

## APPENDIX 3 - PROPERTY MAINTENANCE POLICY

# **WALSALL COUNCIL PROPERTY MAINTENANCE POLICY**

## **Contents**

### **Executive Summary**

#### **1.0 Introduction**

#### **2.0 Aims and Objectives**

#### **3.0 Scope of Property Maintenance**

#### **4.0 Maintenance Policy**

#### **5.0 Maintenance Standards**

- 5.1 Property Rating
- 5.2 Condition Rating
- 5.3 Priority Rating
- 5.4 Reason Rating

#### **6.0 Maintenance Strategy and Implementation**

- 6.1 Risk Management Approach
- 6.2 Technical Definition
- 6.3 Condition Assessment
- 6.4 Maintenance Planning
- 6.5 Maintenance Works Programme
- 6.6 Maintenance Information Systems

#### **7.0 Strategic Maintenance Plan**

#### **8.0 Maintenance Performance**

- 8.1 Key Performance Indicators
- 8.2 Customer Satisfaction

#### **9.0 Review**

#### **Appendix A – Scope of Building Maintenance**

#### **Appendix B – Use of Property, Condition, Priority and Reason Ratings**

#### **Appendix C – Building Asset Condition Monitoring Process**

#### **Appendix D – Capitalisation of Building Maintenance Works**

#### **Appendix E – Customer Feedback Process**

## **Executive Summary**

This document establishes the Council's formal Corporate Property Maintenance Policy in line with the approved Corporate Landlord Model for all Corporate Properties excluding housing and schools.

It clearly sets out the key objectives of property maintenance policy (Section 2), and defines the Scope of Property Maintenance (Section 3). This will ensure a consistent approach to the maintenance of the Council's assets for effective delivery of services.

In addition a pro-active approach to establishment of standards and the assessment of property maintenance requests, works and allocation of limited resources is detailed in the Policy, Standards and Strategy (Sections 5, 6 and 7).

Each maintenance request will be scrutinised, assessed and given a rating based on the property; its condition, its priority and reason. This will ensure uniformity of maintenance repairs on a corporate basis and will be consistent with the objectives set out in aims and objectives (Section 2) together with the management of the Council's Risks.

In the Maintenance Strategy (Section 6.3), a rolling programme of condition surveys has been implemented detailing the condition of the Council's assets that will drive the planned maintenance programme on a yearly basis.

Maintenance of building assets will be supported by an efficient and effective Computer Aided Facilities Management package (CAFM).

The annual planned maintenance programme will outline how capital resources will be allocated to reduce the backlog of the highest priority maintenance work. The type of maintenance work that can be capitalised in accordance with CIPFA Capital Accounting Arrangements is also detailed.

Performance and reporting will be monitored, benchmarked and reported through the CAFM software for improvement and promoting best practice and improved customer satisfaction. (Section 7.2)

## **Property Maintenance Policy**

### **1.0 Introduction**

Walsall Council has a portfolio of over 750 land and building assets including approximately 366,530 sq m of built accommodation. These buildings are physical assets which need to be properly maintained to ensure that they continue to function as efficiently and effectively as possible in supporting the delivery of a wide range of services.

At the same time, the deterioration of buildings due to the lack of maintenance can lead to future financial burdens, pose health and safety, legal and other industrial relations issues and affect the delivery of services. Therefore, the maintenance of buildings is critical to the proper management of physical assets

and the overall management of capital to achieve council key policy objectives meet government requirements and provide a good environment for customers, staff and other users of council buildings.

A policy for the management of maintenance is required to provide a consistent approach to the planning, management and reporting of building maintenance integrated with the Capital Strategy from an organisation wide perspective.

This maintenance policy clearly specifies the guiding principles for the management and delivery of property maintenance for the council.

## **2.0 Aims and Objectives**

The aim of this policy is to develop the maintenance management of council owned and leased building assets so that capital investment is protected, asset life cycle and service output costs are optimised, and service outcomes are achieved.

The policy document is to provide the guiding principles on the management framework for the maintenance and repair of council owned property assets to ensure compliance with the requirements of all legal obligations.

The key objectives of the Property Maintenance Policy are:

- To specify the minimum council requirements for the management of maintenance;
- To ensure that building assets are adequately maintained;
- To ensure that the risks to the council are effectively managed;
- To ensure that the health, safety and security objectives are met;
- To ensure effective maintenance at department level;
- To ensure that the council has the necessary information for monitoring the maintenance, condition and performance of building assets at an organisation level; and
- To ensure that there is adequate information at the operational level for undertaking maintenance including the ability to review policies and strategies, analyse life cycle costs, plan for replacements and upgrades, and improve the efficiency and effectiveness of maintenance.

The policy recognises and acknowledges the collaborative management relationships between all council operational services in regard to the maintenance of council owned and leased building assets.

## **3.0 Scope of Property Maintenance**

BS3811 (1993) 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 council owned or leased property assets. For clarity, a 'property asset' is defined as: -

“Any roofed structure enclosing space and intended for use as a shelter (for people, animals or property) or for recreational, educational, industrial, commercial or other functions and includes services and external infrastructure within the curtilage of the site”.

And ‘property maintenance’ activities are defined as: -

“All work on existing property 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 condition including risk and financial impact for the purpose of maintenance
- Partial equivalent replacement of components of the asset”

Work excluded from maintenance includes:

- Improvements and upgrading to meet new service 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. works that are to be capitalised in accordance with council 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; and • major restoration as a result of natural and other disasters.

A list of included and excluded maintenance items are included in appendix A (Scope of Building Maintenance).

For leased and rented buildings, responsibility for maintenance is subject to the terms and conditions of each lease agreement. Advice on maintenance liability in respect of any leased building should be obtained from the Asset Management team.

Further information on property maintenance activities is contained in the information paper: “*Scope of Property Maintenance*” attached in Appendix A.

#### **4.0 Maintenance Policy**

The maintenance of council property assets should be directed towards:

- Meeting department service delivery needs which are reflected in the standards to which assets are to be maintained;
- Priorities based on the impact of condition on service delivery and risk;
- Ensuring the most effective use of maintenance resources and
- Ensuring appropriate information exists at department and council levels.

The key outcomes to be achieved from undertaking maintenance are:

- Functional and operational requirements of the working environment are met;
- The physical condition and efficient operation of assets is kept to a standard appropriate to their service function and value to the community; and
- All statutory and technical requirements to ensure health, safety, security and reliability are met.

## **5.0 Maintenance Policy**

Maintenance standards shall be established to ensure that property assets are maintained at an appropriate condition and in efficient operation to support council and departmental service delivery. These maintenance standards shall be implemented by Property Manager - Maintenance in accordance with the strategy and in line with legislative requirements, best practice within the industry and British Standards Codes of Practice.

Property Manager - Maintenance will develop and articulate the standards to which council property assets shall be maintained in order to meet corporate standards consistent throughout Service Areas in regard to physical condition, functional quality, and efficient operational performance. These standards and any associated performance indicators shall be part of any arrangements for the implementation of maintenance. The following Tables provide asset standard ratings that should be used to prioritise works and set maintenance requirements.

### **5.1 Table 1: Property Rating**

This table classifies properties by order of importance. The decision on core / non-core services will be made by the Corporate Landlord.

<b>Property rating</b>	
<b>S1</b>	Core service, critical or high profile asset to be in best possible condition
<b>S2</b>	Core service, asset to be in good condition operationally and aesthetically
<b>S3</b>	Core service, asset to be in reasonable condition to meet operational and statutory requirements.

<b>S4</b>	Non-core service, operational property, condition needs to meet minimum operational and statutory requirements
<b>S5</b>	Non-core service, non-operational property maintained to meet statutory requirements only (i.e. Ancillary, or specified unoccupied or surplus assets)

### **5.2 Table 2:Condition Rating**

This table informs on the condition of the building, using government approved rating system. The data is collected on site through Condition Surveys.

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

### **5.3 Table 3 : Priority Ratings**

Informs on the degree of urgency and importance of the defect using the government approved rating system. The data is collected on site through condition surveys.

<b>Priority rating</b>	
<b>P1</b>	Urgent work that will prevent immediate closure of premises and/or remedy to serious breach of legislation and /or high risk to health & safety.
<b>P2</b>	Essential works 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.
<b>P3</b>	Desirable work 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.

### **5.4 Table 4 : Reason Rating**

Informs 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. The data is collected on site through condition surveys.

<b>Reason rating</b>	
<b>R1</b>	Health and Safety/Legislation Breach
<b>R2</b>	Total or partial loss of service
<b>R3</b>	Deterioration of Fabric
<b>R4</b>	Security Implications
<b>R5</b>	Disabled Access Requirement

These standards will be reviewed in conjunction with the review of this policy document or at other times deemed necessary by the Corporate Landlord.

## **6.0 Maintenance Policy and Implementation**

The purpose of this strategy is to reflect the Councils' approach to maintenance and support the strategic asset management plan and maintenance policy established by the Corporate Landlord so that the stated maintenance objectives are achieved.

The property maintenance strategy for the council will be achieved by the implementation of the following: -

### **6.1 Risk Management Approach**

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 council owned property assets;
4. Building fabric maintenance for all council owned building assets except unoccupied assets, assets identified for disposal and ancillary assets; and
5. Maintenance of unoccupied assets, assets identified for disposal and ancillary assets.

### **6.2 Technical Definition**

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 a condition assessment or inspection process. This will



apply to all building structures, fabric, mechanical and electrical services and site improvements.

**•Planned Preventive 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.

**•Backlog Maintenance** is maintenance which has been deferred on a planned or unplanned basis usually due to lack of funds. Backlog 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.

### **6.3 Condition Assessment**

A database of building asset condition shall be maintained on the Corporate Landlord CAFM. The process for monitoring property asset condition is shown in Appendix C. This process requires feedback from the maintenance programme and capital and revenue funded projects, which although not part of the maintenance programme could still affect the condition of the building asset. All relevant information shall be input on to the CAFM by contract monitoring officers managing these projects to ensure accurate and up to date property asset condition records.

The condition of all council corporate property assets will be assessed in detail by means of a condition survey at least once every five years undertaken by competent and suitably qualified surveyors and a formal condition assessment report for each property asset surveyed is to be produced in electronic format and stored on the Corporate Landlord CAFM system.

Interim condition checks shall be undertaken annually by the Corporate Landlord Hard FM team.

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 information received from the condition surveys and checks shall be input on to the CAFM system by the Corporate Landlord Hard FM team.

A rolling programme of condition surveys has been developed by the Hard FM Team so that the condition of each council corporate property asset is assessed in detail at least once every five years. This programme shall link with the normal council planning and budget cycles and will be completed annually. Implementation of this programme will be managed by the Corporate Landlord Team.

The Asset Management team shall ensure that properties purchased and those leased with repairing obligations are presented to the council with full condition assessment reports so that condition assessment details can be input onto the CAFM system.

#### **6.4 Maintenance Planning**

Planning for maintenance shall be undertaken on an annual basis based on information from: -

- The CAFM Software Package;
- The condition survey programme and interim condition checks;
- Existing programmes and historical data;
- Faults and repairs notified by building users;
- Feedback from Corporate Landlord Hard FM team;
- Feedback from servicing, repairs and improvements in progress;
- Feedback from maintenance and supply chain partners;
- Legal requirements e.g. lease or repair covenants and
- Review of departmental Service Delivery plans, Council, Capital Investment and Strategic Asset Plans.

Advice from the Asset Management Team in respect of the disposal programme shall be taken into account when planning the maintenance programme to ensure that resources are directed towards retained property assets.

Planning horizons shall be to three years ahead with the objective to identify activities for each year in the planning period, for the purpose of developing annual maintenance work programme 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.

In order to implement the Building Maintenance Policy outlined in this document and link it to the Corporate Asset Management Plan and Property Strategy, the capital and revenue resources that are required to implement the property maintenance strategy over a 3 year period will be identified.

#### **6.5 Maintenance Work Programme**

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

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

Category	Sub Category	Definition
<b>Planned Maintenance</b>	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
	Backlog Maintenance	Maintenance that has been deferred on a planned or unplanned basis
<b>Reactive Maintenance</b>	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 property damage resulting from storms, fire, forced entry and vandal damage.

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

To deal with additional maintenance works identified during a financial year a Procedure will be developed. This will be used to determine whether or not a scheme is a planned maintenance item and if it can be undertaken during the current financial year or if it should be deferred to a later year. This 'Additional Planned Maintenance Request' will be accessed using the maintenance standards and priorities established in this report.

## **6.6 Maintenance Information and Systems**

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

The maintenance of building assets must be adequately supported by an efficient and effective CAFM System to facilitate operational maintenance work scheduling and control, planning, resource allocation, programme management and reporting.

The CAFM system shall be used for maintenance planning and implementation and the maintenance information recorded in this information system must meet:

- Council Reporting requirements;
- Departmental and operational requirements for maintenance implementation.

## **7.0 Strategic Maintenance Plan**

A Strategic Maintenance Plan shall be developed to support the council's output and outcome requirements. This plan is to form the basis for the maintenance component of the 'Corporate Asset Management Plan'. On this basis, it is to take into consideration capital and disposal plans and identify the level of funding required annually to meet the maintenance standards established to support council service delivery outcomes.

The Strategic Maintenance Plan is to incorporate Strategic Asset Management principles and utilise life cycle planning and asset performance. It will have due regard for the service area delivery and asset management plans, the age, condition, value, deferred maintenance and functional quality of the assets, as well as new assets and any emerging issues which may impact on their service potential.

The purpose of the Strategic Maintenance Plan is to look at the maintenance needs of each Service Area's portfolio of building assets over the immediate, medium and long term and how these may change as a result of potential changes to the way that Walsall Council deliver its services to customers.

## **8.0 Maintenance Performance**

### **8.1 Key Performance Indicators**

Appropriate key performance indicators (KPIs) are to be monitored to assist in the management of maintenance and council building assets generally. These KPIs, are to be incorporated into a formal procurement instrument.

Performance indicators are to be established to monitor performance, in the Management and delivery of maintenance works. The performance review should consider aspects relating to:

- Maintenance service delivery performance;
- Maintenance service quality performance;
- Maintenance management performance;
- Maintenance cost performance; and
- Client/tenant/occupier satisfaction.

### **8.2 Customer Satisfaction**

This shall be assessed through internal customer satisfaction surveys at individual project level. The surveys will collect information on Contractor and Corporate Landlord staff performance. An example of the 'Customer Feedback Form' is given in Appendix E (Customer Feedback Process).

## **9.0 Review**

This Policy shall be reviewed annually by the Corporate Landlord and updated in accordance with best industry practice and any new legislation.

# **APPENDIX A**

## **Scope of Property Maintenance**

## **1.0 Purpose of this Document**

The document establishes a process for the maintenance of Walsall Council assets under Corporate Landlord control to ensure consistency in the planning, implementation and reporting of maintenance. The purpose of this document is to establish a uniform guideline that will assist identification of the assets that are to be classified as property and to ensure that property maintenance is identified and undertaken.

Consistency in service delivery is an important aspect of the process as it allows Walsall Council to monitor, benchmark and improve performance.

## **2.0 Scope**

This document defines property assets for the purposes of the Corporate Landlord responsibilities. It helps to distinguish the components which form part of a property 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 property maintenance, as distinct from building user operations.

### **Definition**

**Property Maintenance** - The repairs, maintenance or servicing of existing property or the associated agreed assets to maintain in a good working order and/or good condition.

**Statutory Testing** – The service and inspection of all property/equipment where it is deemed a legal requirement to service, inspect and certify that buildings and equipment are to an agreed standard.

**Capital maintenance / investment** – The installation of new or improvement to existing property/equipment or replacement of a large building element that will be a long term investment and increase the property value. Where new elements are added the revenue costs shall be included for future maintenance.

## **3.0 Property Assets**

This section focuses on the physical assets that are to be considered as property. Property is defined as any roofed structure enclosing space and intended for use as a shelter (for people, animals or property) or for recreational, educational, industrial, commercial or other functions and includes services and external infrastructure within the cartilage of the site.

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

Non-property assets are shown as exceptions under the relevant section. These are highlighted in *italics* for ease of identification. Non-property assets should also be maintained, but are not to be considered as part of the property or under the

maintenance management of the corporate landlord team. These elements of works and services shall be arranged by the property user through the appropriate department within the organisation.

### **3.1 Property**

#### **Property Elements**

Using a standard method to subdivide building structures into smaller elements helps to provide a consistent approach for identifying the parts of the building structure and services to be maintained by the corporate landlord team.

All excluded items in *Red Italics* are not covered by the corporate land lord service provision.

**(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 sun hoods 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 property.

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 storm



water 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:

fly screens; louvers; guard grilles; remote control gear; sun protection to windows; window sills and linings; hardware and decoration.

*Excludes: curtains; blinds, track and pelmets*

**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 chain wire 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; un-ducted air flow grilles; firewalls and smoke screens.

**Internal screens and borrowed lights** - to screen off or temporarily 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 provide a satisfactory finish to 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; splash backs; 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; mats and mat wells; duct and pit covers; carpeting used as a permanent floor finish; timber and other finishes to concrete floors; finishes to steps in the one floor level.

**Ceiling finishes** - to provide a satisfactory finish to 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 access points; framing to bulkheads and cornices.

**(d) Fittings Fitments** - maintain the property with built-up fitments and fixed items.

Includes: benches; fitted cupboards; seats; counters; wall hatches

*Excludes: notice boards; signs and nameplates; coat rails and hooks; mirrors; shelving; racks; lockers*

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

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

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

In circumstances where equipment has been provided for a purpose-built building, the equipment should be considered as part of the property. 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, kitchen equipment, laundry equipment and cranes).

*Non-building plant and equipment can be defined as equipment that can be easily removed after erection or installation. In this context, the primary consideration of the building should be that of a shelter. Therefore, non- building plant and equipment are those that can be disconnected, dismantled and removed without significant impact on the property in terms of:*

- *Damage to the building structure, including internal partitions;*
- *Affecting the function of the building as a shelter; and*
- *The need to restore, change or upgrade the property after removal.*

*For ease of reference, the following sub-categories have been used to identify those items that are to be considered as non-building plant and equipment.*

**Portable and attractive** equipment is considered to be in the category of non-property asset. These assets are generally smaller items of equipment that are usually stand-alone, hand-held, or plug-in. Examples of portable and attractive equipment include:

- Portable tools
- Cameras
- Calculators
- Portable power tools and
- Battery clocks.

**Plug-in "white goods" and general office equipment** are considered to be non-property assets. These assets are generally plug-in electric items of equipment, usually included as office facilities. Examples of plug-in 'white goods' and general office equipment include:

- Urns (plug-in)
- Fridges/freezers
- Clothes washers
- Computer terminals and printers
- Facsimile machines
- Photocopying machines
- Shredders,
- Microwave ovens.
- Dishwashers
- Hand driers

**Production and business equipment** that can be easily removed is considered to be a non-property asset. These assets are generally used for carrying out the core business and activities (e.g. production, training, testing, and research) of the occupant. Examples of production and business equipment include:

- Scientific equipment
- Wood working equipment
- Metal working equipment

- Sewing machines
- Welding machines, and
- Biological safety cabinets.
- Sports equipment
- Motor vehicle repair/maintenance equipment

**Ancillary equipment** is considered to be a non-property asset. This type of equipment is generally used for routine operational purposes. Examples of ancillary equipment include:

- Motor vehicles and tractor
- Trailers
- Boats
- Ride on mowers
- Pool cleaning and servicing equipment
- Cleaners' equipment, and
- Garden hoses, sprinklers.

## **(e) Services**

**Sanitary fixtures** - to maintain normal fixtures connected to the soil and waste plumbing systems and all associated ancillaries.

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

**Sanitary plumbing** – to ensure 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 pipe work 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:- booster compressors; manifolds and regulators; box ducting, painting and identification; building and electrical work forming part of the gas service element; reticulation pipe work and pipeline components; terminal outlets not integral with fixtures and/or equipment and gas detection systems.

**Space heating** - to heat the interior of the property 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.

**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.

**Fire protection** - to detect and/or extinguish fires.

Includes:- sprinklers and other automatic extinguishing systems; fire indicator panels; 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: - emergency warning and door intercoms or bell, TV antenna and closed circuit TV.

*Excludes: - all telephone cabling, internal telephones, public address, telephone equipment, data cabling, ICT related equipment, public announcement systems, ticket or counter call systems.*

**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.

*Excludes: - Personal DDA lifting equipment (toilets, shower rooms or swimming pools)*

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

Includes:- monitoring systems; cool rooms; special conditioned rooms; compressed air; security systems; lightning protection; laundry, heat and water reclaim systems.

*Excludes: - medical and industrial gas systems; dust extraction systems; stage lighting and theatre equipment; reticulated soap dispenser systems; medical cleaning units*

#### **(f) External services**

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

Includes: - pipe runs from the external face of buildings; inspection pits; sumps; runs from pools and fountains; outfalls and head/walls;; connections to existing runs and pits.

*Excludes: - road/drive gullies; culverts; box drains; grated trenches; agricultural and sub-soil drains*

**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; septic tanks; collection and holding wells; pumps and ejectors; connections to existing runs, pits and mains.

*Excludes: - acid resisting and special drains; dilution pits; petrol and plaster arrestors; absorption trenches; transpiration areas*

**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 heaters and coolers; reticulation pipe work including components; terminal outlets not integral with fixtures and/or equipment; insulation; sheathing; painting and identification; meters and meter enclosures; building and electrical work forming part of the water supply.

*Excludes: - water treatment plants; water bores; irrigation and ground watering systems;*

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

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

*Excludes: - storage cylinders and tanks*

**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; area lighting; illuminated signs and building flood lighting.

*Excludes: - public highway lighting; car park lighting; lighting with highways asset tags*

**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: - closed circuit TV

*Excluded: - pylons; connections to existing cables; external speakers; hooters; clocks; bells; community antenna systems; underground and overhead cables; Infra-red red or Wi-Fi communication systems; specialist communication equipment.*

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

Includes: - external connections to special services; service tunnels

*Excluded: - ducts or conduits in connection with external reticulation of services elements; dust extraction plant; incineration plant; bulk storage for medical and industrial gases.*

### **Other External Elements**

Other external elements provide the infrastructure support for property and service delivery functions.

**(a) Roads, footpaths and paved areas** - trafficable areas between and around buildings for vehicles and pedestrians.

Included: - building car parks (minor pot holes, filling of small section less than 10m<sup>2</sup>); pavements around property (minor rectification only)

*Excluded: - playgrounds; access drives; public car parks; kerbs; crossovers; bollards; steps and associated balustrades.*

- (b) Walls, fencing and gates** - to enclose or define the extent and portions within the site.

Included: - all walls, fences and gates associated with building security; fencing on vacant land.

*Excluded: - all fencing, gates and anti-incursion protection for large of extended distances (excess of 10m linear dimension)*

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

Included: - garages; bicycle sheds; stores; sheds; stair blocks; all electrical, mechanical and other services in connection therewith.

*Excluded: - incinerator buildings; residential and gatekeepers cottages; garbage shelters; workshops; chapels; detached covered ways not alongside buildings*

- (d) General improvements** - to improve the appearance of the site and provide incidental site facilities for the use of the occupants.

*Excluded: - seats; fountains; petrol bowsers (pumps) and tanks; sculptures; flagpoles; signs and notices.*

*Temporary site improvements are considered to be non-property assets. These are assets that are erected on site on a temporary basis, are 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-property 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.*

### **Statutory Fees**

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

Included: - Town and County Planning fees; Building Regulations fees;

### **Maintenance Cleaning**

Maintenance cleaning is considered to be part of property 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.
- High pressure water blasting and washing down of building exteriors; and
- Removal of dust and dirt from heater batteries.

*Exclusions include:*

- *Removal of waste from non-operational sites e.g. following vacation by travellers or squatters.*
- *Removal of algae from paths where it presents a slip hazard.*
- *Removal of waste following fly or illegal waste tipping.*

*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; sanitary bins; un-secure carpets or matting; shampooing.*

### **Grounds Maintenance**

Some ground maintenance works are considered to be part of property maintenance if they relate to those activities necessary to prevent damage to the property.

Examples include:

- Mowing and clearing of vacant sites to minimise vermin problems;

*Examples Excluded:*

- *The lopping of trees/branches to prevent 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; 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.*

### **Property Users Operational Activities**

*Property user operational activities are routine functions undertaken for hygienic, aesthetic and security purposes. These activities relate to keeping the building in a habitable and usable condition, but are not to be considered as building maintenance activities.*

### **Pest Control**

*Pest control is considered to be a building operational activity.*

*Excluded: - activities associated with the regular pest control such as the treatment and eradication of spiders; cockroaches; ants, wasps, flees, dust mites; lice; mosquitoes; dogs; cats; rats and mice.*

### **Security Services**

The maintenance and service of security systems are classed as a property maintenance works.

Included: -

- Service and Repairs
- Battery changes

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

- Alarm monitoring
- Alarm monitoring phone line rentals; But exclude unless specifically associated with planned maintenance works false alarm charges;
- Supply of new alarm fobs
- Alarm system re-programming
- Mobile security patrols;
- Security audits; and
- Provision of security personnel.

### **Refuse and Waste Services**

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

- Removal of general refuse;
- Removal of sharps;
- Removal of confidential waste and shredded material;
- Emptying grease traps/septic tanks;
- Cleaning acid traps;
- Providing sanitary services; and
- Removal of trade waste.

### **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:*

- Caretakers;
- Gardeners; and
- Security staff.

### **Operational Consumables**

*The supply of operational consumables is considered a Property user operational activity. This includes the provision of operational consumables used for the delivery of a service areas delivery. Examples include:*

- *Pool chemicals;*
- *Material for water purification or treatment purposes;*
- *Bottled water;*
- *Bottled gas;*
- *Lubrication material;*
- *Fuel for engines and generator sets;*
- *Office consumables such as dish washer tablets, first aid kits;*
- *Any form of material used to neutralise disposed acidic wastes;*
- *Fluorescent tubes, incandescent bulbs;*
- *Air and fuel filters;*

### **Summary**

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

Service areas will need to consistently and accurately identify property maintenance activities to ensure reliable cost reporting. This will support consistent planning, implementation and reporting of maintenance and improve the quality of benchmarking.

Quick Reference Building Maintenance Chart		
Description of work	Included	Not Included
Foundations, Walls, Roofs all Structural Elements internal and External	✓	
Windows including grills, hardware	✓	
Window coverings, blinds curtains, tracks or pelmets		✓
External Doors all elements	✓	
Internal Permeant structural walls	✓	
Internal permanent dividing walls or room separators	✓	
Internal Doors all elements	✓	
Sanitary fixtures - toilets, urinals sinks, shower trays and hand driers	✓	
Sanitary Plumbing - repairs, blockages	✓	
Water Supplies including storage and distribution pipework	✓	
Gas services including pipework, boilers, ducting	✓	
Building Heating systems	✓	
Ventilation systems	✓	
Cooling and air Conditioning systems	✓	
Fire protection including alarms, sprinklers, inogen and extinguishers	✓	
Electric power and lighting, distribution	✓	
Door intercoms and bells	✓	
telephone/data cabling and equipment		✓
Lifts, personal hoists escalators	✓	
DDA lifting equipment		✓
Lightning Protection, fall arrest systems	✓	
Medical/industrial gas systems, dust extraction, stage lighting		✓
Internal Finishes and Decoration to a satisfactory level	✓	
Ceiling including plastered, timber and suspended ceilings	✓	
Fixed building fitments, counters, benches, fitted cupboards and wall hatches	✓	
Notice boards, signs, coat hooks, mirrors shelving racks or lockers		✓
Loose non-fitted furniture		✓
Special Services/equipment water boilers, macerators and window cleaning	✓	
Non Building related plant - service specific		✓
Portable or decorative good and equipment		✓
White goods, fridges, freezers, dish washers or similar		✓
Production or business equipment		✓
Ancillary Equipment cleaning equipment, pool cleaning, mowers sprinklers		✓
External building drain pipes, sump pumps, fountains	✓	
Road/drive gullies, culverts/drain boxes for soak aways		✓
External sewerage systems, dilution pits, petrol arrestors		✓
External water supplies, taps	✓	
External communications, closed circuit TV	✓	
External Wifi, underground or over ground cabling, speakers, other communication equipment		✓
Paths, car parks or paved areas <10m <sup>2</sup>	✓	

As Above >10m <sup>2</sup> , playgrounds, access drives, public car parks, kerbs steps and balustrades		✓
Walls and fencing, gates linked to security, fencing on vacant land	✓	
Fencing, gates and anti-incursion protection >10m		✓
Out Buildings including garages, bicycle sheds	✓	
Residential or gate keepers lodges, workshop[s], chapels, incinerator buildings		✓
General site improvements		✓
Temporary site improvements		✓
Temporary works in general		✓
Landscaping, including containers and planters		✓
Maintenance cleaning following oil spillage	✓	
Maintenance cleaning for squatters, travellers, waste removal, algae from paths		✓
General ground maintenance, grass cutting, tree maintenance		✓
Grass cutting Redundant buildings	✓	
Pest Control		✓
Security System maintenance and battery changes	✓	
Security Alarm monitoring, key holding, phone lines, new fobs, re-programming		✓
Waste and refuge services		✓
Operational staff and consumables		✓

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

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

Priority rating	
<b>P1</b>	Urgent work that will prevent immediate closure of premises and /or remedy to serious breach of legislation and /or high risk to health & safety.
<b>P2</b>	Essential works 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.
<b>P3</b>	Desirable work 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.

Reason rating	
<b>R1</b>	Health and Safety/ legislation Breach
<b>R2</b>	Total or Partial loss of service
<b>R3</b>	Deterioration of Fabric
<b>R4</b>	Security Implications
<b>R5</b>	Disabled Access Requirement

### **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	R	Red	Amber
S2	Red	Red	Amber	Amber
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	A	Green
R4	Amber	Amber	Green
R5	Amber	Green	Green

Total score

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

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

Priority & Reason

	priority		
reason	1	2	3
R1	Red	Red	Amber
R2	Red	Amber	Amber
R3	Red	A	Green
R4	Amber	Amber	Green
R5	Amber	Green	Green



Total score

Property & Condition	Priority & Reason		
	Red	Amber	Green
Red			
Amber		AA	
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				
S2			A	
S3				
S4				
S5				

Priority & Reason

reason	priority		
	1	2	3
R1			
R2			
R3	R		
R4			
R5			

Total score

Property & Condition	Priority & Reason		
	Red	Amber	Green
Red			
Amber	AR		
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	R			
S2				
S3				
S4				
S5				

Priority & Reason

	priority		
reason	1	2	3
R1			
R2			
R3			G
R4			
R5			

Total score

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

Key for B&W printouts: -

Red

Amber

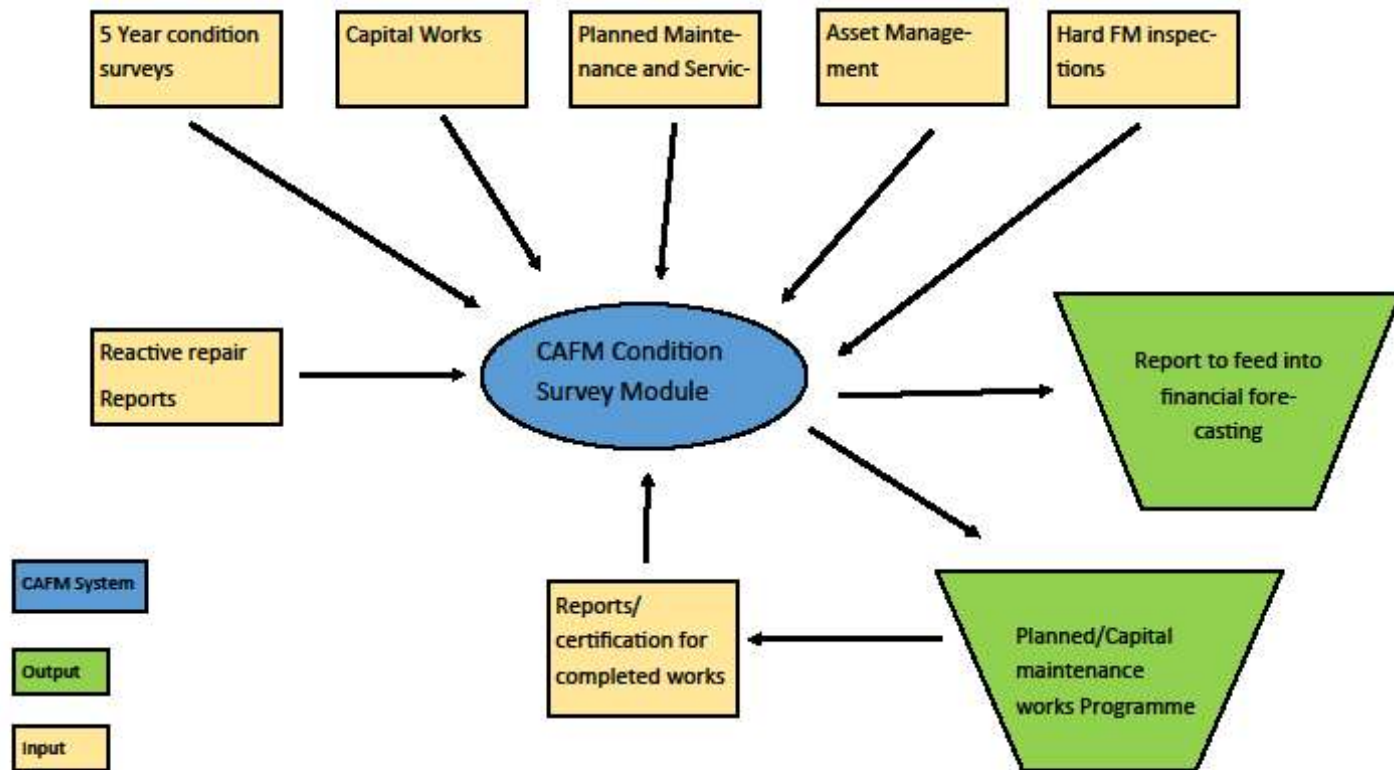
Green

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 top priorities.
- Case 2 (Amber/Amber) would be considered next.
- Case 4 (Red/Green) would be considered last.

## **APPENDIX C**

### **Building Asset Condition Monitoring Process**



**Building Condition Monitoring and Work Identification Process**

## **APPENDIX D**

### **Capitalisation of Building Maintenance Works**

## Capitalisation of Maintenance Work

Those works that can be considered an **enhancement** of an asset can be capitalised.

Meanings of enhancement:

- Lengthening substantially the useful life of the asset.
- Increasing substantially the open market value of the asset.
- Increasing substantially the extent to which the asset can or will be used for the purposes of or in connection with the functions of the local authority concerned.

Typical examples of works falling within this definition are: -

Major works which can be included:

- Re-roofing
- Structural maintenance of roads/paths Retaining walls: Provision of / re-building Cold water storage tanks and services Total rewiring
- Boiler replacements
- Central heating provision or replacement
- Thermal insulation of roofs
- Replacement or double glazing of all windows Access for disabled and elderly persons Means of escape in case of fire
- External cladding of buildings
- Foundation works (underpinning)
- Major external structural works to a building
- Major damp proof course works

## **APPENDIX E**

### **Customer Feedback Process**

## **Customer Satisfaction Surveys**

Customer satisfaction surveys to measure the service provided by the Corporate Landlord repair and service team will be offered to the Council service areas and third parties users to measure the quality and effectiveness of the service provided.

The customer satisfaction forms will be sent and return in an electronic format, the response will be recorded and reviewed on annual basis. Any areas identified by the service users as not reaching the agreed high standards will be reviewed and any service improvements identified will be implemented.

The customer satisfaction forms will be in two categories, one undertaken annually to review the repair and maintenance service provided. And the second form will be issued on completion of any minor or small projects.

Examples of the forms are included in this document.

Contractors who have been procured to deliver the service and maintenance works will offer their own customer satisfaction forms as part of the service. Building managers or other senior managers are requested to fill these in on request, as they enable the corporate landlord team to monitor the service of the contractors and the service provided.

The contractor's performance is monitored at regular meetings and customer feedback is a vital part of this ongoing contractor review.



# CORPORATE LANDLORD CUSTOMER SURVEY CARD



## Walsall Council

**Client:**

**Address:**

**Date:**

In order to help us improve the quality of the service provided to you it would be very helpful if you would fill in the questionnaire below. Thank you for your assistance.

**Please indicate how satisfied you are with the service provided, using a scale of 1-10 where:**

- 10 = Totally satisfied**
- 5 = Neither satisfied/dissatisfied**
- 1 = Totally dissatisfied**

**How did we rate in regards to understanding and meeting your needs?**

Scoring      1      2      3      4      5      6      7      8      9      10  
Please circle

**Comments:**

**How well has the contractors performed in the repair and maintenance of your property?**

Scoring      1      2      3      4      5      6      7      8      9      10  
Please circle

**Comments:**

**How well were you kept informed of progress by the Contract Monitoring Officer?**

Scoring      1      2      3      4      5      6      7      8      9      10  
Please circle

**Comments:**

**How satisfied were you that the Contract Monitoring Officer was approachable and were your concerns accommodated?**

Scoring      1      2      3      4      5      6      7      8      9      10  
Please circle

**Comments:**

**Were you satisfied with the level and quality of resources allocated?**

Scoring  
Please circle

1      2      3      4      5      6      7      8      9      10

**Comments:**

**Please rate the ease of reporting faults on the IFM report a problem link**

Scoring  
Please circle

1      2      3      4      5      6      7      8      9      10

**Comments:**

**How closely was the service delivered to the agreed timescales?**

Scoring  
Please circle

1      2      3      4      5      6      7      8      9      10

**Comments:**

**Any other comments:**

**Please return to Ian Lister, Walsall Civic Centre, Zone 2A, Darwall Street, Walsall, WS1 1TP  
e-mail [ian.lister@walsall.gov.uk](mailto:ian.lister@walsall.gov.uk)**



# Walsall Council

## CORPORATE LANDLORD SMALL WORKS SURVEY CARD

**Project Title:**

**Project Number:**

**Client:**

**Project Officer:**

**Date:**

In order to help us improve the quality of the service provided to you it would be very helpful if you would fill in the questionnaire below. Thank you for your assistance.

**Please indicate how satisfied you are with the project, using a scale of 1-10 where:**

- 10 = Totally satisfied**
- 5 = Neither satisfied/dissatisfied**
- 1 = Totally dissatisfied**

**How did we rate in regards to understanding and meeting your needs?**

Scoring                      1      2      3      4      5      6      7      8      9      10  
Please circle

**Comments:**

**How well was the brief adhered to in terms of design and specification of the project?**

Scoring                      1      2      3      4      5      6      7      8      9      10  
Please circle

**Comments:**

**How well were you kept informed of progress by the Project Officer?**

Scoring                      1      2      3      4      5      6      7      8      9      10  
Please circle

**Comments:**

**How satisfied were you that the Project Officer was approachable and your concerns accommodated?**

Scoring                      1      2      3      4      5      6      7      8      9      10  
Please circle

**Comments:**

**Were you satisfied with the level and quality of resources allocated to the project?**

Scoring                      1      2      3      4      5      6      7      8      9      10  
Please circle

**Comments:**

**How do you feel the project was managed on site?**

Scoring 1 2 3 4 5 6 7 8 9 10  
Please circle

**Comments:**

**How closely was the project delivered to the agreed programme?**

Scoring 1 2 3 4 5 6 7 8 9 10  
Please circle

**Comments:**

**Was the project delivered within budget?**

Scoring 1 2 3 4 5 6 7 8 9 10  
Please circle

**Comments:**

**How satisfied are you with the delivery of the overall Project?**

Scoring 1 2 3 4 5 6 7 8 9 10  
Please circle

**Comments:**

**Any other comments:**

**Please return to Ian Lister, Walsall Civic Centre, Zone 2A, Darwall Street, Walsall, WS1 1TP OR E Mail  
ian.lister@walsall.gov.uk**