policy, maintenance of building-related assets such as service facilities, site improvements and any temporary buildings that provide facilities for storage or shelter, are to be reported under building maintenance.

For the purpose of maintenance, buildings and building-related assets (collectively referred to in this document as 'buildings') are broken down to component levels.

3.1 Buildings

3.1.1 Building components

Using a standard method to subdivide building structures into smaller components helps to provide a consistent

approach for identifying the parts of the building structure and services.

A standard approach also helps consistent use of terminology to be applied in the establishment of condition standards within the assessment process, costing, planning, implementation and reporting of maintenance works. The list below refers to the components of a building as element groups, elements and sub-elements.

(a) Substructure - the structurally sound and watertight base upon which to build.

Includes: Basement and foundation excavations; piers, piles, pedestals, beams and strip footings; foundation walls; drop aprons; hardcore filling; work slabs and damp-proofing or other membranes; floor structures; sub-soil drainage; ducts, pits, bases and service tunnels; entrance steps, ramps and their finishes; steps and ramps in the one floor level; structural screeds and toppings; internal swimming pools; all other work up to but excluding the lowest floor finish.

(b) Superstructure

Columns - The upright supports to upper floors and roof forming part of a framed structure.

Includes: internal and external columns from tops of column to bases; column casings; all protective **non-decorative coatings**. **Upper floors** - floor structures above that at the lowest level.

Includes: all beams; concrete, precast and in-situ floors; waffle slab and filler block floors; metal floors; computer floors; timber framed floors; structural screeds and toppings; concealed insulation; balconies; overhangs and sunhoods integral with floors; steps and ramps in the one floor level; all protective non-decorative coatings.

Staircases - the structural connections between two or more nominal floor levels or to roof, plant rooms and motor rooms together with associated finishes.

Includes: landings; ramps between floor levels; fire escapes; supporting framework; access ladders; spiral staircases; tread, riser; string and soft finishes; balustrades and handrails.

Roof - to provide a structurally sound and watertight covering over the building.

Includes: portal frames; roof construction; gable and other walls in roof spaces; parapet walls and roof balustrades; thermal insulation; roof lights and dormers with their sun screenings; eaves, verges and fascias; rainwater goods; internal stormwater drainage runs; awnings and open lean-to roofs; all protective non-decorative coatings.

External walls - the vertical enclosure around the building other than 'Windows' and 'External Doors' from 'Substructure' to 'Roof'.

Includes: structural walls; basement walls and tanking above lowest floor finish; spandrel, curtain and window walls; external shop fronts; glazed screen walls; columns and isolated piers to non-framed (load bearing) structures; gallery and balcony walls and balustrades; solar screen walls; plant room air flow screens; all insulation to external walls; all external

finishes to all columns, slab edges, beams, projecting overhangs and walls; lintels and flashings at openings; ring beams and stiffening beams not integral with floor, ceiling or roof slabs.

Windows - openings in 'External Walls' to provide light and ventilation.

Includes: fixed permanent flyscreens, louvres, guard grilles and associated remote control gear; sun protection/shading to windows; window sills and linings; hardware and decoration.

External doors - the access ways into the building both for pedestrians and vehicles.

Includes: frames; linings; glazing; architraves; hardware; panels and highlights over; fly doors; roller shutters; garage doors; fire doors; grille and chainwire doors; gates; service cupboard doors and thresholds and decoration.

Internal walls - permanent division of internal spaces into separate room or to enclose duct and other non-usable areas.

Includes: walls and piers; internal columns and isolated piers to non-framed (load bearing) structures; lintels; damp courses and bearing strips; stiffening beams not integral with floor, ceiling or roof slabs; part height solid walls glazed over to ceiling; unducted air flow grilles; firewalls and smoke screens.

Internal screens and borrowed lights - to screen off or divide internal spaces into separate compartments and to allow the transfer of light through 'Internal Walls'.

Includes: proprietary type office partitioning; glazed screens; internal shop fronts; fold away and operable walls; overhead framework and supporting beams; chain wire and grille screens; toilet partitions and screen walls; borrowed lights; balustrades and rails not associated with staircases; all finishes and decorations.

Internal doors - passage ways through 'Internal Walls', internal screens and partitions and to provide access to service cupboards and ducts.

Includes: frames; linings; glazing; architraves; pelmets; hardware and door grilles; chain wire and grille doors; toilet doors; cell and strong room doors; fire doors; roller shutters; service cupboard doors; duct access panels; fanlights and panels over and linings to blank openings and decoration.

(c) Finishes

Wall finishes - to finish and decorate all interior faces of 'Columns', 'External Walls' and 'Internal Walls'.

Includes: finishes to internal faces of external walls and columns; acoustic wall linings; face and coloured blocks and off form concrete; splashbacks; dados and regulation wall vents.

Floor finishes - to provide a satisfactory finish to 'Upper Floors' and 'Substructure' for walking on.

Includes:- balcony floor finishes; skirtings; screeds; timber floor finishes; dividing strips; matwells; duct and pit covers;

carpeting used as a permanent floor finish; timber and other finishes to concrete floors; finishes to steps in the floor level.

Ceiling finishes - to finish and decorate all internal soffits of 'Upper Floors' and 'Roof' over rooms and external soffits over unenclosed covered areas.

Includes: suspended false ceilings; proprietary suspended ceiling systems; acoustic ceiling linings; linings to roof lights; ceiling manholes; framing to bulkheads and cornices.

(d) Fittings

Fitments - to fit out the building with built-up fitments and fixed items.

Includes: fixed - benches; cupboards; shelving; racks; seats; counters; site notice boards; site signs and nameplates; coat rails and hooks; mirrors; wall hatches and stages.

However, loose furniture is considered as a non-building asset. These are the items of furniture that are not built in and are easily relocatable such as tables; chairs; desks; lounges; portable staging; freestanding cupboards and shelving, and filing cabinets.

Special equipment - to provide items of equipment of unitary, commercially available type and/or of a type not covered by other elements.

Includes: window cleaning; boiling water units; sink heaters; refrigerated drinking water coolers; sanitary macerators and circulating fans.

In circumstances where equipment has been provided for a purpose-built building, the equipment should be considered as part of the building. This applies when equipment is built in, affixed to or installed in such a manner that the installation costs will be substantial and could include special foundations, or extensive restoration works after the equipment has been removed (e.g. spray painting booths, incinerators, autoclaves, sterilizers, bakery equipment, commercial kitchen equipment, commercial laundry equipment and cranes).

(e) Services

Sanitary fixtures - to fit out the building with normal fixtures connected to the soil and waste plumbing systems and all associated ancillaries.

Includes:- WC suites; urinals; basins; sinks and tubs; troughs and runnels; drinking fountains; slop hoppers; showers; hobs; shower curtains and trays; terminal outlets integral with fixtures; flusherette valves; soap and toilet paper holders; towel rails and hand driers.

Sanitary plumbing - the disposal of all waste and soiled water from fixtures and equipment out to the external face of external walls.

Includes:- stacks and vents; all loose traps; floor wastes; internal sewer drainage runs, pumps and ejectors; acid resisting pipes and drains; box ducting and paintwork.

Water supply - systems to supply water from point of building entry to the points of consumption.

Includes:- storage tanks; pumps; water treatment plants; water heaters and coolers; reticulation pipework including pipeline components; terminal outlets not integral with fixtures and/or equipment; controls other than those associated with water consuming items of equipment; box ducting; insulation; sheathing; painting and identification; building and electrical work forming part of the water supply.

Gas services - to supply town, natural, simulated natural and liquefied petroleum gas from point of building entry to points of consumption.

Includes:- portable gas cylinders; booster compressors; manifolds and regulators; box ducting, painting and identification; building and electrical work forming part of the gas service element; reticulation pipework and pipeline components; terminal outlets not integral with fixtures and/or equipment and gas detection systems.

Space heating - to heat the interior of buildings by means of convection, radiation or any other form of heating.

Includes:- unitary heaters; reticulated steam, hot water or hot oil systems; warm air systems; electric floor or ceiling heating systems; fireplaces, hearths or associated work in chimney stacks; boiler plant; insulation and painting; controls and associated electrical work.

Excluded items are portable plug-in type heating equipment to provide portable, supplementary or spot heating.

Ventilation - to ventilate buildings by means of supply and/or exhaust systems.

Includes:- mechanical ventilators; non-mechanical roof ventilators; supply and/or exhaust fans; ducted systems; exhaust hoods; ducting, plant, controls and associated electrical work.

Evaporative cooling - to cool air within a building by evaporative processes; the system can include ancillary heating.

Includes:- evaporative coolers; rock bed regenerative systems and ancillary heating devices; ducting, insulation, painting and associated electrical work.

Air conditioning - to maintain and control temperature, humidity and quality of air within predetermined limits within buildings. Includes:- package air conditioners; systems for cooling only; ductwork, plant (chillers, cooling towers, air handling units, pumps etc.), controls and associated electrical work and air conditioning grilles.

Excluded items are portable plug-in type AC Units used to provide spot cooling and portable plug-in desk and floor standing fans used to provide cooling effect.

Fire protection - to detect and/or extinguish fires.

Includes:- sprinklers and other automatic extinguishing systems; fire indicator boards; manual and automatic fire alarm installations; firefighting equipment; hydrant installations and hose reels and cupboards, hand appliances.

Electric light and power - to provide all light and power and emergency light and power from and including main distribution board to and including power outlets and light fittings.

Includes:- main distribution board; sub-mains and distribution boards; emergency lighting systems; power sub-mains to mechanical equipment and sub-mains and/or sub-circuits to other equipment and/or final sub-circuits.

Communications - to provide audio and video communication within a building.

Includes:- all telephone cabling, internal telephone, public address, call, emergency warning and inter communication, personal paging, clock and/or bell, TV antenna and closed circuit TV.

Transportation systems - to transport personnel and/or goods from floor to floor or area to area.

Includes:- lifts, hoists and conveying systems; escalators; all associated equipment and work other than structural building work.

Special services - to provide services or installations not covered by other elements.

Includes:- monitoring systems; cool rooms and process cooling; special conditioned rooms; staircase pressurisation systems; compressed air; medical and industrial gas systems; dust extraction systems; security systems; lightning protection; stage lighting and theatre equipment; reticulated soap dispenser systems; laundry, heat and water reclaim systems.

(f) External services

External stormwater drainage - to dispose of rain and surface water from site.

Includes:- pipe runs from the external face of buildings; inspection pits; sumps; road gullies; culverts; box drains; grated trenches; runs from pools and fountains; outfalls and head/walls; agricultural and sub-soil drains; connections to existing runs and pits.

External sewer drainage - to dispose of soil and waste water from the site.

Includes:- pipe runs from the external face of buildings; grease gullies; inspection pits and manholes; acid resisting and special drains; dilution pits; petrol and plaster arrestors; septic tanks; collection and holding wells; absorption trenches; transpiration areas; pumps and ejectors; connections to existing runs, pits and mains.

External water supply - systems to supply water up to the external faces of buildings and up to other major consuming points such as swimming pools, fountains, artificial ponds, irrigation and ground watering outlets.

Includes:- storage tanks; water towers; pumps; water treatment plants; water heaters and coolers; reticulation pipework including components; terminal outlets not integral with fixtures and/or equipment; insulation; sheathing; painting and identification; meters and meter enclosures; water bores; irrigation and ground watering systems; building and electrical work forming part of the water supply.

External gas - to supply town, natural, simulated natural and liquefied petroleum gas up to the external faces of buildings and other consuming points.

Includes:- storage cylinders and tanks; meters and regulators; meter enclosures; reticulation pipework and pipeline components; building and electrical work forming part of the external gas supply.

External fire protection - to supply fire hydrant and gas or vaporising agent runs up to external faces of buildings, external sprinkler systems, and for site connections and connection of fire protection systems between buildings. Also to detect and/or extinguish fires in fixed plant of equipment located in the open air.

Includes:- stand-by and booster pumps; pipe runs; storage and reticulation of gas and vaporising agents; hydrant points; overhead and underground cables for fire detection systems.

External electric light and power - to supply electric power to main distribution boards of buildings and to provide lighting and power to external site areas.

Includes:- connections to source of power supply; consumers mains; sub-station equipment; emergency generating plant; main switchboard; underground and overhead cables; pylons and all trenches for cabling; street and area lighting; illuminated signs and building flood lighting.

External communications - to provide external communication cables to terminating frames of buildings and to provide communication systems between buildings and to external site areas.

Includes: underground and overhead cables; pylons; connections to existing cables; external speakers; hooters; clocks; bells; closed circuit TV; community antenna systems.

External special services - to provide external service or installations not included in other elements.

Includes:- external connections to special services; service tunnels, ducts or conduits in connection with external reticulation of services elements; dust extraction plant; incineration plant; bulk storage for medical and industrial gases.

3.1.2 Site improvements

Site improvements provide the infrastructure support for buildings and service delivery functions. Maintenance costs should therefore be captured within building maintenance in terms of the Policy.

The following constitute improvements to the site:

(a) Roads, footpaths and paved areas - trafficable areas between and around buildings for vehicles and pedestrians. Includes:- car parks; playgrounds; kerbs; crossovers; bollards; steps and associated balustrades.

(b) Walls, fencing and gates - to enclose or define the extent and portions within the site. Includes:- all walls, fences and gates on the site; fencing on vacant land.

(c) Permanent Outbuildings and covered ways - to provide small buildings supplementary to the main building/s and covered areas or bridge links for pedestrian or vehicular site circulation.

Includes:- detached covered ways not alongside buildings; garages; bicycle sheds; incinerator buildings; residential and gatekeepers cottages; garbage shelters; workshops; chapels; stores; sheds; stair blocks; all electrical, mechanical and other services in connection therewith.

General improvements - to improve the appearance of the site and provide incidental site facilities for the use of the occupants is excluded from building maintenance such as: -

Seats; fountains; sculptures artwork; flagpoles; signs and notices.

Temporary site improvements erected on site generally for specific events and for a short duration such as temporary signs (e.g. cloth banners); displays and fete stalls.

Landscaping is considered to be a non-building asset. Landscaping is normally any vegetation and associated improvements provided to improve the aesthetic appearance of the site such as lawns; gardens, vegetable plots; shrubs, and plants; sports ovals; and ornamental pools.

4.0 Activities

4.1 Building maintenance activities

There are some activities of maintenance that may require further clarification and these are addressed in this section. For the purpose of consistency, the following activities may be included under building maintenance. Exceptions for any specific item are shown in italics.

4.1.1 Statutory fees

Statutory fees such as those required to comply with legislation, are considered to be part of building maintenance. Examples include:

- registration of plant and equipment with the Health and Safety Executive;
- Town and County Planning fees;
- Building Regulations fees;

- environmental licences (fuel fired plant, fuel installations); and
- a fire system connection to the Fire Brigade.

4.1.2 Maintenance cleaning

Maintenance cleaning is considered to be part of building maintenance if it relates to those activities required to preserve, protect or to improve the appearance of the asset. Examples include:

- removal of hazardous or contaminated waste e.g. following an oil spill.
- removal of waste from non-operational sites e.g. following vacation by travellers or squatters.
- removal of graffiti.
- high pressure water/sand blasting cleaning of building exteriors; and
- removal of algae from paths where it presents a slip hazard.
- removal of dust and dirt from heater batteries.
- *Day-to-day hygiene-type cleaning is an operational activity and is not considered to be part of building maintenance. Hygiene-type cleaning includes general cleaning of walls, windows and floors; washing down; vacuuming; polishing; shampooing.*

4.1.3 Various external works

Some external works are considered to be part of building maintenance if they relate to those activities necessary to prevent damage to buildings. Examples include:

- the lopping of trees/branches to prevent damage to the building or leaves clogging gutters;
- removal of roots that are threatening foundations and underground services;
- maintenance of firebreaks where an area forms a protective barrier against the spread of fire from adjacent sites that are heavily covered with vegetation and trees;
- mowing and clearing of vacant sites to minimise vermin problems; and
- activities associated with erosion control.
- *Day-to-day landscaping related activities necessary to maintain aesthetics such as grass mowing/slashing; pruning and trimming of trees, shrubs and plants; caring of gardens, vegetable plots; and the removal of horticultural waste are considered as building operational activities.*

4.2 Building operational activities

Building operational activities are routine functions undertaken for hygienic, aesthetic and security purposes and for the supply of utilities. These activities relate to keeping the building in a habitable and usable condition, but are not to be considered as building maintenance activities. In some instances, the routine functions may be undertaken as part of the maintenance responsibility. Costs should be charged to appropriate account codes within operational or other budgets.

4.2.1 Pest control

Pest control is considered to be a building operational activity. This includes activities associated with the regular pest control such as the treatment and eradication of spiders; cockroaches; dust mites; lice; mosquitoes; dogs; cats; rats and mice.

4.2.2 Security services

The services provided for the monitoring and operation of a security system should be considered as building operational activities. Examples include:

- *alarm monitoring and false alarm charges;*
- *mobile security patrols;*
- *alarm monitoring phone line rentals;*
- *security audits; and*
- *provision of security personnel.*

4.2.3 Refuse and waste collection and disposal

The collection and disposal of general refuse and other waste is considered to be a building operational activity. Examples include:

- *removal of general refuse;*
- *emptying grease traps/septic tanks;*

- *cleaning acid traps;*
- *providing sanitary services; and*
- *removal of trade waste.*

4.2.4 Operational personnel

In circumstances where personnel are provided for the operation of buildings, the service should be considered as a building operational activity. Examples include:

- *boiler operators/attendants;*
- *sewerage plant operators;*
- *cleaners;*
- *gardeners; and*
- *security staff.*

4.2.5 Operational consumables and utilities

The supply of operational consumables and utilities is considered a building operational activity. This includes the provision of operational consumables and utilities used for the delivery of an agency's services. Examples include:

- *pool chemicals;*
- *material for water purification or treatment purposes;*
- *water;*
- *gas;*
- *fluorescent tubes, incandescent bulbs;*
- *air and fuel filters;*
- *lubrication material;*
- *fuel for engines and generator sets;*
- *office consumables such as guillotine blades, first aid kits;*
- *any form of material used to neutralise disposed acidic wastes;*
- *electricity; and*
- *telecommunication services.*

5.0 Summary

This document identifies items that should be considered part of a building for the purposes of the Policy. It also provides information on specific areas where some clarification may be necessary as to the types of activities that should be regarded as building maintenance.

Departments are encouraged to seek assistance from the Business Manager or Site Managers if further assistance is required.

APPENDIX B

Use of Property, Condition, Priority and Reason Ratings

Property, Condition, Priority, Reason Rating System

The four examples on the following pages show how these rating factors are used to determine priorities within the building maintenance works programme.

Property rating	
S1	Core service, critical or high profile asset to be in best possible condition
S2	Core service, asset to be in good condition operationally and aesthetically,
S3	Core service, asset to be in reasonable condition to meet operational and statutory requirements.
S4	Non-core service, operational property, condition needs to meet minimum operational and statutory requirements
S5	Non-core service, non-operational property maintained to meet statutory requirements only (i.e. Ancillary, or specified unoccupied or surplus assets)

Priority rating	
P1	<u>Urgent work</u> that will prevent immediate closure of premises and /or remedy to serious breach of legislation and /or high risk to health & safety.
P2	<u>Essential work</u> required within two years that will prevent serious deterioration of fabric or service and /or remedy to minor breach of legislation and /or minor risk to health & safety.
P3	<u>Desirable work</u> required within 3 to 5 years that will prevent deterioration of fabric or service and /or address a low risk minor breach of legislation and /or minor risk to health & safety.

Condition rating	
A	<u>Good</u> – Performing as intended and operating efficiently
B	<u>Satisfactory</u> – performing as intended but showing minor deterioration
C	<u>Poor</u> – Showing major defects and/or not operating as intended
D	<u>Bad</u> – Life expired and/or serious risk of imminent failure
Reason rating	
R1	Health and Safety Breach
R2	Breach of Legislation
R3	Deterioration of Fabric
R4	Security Implications

Example 1

Core service high profile asset: Element in poor condition and a minor health and safety risk.

Property = S1, Condition = C, Priority = P2 (essential work within two years to prevent serious deterioration) Reason = R3 (Deterioration of fabric)

Property & Condition

	Condition			
Property	D	C	B	A
S1	Red	Red X	Red	Green
S2	Red	Red	Amber	Green
S3	Red	Amber	Amber	Green
S4	Amber	Amber	Green	Green
S5	Amber	Green	Green	Green

Priority & Reason

	Priority		
Reason	1	2	3
R1	Red	Red	Amber
R2	Red	Amber	Amber
R3	Red	Red X	Green
R4	Amber	Amber	Green

Total score

Property & Condition	Priority & Reason		
	Red	Amber	Green
Red	Red	Amber X	Green
Amber	Amber	Amber	Green
Green	Green	Green	Green

Example 2

Non-core service operational property : Element in poor condition and a minor health and safety risk.
 Property = S4, Condition = C, Priority = P2 (essential work within two years to prevent serious deterioration) Reason = R3
 (Deterioration of fabric).

Property & Condition

Property	Condition			
	D	C	B	A
S1	Red	Red	Red	Green
S2	Red	Red	Amber	Green
S3	Red	Amber	Amber	Green
S4	Amber	X	Green	Green
S5	Amber	Green	Green	Green

Priority & Reason

Reason	Priority		
	1	2	3
R1	Red	Red	Amber
R2	Red	Amber	Amber
R3	Red	X	Green
R4	Amber	Amber	Green

Total score

Property & Condition	Priority & Reason		
	Red	Amber	Green
Red	Red	Amber	Amber
Amber	Amber	X	Green
Green	Green	Green	Green

Example 3

Core service asset to be in good condition: Element in satisfactory condition but in serious breach of legislation.
 Property = S2, Condition = B, Priority = P1 (urgent work to prevent closure) Reason = R3 (deterioration of fabric)

Property & Condition

Property	Condition			
	D	C	B	A
S1	Red	Red	Red	Green
S2	Red	Red	Amber X	Green
S3	Red	Amber	Amber	Green
S4	Amber	Amber	Green	Green
S5	Amber	Green	Green	Green

Priority & Reason

Reason	Priority		
	1	2	3
R1	Red	Red	Amber
R2	Amber	Amber	Green
R3	Amber X	Amber	Green
R4	Amber	Amber	Green

Total score

Property & Condition	Priority & Reason		
	Red	Amber	Green
Red	Red	Amber	Amber
Amber	Amber X	Amber	Green
Green	Green	Green	Green

Example 4

Core service high profile asset: Element in bad condition but work not urgent.

Property = S1, Condition = D, Priority = P3 (desirable work required within 3 to 5 years) Reason = R3 (Deterioration of fabric)

Property & Condition

	Condition			
Property	D	C	B	A
S1	X	Red	Amber	Green
S2	Red	Amber	Green	Green
S3	Red	Amber	Green	Green
S4	Amber	Green	Green	Green
S5	Amber	Green	Green	Green

Priority & Reason

	Priority		
Reason	1	2	3
R1	Red	Red	Amber
R2	Red	Amber	Green
R3	Red	Amber	X
R4	Amber	Amber	Green

Total score

Property & Condition	Priority & Reason		
	Red	Amber	Green
Red	Red	Amber	X
Amber	Amber	Amber	Green
Green	Green	Green	Green

Priorities are assigned according to the following table: -

Property & Condition	Priority & Reason		
	Red	Amber	Green
Red	1	2	4
Amber	2	3	5
Green	6	5	6

From the above examples the prioritisation for inclusion in the maintenance programme under limited resources would be as follows: -

Case 1 (Red/Amber) and Case 3 (Amber/Red) would be level 2

priorities.

Case 2 (Amber/Amber) would be considered next as a level 3 priority.

Case 4 (Red/Green) would be considered last as a level 6 priority.

Appendix C

Planned Maintenance Request (PMR)				
Department:	<input style="width: 95%;" type="text"/>	Date:	<input style="width: 95%;" type="text"/>	
Building:	<input style="width: 95%;" type="text"/>			
Requested By:	<input style="width: 95%;" type="text"/>			
Description of the Maintenance work required				
Justification				
Risk of Not Proceeding				
For Definitions See Policy				
Please 'X' in the appropriate box	Priority			
Reason	1	2	3	
R1				
R2				
R3				
R4				
Please 'X' in the appropriate box	Condition			
Property	D	C	B	A
S1				
S2				
S3				
S4				
S5				
Please 'X' in the appropriate box	Priority & Reason			
Property & Condition	Red	Amber	Green	
Red				
Amber				
Green				
Office Use Only				
PMR No.:		<input style="width: 80%;" type="text"/>		
Estimated Cost:		<input style="width: 80%;" type="text"/>		
Estimated Timeframe:		<input style="width: 80%;" type="text"/>		
Capital/Operating Funds:		<input type="checkbox"/> C / <input type="checkbox"/> O		
Approved By:		<input style="width: 80%;" type="text"/>		
Date Approved:		<input style="width: 80%;" type="text"/>		
If Refused, Reasons Why:				