



# FULL SERVICE MAINTENANCE

*Your partner in premium asset management*

## **BUILDING BETTER VALUE**

We believe in a proactive approach to maintenance and facilities management services

Together with a group of skilled and reliable associates, our capability extends from mechanical, electrical and fabric maintenance to support for full facilities management contracts. We believe that proactive preventative maintenance helps reduce costs and risks, improves service standards and protects the value of property assets for the long term.

We recognise your expertise is running your core business, managing clients' leasing, trust accounting, day to day tenant liaison and the myriad of other tasks required to undertake professional and relatively trouble property management. Not always the easiest of tasks!

Our speciality is facility management, maintaining 'back-of-house' operations including repairs, maintenance and regulatory compliance programs that are unique to the management of investment properties whether commercial, retail or residential.



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## **OUR PRINCIPAL – FRED POPE**

Fred commenced his six year apprenticeship in painting and decorating at the ripe old age of 15.

He excelled in his chosen profession and by the time he was 22 he was a self employed painter and decorator. He took on his first employee at the age of 23 and at 35 he was employing a staff of 25 people! At the peak of his U.K. career Fred employed a staff of 50.

Whilst his primary business was painting and decorating it soon diversified to encompass a wide variety of trades and as his experience broadened he undertook more and more facilities management consultancy roles.

In addition to his busy work load, he lectured in Painting & Decorating techniques and Industrial finishes at the College of Art & Design in Plymouth. For many years he was a member of the advisory committee for the College of Art & Design.

He was elected Vice President of the Construction Industry Training Board in the U.K. and for three years held the position of President of the British Decorators Association.

He has single handedly undertaken loft conversions and house extensions and has built two homes for himself and his family. He is also a very proficient carpenter and joiner.

He sold his very successful building company, together with a group of 3 gites that he had purchased and renovated in France and moved to Australia in 2003 to be closer to his Australian born wife's family.

Over the past six years he has re-entered the building, repair and maintenance industry in Western Australia and undertaken contract work for several prominent builders as well as several commercial and retail property groups. He also undertakes residential repairs and maintenance. Recently he was approached by TAFE to commence work as a lecturer an offer he has declined in order to concentrate on developing his preventative maintenance business.

He has a current police clearance.

He has affiliations with a wide variety of trades – referred to heronin as “preferred contractors



## **THE KEY TO COST EFFECTIVE BUILDING MAINTENANCE**

### **Introduction**

The regular expenditure of a small amount of maintenance funds is much better for a building, and more cost effective than large injections of capital every ten years or so.

Unfortunately, many tend to overlook maintenance on new or refurbished buildings in the belief that everything is brand new – maintenance from day one is not needed!.

Right? Wrong! Unfortunately that's usually a recipe for long term expenditure that could have been minimised with good maintenance programmes. Wear and tear starts from day one and regular inspections – however brief ensure that the building stays in tip top condition.

Just as one small example, major repairs to managed properties can be prevented if simple things like leaking down-pipes and gutters are cleaned out or repaired quickly. (And wouldn't it be great to be free of all of the "leaking roof" phone calls that happen with regular monotony at the first downpour after summer!!

We don't need to preach to property managers, it's enough to know that we recognise the difficulties they encounter with regular monotony and three kinds of maintenance that are going to be required to make their work load a little lighter and a whole lot more worry free:

### **Corrective**

Work necessary to refurbish a building to an acceptable standard (e.g. treatment for rising damp, replacement of guttering and downpipes)

### **Planned**

Work to prevent failure which recurs predictably due to the age and weathering of the building, such as regular cleaning of gutters and programmed painting maintenance.

### **Emergency**

Work that must be initiated immediately for protective, health, safety or security reasons that may result in the rapid deterioration of the structure if not undertaken (for example, roof repairs after storm damage, graffiti removal or repair of broken glass).



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## WHY HAVE A MAINTENANCE PLAN?

The main reason for a maintenance plan is that it is the most cost-effective way to maintain the value of an asset. The advantages of a plan are:

- ❖ The property is organised and maintained in a systematic rather than ad-hoc way;
- ❖ Building services can be monitored to assist their efficient use;
- ❖ The standard and presentation of the property can be maintained and reflected in the collection of good market rentals. Subjective decision making and emergency corrective maintenance are minimised.
- ❖ When buildings are neglected, defects can occur which may result in extensive and avoidable damage to the building fabric or equipment. Neglect of maintenance can also give rise to fire and safety hazards, which could result in building owners being found legally liable for any injuries.

## KEEPING THE RECORDS

As a building manager, you need to know and record in detail what you are managing. Without this information you cannot decide on a maintenance policy or estimate your expenditure for a budget. Basic information that a building manager needs to have (that is not always easy to obtain, other than in an ad hoc fashion) includes:

- ❖ plans, showing location of all elements, easements and construction details
- ❖ age and condition of the building
- ❖ service details
- ❖ maintenance requirements
- ❖ names and contacts of those responsible for maintenance
- ❖ dimensions and areas of accommodation
- ❖ local council & other statutory body requirements
- ❖ reports on the building, including a management plan
- ❖ details of previous works



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## **ON SITE RECORD KEEPING.**

### **A day log book or diary**

A diary can be used by tenants to record reported defects, injuries, equipment failure etc.

Where there is no “on-site” office this can be kept in a convenient location – accessible to all tenants.

### **Maintenance log book**

This records all maintenance work carried out, including a description of the work, date of completion, estimated and actual cost, contractor and warranties. A cross-reference system should enable details of treatments such as pest control, paint types and colours to be readily accessible for future use. A record of the actual price of any work done becomes a valuable source for future budgeting.

### **Periodic inspection survey**

All properties should be inspected at regular intervals to identify any deterioration and required maintenance work, including cleaning.

Keeping good records provides an accurate tracking system on an item’s condition,. Additionally they become a guide to likely future problems and costs, indicate whether a property is being over- or under-maintained or misused, and can show if previous maintenance methods were appropriate or if there are any design or material defects that are likely to eventuate at some stage in the future.

### **All records should be readily available on site.**

It can also be advantageous to record the long-term performance of repair materials and procedures in order to assess their suitability for future maintenance work.

Where there may be changes in maintenance personnel, the failure to keep detailed records can often result in a repetition of previous mistakes. The usefulness of written records can often be enhanced by periodically taking photographs to illustrate any changes in the performance of the repair. Electrical and mechanical services work can be documented for easy identity of meters and any remedial work that may have been undertaken.



## **HELP WITH VARIABLE OUTGOINGS BUDGETS!!**

We're all aware of the time it takes to prepare variable outgoing budgets - it could be so much simpler! Good record keeping minimises the time required in their preparation – because much of the information is already to hand.

Annual budgeted expenditure on maintenance can be of three kinds:

- ❖ Committed expenditure, which includes tasks that occur every year as part of planned maintenance, and include things covered by maintenance contracts;
- ❖ Variable expenditure, which includes regular tasks within an overall program of planned maintenance that may not occur every year. This information will allow the building manager to exercise some discretion and prioritise many tasks
- ❖ Managed expenditure, defined as works carried out entirely at the building manager's discretion – primarily emergency corrective maintenance.

***As the log book includes the actual price for work completed, it is a valuable tool for future budgeting.***

The aim of a preventative maintenance budget and plan is to reduce managed expenditure over time as far as possible and replace it with variable expenditure.

Regular inspections help by identifying how components are performing and when they might fail.

Budgets need to include costs for inspections, replacement of materials or finishes, cleaning and any unforeseen breakdowns or repairs. Budgeting for these items will become more accurate over time if detailed records of maintenance expenditure are kept.

Budgets need a simple control system, with regular and frequent reports on actual and committed expenditure.



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## PREPARE A PROGRAMME

At least two levels of programming are required:

### **long term maintenance**

up to and including the first painting cycle, which can extend according to the fabric of the building

### **annual maintenance**

a schedule can be compiled by assessing the annual inspection survey, day log book or diary and work carried over from the previous year. The daily response system for carrying out urgent maintenance should be upgraded annually.

**The property manager is then able to make an informed decision about the level of expenditure required in a fiscal year – and what could be carried over to a later date.**

This implies setting priorities for different works. Some of the factors affecting priorities are:

- ❖ occupational health and safety
- ❖ security of premises
- ❖ statutory requirements
- ❖ vandalism
- ❖ increased operating costs
- ❖ loss of revenue
- ❖ disruption to business operations
- ❖ likely failure of critical building fabric

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## **PROPERTY INSPECTIONS**

Regular inspections are basic to planned maintenance. They ensure continuing serviceability and economy of labour and materials. Inspections should be carried out using standard forms to assist comparison with previous inspections. It is desirable, but not always possible to use the same people over a long period to aid continuity with maintenance assessment.

As a property manager it is unrealistic to expect you to be an expert in all trades – at the very minimum you would be required to develop your skills in detecting the first signs of failure – difficult for even the most seasoned of performers.

Whilst a well planned schedule can provide an average life expectancy for materials or elements, remember that location, micro-climate and orientation will affect the rate of deterioration. Again, you would need to monitor life expectancy and adjust it annually based on your inspections – and again this is a tall order for those who have no experience in one trade – let alone a multitude of trades!

We wish to stress that you should NEVER attempt to carry out work or inspections that may expose you or others to danger, and you should always seek the help of relevant specialists if necessary.

There is no general rule on how often maintenance surveys need to be carried out. Frequency will be influenced by the rates of decay and deterioration of various building elements.

Clearly some elements may deteriorate more rapidly than others. For example, storm water drainage is likely to require more frequent inspection and attention at closer intervals than joint or roof repairs. One of the main purposes of a maintenance plan should be to provide guidance on this kind of event.

When the maintenance plan is introduced it is sensible to err on the conservative side and carry out some inspections at shorter intervals. Gradually, after background data has been collected, it may be found appropriate to extend the intervals between inspections and maintenance procedures of the various building elements. Similarly, it may be necessary to decrease the intervals – (i.e. a building that is located adjacent to large trees may need gutter inspections on a seasonal basis)

While many defects can be easily seen, others may require instrument or laboratory testing for an early indication of rot or termite infestation in timber, dampness in walls, or decay beneath a painted surface.





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## **Maintenance review**

The effectiveness of the maintenance work that has been carried out should be reviewed regularly. An important part of the maintenance planning for a building is to improve the previous decisions to maintain the asset so that subsequent maintenance expenditure will be more effective.

Issues to consider when reviewing the work include:

- was it necessary or appropriate
- the timing and standard
- time frame of the planned maintenance work.

This can form part of the annual inspection when the fabric condition is being assessed.

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## **FEE STRUCTURE**

Our services are designed to assist Property Managers with the task of really managing the asset and we are happy to design bespoke programmes to suit specific requirements.

Dependent on the nature and location of the work required we are happy to negotiate a fee in line with your specification.

If required we can undertake an audit of the building and supply the property manager with an extensive report on all aspects of the structure, fabric and presentation of the building. Our fee for this service would be negotiable dependent on the size, fabric, location and mechanics of the property and would always be pre-quoted and agreed.

Such a report would include a scope of works, with indicative costs secured from our associated tradespeople for subsequent presentation to your owner.

We oversee every aspect of the work, from the most minor detail to major construction levels.



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## **SERVICES**

Regular property preventative maintenance  
Bi-annual gutter clean and repair  
Reticulation  
Painting  
Graffiti  
Broken glass  
Gardens  
Cleaning  
Ongoing repairs  
Roof repair and replacement  
Plumbing repairs & installations  
Electrical repairs & installations  
Groundwork  
Carpark line marking  
Landscape design & garden maintenance  
Bricklaying & plastering  
Brick and concrete paving  
Carpentry  
Painting – Exterior & Interior  
Demolition work  
Glazing & Shop fronts  
Fit-out installations.