



Dixons City Academy

Policy Documentation

Policy: Maintenance & Repairs

Responsibility for Review: Operations Manager / Site Manager
Date of Last Review: August 2017

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1. Site Maintenance Team

Site Maintenance
2 x Caretakers
Cleaning Manager
19 x Cleaners

2. Purpose of Maintenance and Repairs Policy

Dixons City Academy will ensure its buildings and grounds are maintained in a safe and usable condition through its Maintenance and Repairs Policy, work procedures and long term planning.

3. Components of a Maintenance System

Prioritisation of Work – the Academy’s priority of work ensures that the most important maintenance work is completed, at a time it can be performed safely and cost effectively. The maintenance priorities of the Academy are the following:

- Emergency Repairs
- General Cleaning
- Inspection
- Miscellaneous
- Preventative Maintenance
- Long Term Planning

Comprehensive Work Procedures – the Site Manager will ensure that there are sufficient clear procedures in place to allow staff to implement this Maintenance and Repairs Policy. All procedures will include the following:

- Statement of Purpose
- Procedural statement to carry out task by school personnel
- Any forms needed to carry out the procedures
- Procurement of contracts etc.
- Frequency
- Review update

Performance Standards – the Academy aims to ensure performance standards and goals are met through its Maintenance and Repairs Policy and prevention maintenance schedule.

Regular inspection and review by the Site Management Team and nominated contractors of building systems and equipment, endeavours to maintain the standards expected.

Work Request System – the Academy shall have a comprehensive works request electronic system (email) that includes all work request information:

- Area where the work is required
- Description of work/task
- Cost to complete (if known)
- Completion date

This information is required to enable the Site Management Team to plan for an effective delivery of maintenance services as well as evaluate performance. To obtain the greatest effectiveness from the work order system, all internal work requests and activities to be performed by maintenance staff/contractors must be submitted via email to the DCA_Caretaker_Request email address. For external works a purchase order must be completed by the appropriate budget holder.

Work orders will contain, at a minimum, the following information:

- Purchase Order Number (if appropriate)
- School/Base
- Location of Work
- Date Assigned
- Company/Contractor assigned
- Description of work requested
- Parts requested
- Materials used to complete work
- Quote/cost of work

Skills Updates and Training – the Academy will ensure its staff has the necessary competency to carry out maintenance work. In order to allow its staff members to perform to the best of their abilities, the academy recognises the importance of providing and learning new procedures, training, information, instruction and supervision to all its staff.

- Health and Safety Standards
- Safety Procedures
- Fire Procedures
- Manual Handling
- Safe Working at Heights
- Basic maintenance/Plumbing (Sites Maintenance Team)
- Legionella Training (Sites Management Team)

The Site Manager is responsible for developing a training agenda for departmental staff through the Performance Appraisal process and working with the Operations Manager to identify the means of delivering the training.

Long Term Planning – The Site Manager will put in place and maintain long term maintenance planning in order to ensure the most cost effective use of Academy resources and the maximum useful life of Academy properties and systems.

By developing a property-specific long term planning process the Academy will be able to anticipate its staff, equipment and material needs, it will also be possible to determine need for contacting particular services.

The following components make up the long term planning process:

- A property maintenance standard
- An estimate of the work required to bring the property to the maintenance standard
- An estimate of the work required to keep the property at the maintenance standard including routine and preventative maintenance procedures

- A revised work plan and cost estimate to maintain property at the improved standard

4. Site Maintenance

Responding to Emergencies – Emergencies are the highest priority source of work. The Academy considers an emergency to be:

- Any situation that constitutes a threat to the life, health or wellbeing of students, staff, visitors, contractors or the general public.
- Any situation that will cause serious damage to the property structure or systems if not repaired within twenty-four hours.

If a staff member is unsure whether or not a situation is an emergency, he/she will consult with their Line Manager. If a Line Manager is not available the employee will then contact the Operations Manager or Site Manager.

For emergencies that occur after regular working hours, the Academy have a twenty-four hour emergency response system in place. Such emergencies are reported to the Site Manager and a list of pre-approved contractors is in place for emergency works. The Site Manager will prepare a purchase order and report on any emergency within twenty-four hours after abatement of the emergency to the Operations Manager.

Preventative Maintenance Programme – Preventative maintenance is part of the planned or scheduled maintenance programme of the Academy. The purpose of the scheduled maintenance programme is to allow the Site Management Team to anticipate maintenance requirements and make sure they are addressed in the most cost-effective manner.

The preventative maintenance programme focuses on the major systems that keep the properties operation. These systems include Water, Heating, Safety and Plumbing.

General Operating Systems – the core of a preventative maintenance programme is a schedule that calls for regular servicing of all systems. The development of this schedule begins with the identification of each system or item that must be checked and serviced, the date it must be serviced, and the individual/contractor responsible for the work. The servicing intervals and tasks for each system must be included in the schedule. The completion of all required tasks is considered a high priority for the Academy.

The systems covered by the preventative maintenance programme include (but not limited to):

- Fire Alarm
- Emergency Lighting
- Exhaust/Extraction
- Electrical
- Gas
- Domestic Water
- Sanitary Drains
- Mechanical Equipment

A specific programme will be developed for each system. This programme shall include a list of the scheduled service maintenance for each system and the frequency and interval at which that service must be performed.

The equipment and materials required to perform the service will be listed so that they will be on hand when needed. An assessment of the skills or licensing needed to perform the tasks will also be made to determine if an outside contractor must be used to perform the work.

The preventative maintenance schedule must be updated each time a system is added, updated or replaced.

Equipment Maintenance – the Academy will protect the investment it has made in motorized equipment by putting in place a comprehensive maintenance programme. The equipment to be covered includes (but not limited to):

- Leaf blower
- Lawn Mower
- Hedge Trimmer
- Snow blower

The Site Manager is responsible for the development of this plan which shall contain components for minimal routine service as well as servicing for seasonal use. Serviceable components for each piece of motorized will be listed in the plan along with the type and frequency of service required.

The Site Manager shall also maintain a system to ensure that any employee that operates a piece of motorized equipment has the required license or certification and is competent to use it.

Life Safety Systems – the Academy shall have a comprehensive programme for maintenance of life safety systems to ensure that they will be fully functional in the case of an emergency. The Site Manager shall be responsible for the development and implementation of a schedule that includes the inspection, servicing and testing of this equipment. The equipment included in the plan includes the following:

- Fire Alarms/Fire Alarm Systems
- Fire Extinguishers
- Emergency Lighting
- Smoke Detectors

The plan will include the required testing and servicing as required by manufacturer's recommendations. It will also include a determination of the most reliable and cost-effective way to perform the work including the decision to hire a contractor.

Pest Control/Extermination - the Academy will make all efforts to provide a healthy and pest-free environment.

Landscaping and Grounds – the Academy will prepare a routine maintenance schedule for the maintenance of the landscaping and grounds. Routine grounds maintenance includes numerous activities such as:

- Litter control
- Lawn care
- Maintenance of driveways, Paths, steps and parking areas
- Care of flower and shrubbery beds and trees
- Maintenance of playgrounds, benches and fences
- Maintenance of the astro-turf

Inspection Programme – the Site Manager is responsible for developing a building inspection programme that schedules inspections at regular intervals. The inspection will encompass the following areas:

- Building exterior
- Building interior
- Building systems
- Site/grounds

The Academy goals of efficiency and effectiveness are achieved through ensuring that our stock is maintained in a manner that is safe, sanitary and in good repair. Any items noted at the routine inspection will be recorded on the Academy inspection form.

The Site Management Team shall endeavour to complete all inspection generated work items within one month depending on priority.

Nothing in this policy shall prevent any Academy staff member from reporting any work needed that they see in the regular course of their daily activities. Such work items shall be reported to the Site Management Team of the Academy.

Contracting for Services – the Academy will contract for maintenance services when it is in the best interests of the Academy to do so.

When the employees of the Academy have the time and skills to perform the work at hand, they will be the first choice to perform the given task. When the employees of the Academy have the skills to do the work required, but there is more work than there is time available to complete it, the Academy will determine if it is more cost effective to use a contractor to complete the work. If the Academy do not have the skills to complete the work, a contractor will be chosen. In the last instance the Academy will decide if it will be more cost effective to train a staff member to complete the work.