



MAINTENANCE OF ESTATES & FACILITIES POLICY

1.0 INTRODUCTION

Estates & Facilities (E&F) are committed to delivering a high-quality and value for money repairs and maintenance service to our stakeholders. This policy has been developed to outline the standards, expectations, and responsibilities of all parties involved in the delivery of repairs and maintenance across the estate.

This Maintenance Policy:

- Sets out the standards and provides a framework for works, effective communication and collaboration between the E&F team and stakeholders across the University.
- Provides a mechanism for monitoring and measuring the performance of E&F to ensure that service levels are consistently measured and allow improvements to be made, promoting transparency and accountability.
- Contributes towards the Estates & Facilities Strategy (EFS) which sets out strategic direction in line with The University's Estates Masterplan 2017-2027 which identifies a clear vision for the University's built assets and how they would facilitate the overall aims and objectives for the University as a whole.

2.0 PURPOSE

To deliver the Estates Masterplan, a clear approach is required in relation to building maintenance.

This Maintenance Policy will:

- Define the objectives and methods to be employed to ensure its portfolio of buildings support the University's strategic objectives whilst preserving asset value.
- Define the different types of building maintenance work which will be undertaken, including reactive maintenance, planned cyclical maintenance, minor works, and long-term maintenance, which are summarised below:

Reactive Maintenance: Work required to fix unexpected problems or failures that occur within a building or piece of equipment. These repairs are usually carried out in response to a specific issue or request and are not planned in advance.

Planned Cyclical Maintenance: Scheduled and proactive maintenance activities to keep a facility in optimal condition, including planned preventive maintenance, statutory compliance, and remedial works.

Minor Works: Small scale repairs or improvements that are not considered major capital works. Minor works are typically performed on an ad-hoc basis, in response to specific requests or needs.

Long-term Maintenance: Long-term maintenance is defined as work of a non-routine nature generally costing £10,000 or more. Generally, these works will form part of a programme of planned works.

- Define the framework on which all building maintenance will be based to ensure a consistent approach in the planning, management, and reporting of building maintenance. This framework will be used to inform associated documentation, well as the Long-term Maintenance Plan (Residential Refurbishment Programme (RRP) and Non-Residential Refurbishment Programme (NRRP)).
- Ensure alignment to the University's ongoing RRP and NRRP and provide clarity regarding how decisions are made on the priority and timeline for these works.
- This policy directs that all new estates developments, maintenance work on existing sites, and planning for future projects prioritise decision-making processes that actively prevent all forms of pollution. Emphasis is placed on protecting our diverse ecosystems, minimising marine pollution, and ensuring that land-based activities do not adversely affect local ecosystems.
- Identification and management of key risks, protecting, and making best use of assets, to ensure that the University can deliver its core business objectives.
- Minimise the risk of unforeseen major defects or component failures, which may adversely affect the operation of the University, cause harm to Stakeholders, or impact on the asset value of the built estate.

- Define funding responsibilities in relation to maintenance budgets, relating to building fabric, mechanical and electrical services, statutory inspections and testing, drainage, hard landscaping, and grounds maintenance & management of the Botanic Gardens.

Ensure alignment to other policy documentation which impacts on maintenance activities undertaken on the estate, including the Space Management Policy, and how this is integrated in the approach to maintenance activities.

3.0 AUDIT PROCESS

Audits delivered by E&F Health and Safety Services will monitor and report on various workstreams detailed within this Maintenance Policy.

To ensure that compliance activities and other departmental FM responsibilities are carried out effectively and efficiently, E&F Health & Safety Services will establish an audit function that will seek to gain an oversight of the level of activity being completed, ensuring that any risks of non-compliance are mitigated.

The audit function will produce reports for both E&F and stakeholders to provide all parties with assurance that their assets are compliant and that all aspects of the policy are being met. The reports will identify any areas of non-compliance and highlight any issues or concerns to enhance the quality and efficiency of compliance activities and other FM responsibilities.

Audit schedules will be developed in conjunction with the implementation of Planon. All stakeholders will be informed of the audit schedules once it has been established by E&F.

4.0 EQUALITY, DIVERSITY & INCLUSION

An Equality Impact Assessment was undertaken as part of the creation of this policy.

VERSION CONTROL

Approval date: December 2023
Approved by: Estates & Facilities
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