



Estates & Campus Services

Asset Management and Compliance

**Maintenance – Standard Service Level
Specification and Agreement**

2019 / 20

Key objectives:

The Asset Management team will provide a fit for purpose maintenance service that ensures the integrity of the building fabric, building infrastructure services assets and external hard landscape elements of the university estate. The Maintenance team will:

1. Provide an economic, efficient and effective maintenance service to support the business of the university based upon appropriate service standards.
2. Minimise disruption to the university's operation in the delivery of the maintenance service.
3. Ensure that all buildings, equipment and operations do not cause any hazard to any person or the environment.

Primary stakeholders and customers:

1. UOL students.
2. UOL staff.
3. University visitors.
4. External partner organisations.
5. The public.

Definitions and exclusions:

“Maintenance” is any maintenance, repair, upkeep, replacement or renewal of any existing ECS (Estates and Campus Services) asset.

“Small Works” are any non-maintenance works including alterations, improvements or installation of new assets. Small works will have a maximum value of £5000 gross, will not be complex and will not require statutory approvals e.g. planning permission etc. Works outside of small works parameters will be classified as minor or major works and will be subject to a separate Service Level Agreement.

“Infrastructure” The University infrastructure is an ECS asset unless ECS has given explicit control to another part of the University. If the transfer of control is agreed then the College or Division 'owning' the specific infrastructure asset shall be required as a minimum to emulate the standard of ECS.

“ECS asset” includes only permanent building fabric, building services infrastructure and external elements of the university site installed and controlled by ECS. Other assets e.g. College equipment, which may be fixed to or rest upon an ECS asset or are connected from or to the final point of connection of building infrastructure services are excluded. Use and or connection to ECS assets must be in accordance with “ECS requirements”.

“Building services infrastructure” specifically includes:

1. Electrical power and general lighting and emergency lighting systems up to the final socket, isolator or general light fitting.
2. Fixed UPS systems up to the point of connection.
3. Natural gas distribution systems up to the final isolator or connector.
4. Fixed medical or special gas distribution systems up to the final isolator or connector.
5. Gas detection and alarms systems.
6. Steam and condensate distribution systems up to the final isolator or connector.



7. Compressed air distribution systems up to the final isolator or connector.
8. Fixed hot and cold water systems up to any tap, final isolator or connector up to the final isolator or connector.
9. Fixed water purifications systems up to the final isolator or connector.
10. Sanitation and drainage systems from any general waste inlet or specialist interceptor.
11. Fixed general space heating systems.
12. Fixed refrigeration equipment and chilled water or DX pipe installations up to final room unit
13. Air handling units, fans and ventilation equipment including ductwork up to final diffusers.
14. Fixed LEV and laboratory containment systems.
15. Fire prevention, detection, alarm, control and evacuation systems.
16. Fixed passenger and goods lifting equipment.
17. Building Management Systems.
18. Pneumatic tube conveyor systems.
19. Thermal insulation to the above systems.

Specific exclusions and the responsibility of others:

1. Any portable or moveable appliances or equipment.
2. Swimming pool water systems and spa baths or similar.
3. Specific fixed teaching or research systems maintained and used by Colleges such as but not limited to the following examples; geography rain water tower, hydraulics lab water system etc. microscopes, furnaces etc.
4. Any other system which has not been authorised or installed by ECS.

“ECS requirements” and service recipient obligations:

1. Service recipients must only connect to building infrastructure at suitable designated connection points such as but not limited to the following examples; taps, sockets, outlets etc.
2. All connections to final isolators must be undertaken by ECS such as but not limited to the following examples; water valves, gas valves, electrical rotary isolators etc.
3. All alterations, modifications or changes including changes in use of existing equipment affecting ECS assets must be authorised.
4. Any ECS asset which is not used or connected to safely, such as (but not limited to) the following examples;
 - a) LEV systems where health and safety information is not available for inspectors or maintainers,
 - b) Equipment connected to water systems without backflow prevention, low use water outlets, disposal of inappropriate waste into waste water systems etc.
 - c) Electrical equipment which does not have a valid test.

Then the College, School, Division or Department will be responsible for any consequential system noncompliance.

Service and performance standards:**Service:****Reactive repair maintenance.****Performance standards:**

SP1 The Asset Management team will provide a safe, economic, efficient and effective service Reactive Repair and Maintenance (RRM) service.

SP2 Following a reported fault through the ECS Service Desk or EMIS (Estate Management Information System) the Maintenance team will bring the affected asset(s) back to a normal working condition which reflects the function, age, utilisation and expected life.

SP3 Maintenance will classify all reactive requests to the ECS Service Desk as;

- a) Emergency.
- b) Urgent.
- c) Routine.

SP4 Emergency repairs will be where there is any immediate risk to people or the environment serious enough to cause serious injury, damage or disruption. Emergencies will be responded to within 1 hour and made safe within 4 hours (access to or use of a facility will be denied until safe). Out of working hours this may be limited to evacuation and segregation of areas.

SP5 Urgent repairs will be where any faults cause operational problems if not attended to quickly or which may develop into an emergency if not remedied. Urgent repairs will be responded to within 4 hours and made safe within 8 hours.

SP6 Routine repairs will be where any fault or request for services is not considered as immediately detrimental and is not causing significant operational problems and will be responded to within 5 working days and completed within 20 working days.

SP7 All non-maintenance small works requests will be completed within 60 working days.

SP8 Where non-maintenance requests are not resourced or are detrimental to the maintenance service they will be postponed or cancelled.

SP9 All routine information on the status of reactive repairs will be communicated through the EMIS. Where there is breakdown likely to have a significant impact on university operations the ECS Service Desk will communicate to affected stakeholders the following information:

- a) Description of the fault.
- b) Location of the fault.

- c) Estimated time until rectification.
- d) Work manager.
- e) Operational impact of the fault.

Planned Preventative Maintenance including compliance.

SP10 The Asset Management team will provide a complete Planned Preventative Maintenance (PPM) service to ensure that assets provide a safe, economic, efficient and effective service. PPM systems will ensure that all required inspections and tests are undertaken to meet legislative compliance (explicit and implied requirements).

SP11 The team will establish and complete 12 month and 10 year PPM plans. These plans will be reviewed on an annual basis to ensure continued relevance. *1

SP12 PPM including legislation compliance plans will be available for inspection by any relevant stakeholder. *1

SP13 All information in relation to individual PPM and legislative compliance tasks will be communicated by e-mail and will include the following minimum information:

- a) Proposed work.
- b) Location(s) of the work.
- c) Work manager.
- d) Contractor.
- e) Work content.
- f) Date and time of work.
- g) Operational impact of work on buildings, equipment, key
- h) Customers and stakeholders.

SP14 Where there is likely to be a significant disruptive impact on any of the key customers or stakeholders the opportunity to meet with key customers or stakeholders and collaboratively discuss the work will be made before work commences. Consideration will be given to alternative approaches including where resources allow out of hours working.

Asset management.

SP15 The Asset Management team will maintain a comprehensive built asset management system*1 which will include a key built asset register and a 10 year LTM (Long Term Maintenance) plan including Forward Maintenance and Backlog Maintenance as appropriate.

SP16 The built asset register will contain only the most significant built assets, where appropriate assets will aggregate together.

SP17 The asset register and LTM plan will be updated every 12 months based on condition surveys and ongoing operational maintenance information to ensure relevance.

SP18 A condition rating system of A-D will be utilised.

- a) A= Asset is as new
- b) B= Asset condition is good with only minor maintenance required
- c) C=Asset is degrading and action, that is, substantial refurbishment or replacement will be required within 5 years

- d) D= Asset is likely to fail imminently.
- e) DX= Asset is non-compliant or has failed.

The target condition is B.

SP19 All prioritised LTM maintenance projects will be scheduled into an annual maintenance projects plan. In establishing an annual project plan in addition to condition a prioritisation rating system of 1-4 will be used, accounting for the criticality of an assets function to university operations.

- a) 1= Business critical or legislative compliance,
- b) 2= High priority,
- c) 3= Medium priority
- d) 4= Low priority.

SP20 LTM project plans will be available for inspection by any relevant stakeholder.

SP21 All information in relation to individual LTM projects will be communicated by e-mail to the key stakeholders and will include the following minimum information:

- a) Proposed work.
- b) Location(s) of the work.
- c) Work manager.
- d) Contractor(s).
- e) Work content.
- f) Duration of work.
- g) Operational impact of work on buildings, equipment, key customers and stakeholders.

SP22 Where there is likely to be a significant disruptive impact on any of the key customers or stakeholders the opportunity to meet with key customers or stakeholders and collaboratively discuss the work will be made sufficiently before work commences to allow the implementation of alternative business operations.

SP23 All maintenance projects will be undertaken in accordance with ECS Project Procedures and university policies and procedures including Health and Safety.

Predictive and condition based maintenance.

SP24 As part of continuous improvement the Asset Management team wherever possible will utilise asset information to maximise economy, efficiency and effectiveness in order to predict asset performance and set maintenance schedules and frequencies which will minimise disruption and impact on university business, key customers and stakeholders.

Improvement or alteration latent defect rectification.

SP25 Where a defect or fault has not been previously identified within the initial 12 month defects liability, the Asset Management team will arrange for the rectification of all latent defects in new buildings or assets installed as part of other improvement or alteration works.

Records.

SP26 The team will collect and manage all records and information relating to the maintenance service including staff competency training records.

SP27 PPM Test and inspection certificates required to demonstrate safety or legislative compliance will be maintained accurately, updated appropriately and be available for inspection by any relevant stakeholder *1.

Quality and Performance monitoring.

SP28 Maintenance will monitor quality and performance using the following methods;

- a) EMIS.
- b) SLA service level meetings.
- c) Satisfaction surveys.
- d) Complaints.
- e) Management audit and inspections.

SP29 The EMIS will be used to record and report all RRM and small works requests. Reports will be available on demand.

SP30 Service level meetings will be held every 12 months as a minimum and wherever possible every 3 months with key service recipients and customers including:

- a) Colleges
- b) Library
- c) SU
- d) Attenborough Arts
- e) ELTU
- f) College Court
- g) Residences

Service level meetings will ensure that:

- a) All communication and collaboration has been undertaken appropriately.
- b) All work has been undertaken;
 - 1) Within time standards.
 - 2) To appropriate standards of workmanship.
 - 3) Professionally and courteously.
- c) All complaints and queries have been suitably responded to.
- d) The buildings, equipment and maintenance service continues to meet key customer and stakeholder requirements.
- e) Asset Management are receiving all necessary reports and information from key customers and stakeholders in order to provide an economic, efficient and effective maintenance service.
- f) ECS requirements for building service infrastructure are complied with and exceptions reported.

SP33 A satisfaction survey will be undertaken*1.

SP34 Satisfaction surveys will assess satisfaction on a scale as follows:

- a) Very dissatisfied
- b) Dissatisfied
- c) Satisfied
- d) Very satisfied

SP35 All complaints received under the ECS Service Level Agreement will follow the prescribed process. Other queries outside of this process will be classified and responded to as per the specified service times.

SP36 Management sample audits and inspections will be undertaken on a monthly or task specific basis to ensure that work is undertaken safely and to appropriate technical standards. Customer satisfaction survey responses below target levels will be referred to management for possible audit and inspection.

SP37 The Asset Management team will internally benchmark performance to establish performance statistics and ensure continuous improvement.

Asset Management and Compliance KPI²

Strategic Standard			Performance Indication		
			Green	Amber	Red
1	KPI01	Percentage of estate at condition B or above	90%	80%	Below 80%
2	KPI02	Percentage of estate Below Condition C	0%	1%	Above 1 %
3	KPI03	Value of Backlog Maintenance over insurance rebuild value	Up to 1.5%	Up to 2.5%	Above 2.5%
4	KPI04	Compliance with key controls (aggregate of sub set of performance indicators)	90%	80%	Below 80%

Operational Service Standard			Performance Indication		
			Green	Amber	Red
SP03	KPI05	Number of emergency requests per year.	Up to +/- 2.5%	+/- 2.5-5%	Over +/- 5%
	KPI05a	Number of emergency jobs per year	Up to +/- 2.5%	+/- 2.5-5%	Over +/- 5%
SP03	KPI06	Number of urgent requests per year.	Up to +/- 2.5%	+/- 2.5-5%	Over +/- 5%
	KPI06a	Number of Emergency Jobs per year	Up to +/- 2.5%	+/- 2.5-5%	Over +/- 5%
SP03	KPI07	Number of routine requests per year.	Up to +/- 2.5%	+/- 2.5-5%	Over +/- 5%
	KPI07a	Number of routine jobs per year	Up to +/- 2.5%	+/- 2.5-5%	Over 5%
SP04	KPI08	Emergency requests met each year.	90%	80%	Below 80%
SP05	KPI09	Urgent requests met each year.	90%	80%	Below 80%
SP06	KPI10	Routine requests met each year.	90%	80%	Below 80%
SP07	KPI11	Rechargeable requests met each year	90%	80%	Below 80%
SP11	KPI12	PPM plans completed each year.	Yes	n/a	No
SP19	KPI14	Annual Maintenance Project Plan completed.	Yes	n/a	No
SP1 / SP10	KPI15	Number of valid complaints per month.	0	1	2 or more
SP1/SP10	KPI16	Number of accidents per month	0	1	2 or more
SP1/SP10	KPI17	Number of reportable accidents each year	0	n/a	1 or more
SP32	KPI18	Customer satisfaction either satisfied or very satisfied.	90%	80%	Below 80%

*1 Subject to the implementation of an EMIS system.

*2 The long term legacy of poor condition and inadequate fitness for purpose of the university estate, management processes and resources will mean the starting point from which KPI are initially measured will need to be considered when evaluating performance. It is expected that there will be continuous improvement in performance however it may take up to 5 years (from base date of 1.1.19) to reach 90%+ KPI targets.



Revision Control Schedule:

Ref	Revision	Comment	Date	Approved by
1	Building services infrastructure no longer includes Security detection, alarm and control systems including CCTV and intercoms	These systems are now managed by ECS Business Systems team and will be subject to a separate SLA	12.12.19	Richard Thomas
2	SP17 Stock condition survey previously indicated an annual and will hereon be undertaken every 5 years however asset registers and plans will continue to be review annually		12.12.19	Richard Thomas
3	SP32 Customer satisfaction survey change of scale to very satisfied, satisfied, dissatisfied and very dissatisfied	Change introduced to harmonised measurement across ECS	12.12.19	Richard Thomas
4	Amendment of KPI04 with reduced parameters from 100%, 95% and below 95% to 90%, 80% and below 80%	Change determined by University Health, Safety and Welfare Committee	12.12.19	Richard Thomas
5	Amendment of KPI05 from monthly to annual and introduction of performance indication parameter. Introduction of KPI05a		12.12.19	Richard Thomas
6	Amendment of KPI06 from monthly to annual and introduction of performance indication parameter. Introduction of KPI06a		12.12.19	Richard Thomas
7	Amendment of KPI07 from monthly to annual and introduction of performance indication parameter Introduction of KPI07a		12.12.19	Richard Thomas
8	Removal of KPI13 see 2 above	No longer valid	12.12.19	Richard Thomas
9	Amendment of KPI18 see 3 above		12.12.19	Richard Thomas