



MURDOCH MAINTENANCE GUIDE

1. INTRODUCTION

Murdoch University owns and uses an extensive portfolio of land and building assets in delivering its teaching, learning and research programmes. The existing building assets provide a diverse range of functions, and range from modern buildings through to buildings which are now over 30 years old. The deterioration of buildings due to lack of maintenance can lead to future financial burdens, pose legal and other industrial relations issues and affect the delivery of teaching and research.

University facilities are maintained to meet both statutory obligations and operational needs of the University community. Choosing between the many competing demands on maintenance funds is a demanding task, especially in a climate of increasing costs brought about by factors such as more stringent legislation and compliance requirements, and changing client and community expectations. Facilities are maintained to the best standard possible within the constraints of available resources. Maintenance funds are used to achieve the greatest benefit for University buildings and associated infrastructure.

The *Maintenance* policy provides a framework for managing maintenance of Murdoch's land and building assets.

1.1 Types of Maintenance

Broadly speaking, maintenance is work done to repair or replace or extend the life of existing assets. It generally involves minimal co-ordination between multiple and different trades on a job that involves 'new' design and installation. Maintenance work is therefore different to capital or project work, which often involves designing new assets and requires the coordination of multiple trades.

For efficiency and expediency, the maintenance department may co-ordinate simple, single trade new work that is low value. Examples of this include the installation of a new power outlet, or the installation of new fan coil unit. This work is funded by the requestor.

Maintenance work is made up of the following three categories:

Planned Preventive Maintenance (PPM)

(PPM) is maintenance that is systematically scheduled to prevent an item failing or wearing out by providing systematic inspection, detection and prevention of incipient failure. This includes statutory maintenance requirements when plant such as lifts, fire systems, fume hoods, bores

and air conditioning systems are serviced and maintained in accordance with legislative requirements.

Corrective Maintenance (also called Breakdown Maintenance)

Corrective maintenance can be defined as maintenance that is required to bring an item back to working order when it has failed. Examples of this work include fixing blocked toilets, removing damaged trees, and repairing smashed windows.

Backlog Maintenance

Backlog maintenance is maintenance that is necessary to prevent the further deterioration of an asset or its function. It also includes the replacement of plant, services or infrastructure that have reached the end of their life cycle or require an upgrade to comply with changes in Legislation or a relevant Code. Funds to rectify or replace these high value assets are outside of the operating budget parameters and require approval by the Senate. The University's backlog maintenance liability is estimated each year by OCS, and OCS is working to produce a 5-year forecast.

2. SCOPE AND RESPONSIBILITIES

2.1 Office of Commercial Services (OCS) Service Partnerships

The Office of Commercial Services (OCS) is responsible for providing maintenance services for University-owned buildings, grounds and infrastructure in partnership with the following service providers:

Buildings and infrastructure	Brookfield Multiplex Services (BMS)
Grounds	Programmed (P)

OCS, in conjunction with BMS and P, are responsible for structuring their activities to ensure workplace health and safety is not compromised and disruptions to University activities are minimised and communicated where practicable.

2.2 OCS Scope

Facilities included within the OCS responsibilities are defined in the Maintenance Policy as "land and building assets owned by the University".

Facilities that fall outside the responsibility of OCS are:

1. Facilities or land not owned by the University.
2. Information Technology Services and Audio Visual Services.
3. Facilities that have been built by others on land leased from the University. Eg Winthrop Baptist College.
4. Tenant responsibilities.

2.3 Tenant Responsibilities

As a general principle, tenants who lease the full buildings or part of the building's floor area are responsible for the maintenance of items within the building envelope, including fixed furniture, and maintaining the day to day services of plant and equipment other than reasonable wear and tear. OCS is responsible for maintenance of the building envelope, including the structure, services, plant and fixtures.

To confirm responsibility for requested or identified works, seek clarification from the Commercial Manager who will refer to the appropriate legal agreement.

2.4 University staff and building occupants

University staff and building occupants are responsible for:

1. Reporting building or grounds related faults to OCS Helpdesk.
2. Helping to keep facilities and grounds are kept in a safe and tidy condition eg storing or disposing of equipment appropriately.
3. Funding work that falls outside the scope of this maintenance policy or is outside the sequence of maintenance schedules.
4. Maintaining and replacing specialised equipment.
The budgeting of any new specialist equipment should include all the installation for all building and services modifications required to complete the installation. The Maintenance Department should be contacted prior to purchasing equipment to review services and infrastructure and ensure that all drawings and registers are upgraded on completion of work.
5. Organised identified maintenance work through the OCS FM Helpdesk so that contractors who come to Murdoch University are inducted and registered, and so a responsible officer at OCS can make sure the contractors' comply with Murdoch University's insurance and OSH requirements.

3. REQUESTING MAINTENANCE WORK

The OCS Helpdesk is the point of contact for co-ordinating work required by maintenance, including reporting faults and requesting work.

The Procedures for Reporting Faults or Requesting Maintenance work explains the procedures for this in more detail. *(This document is still in draft).*

4. PERFORMANCE OF OCS MAINTENANCE SERVICES

The following KPIs are in place and used to monitor the delivery of maintenance services to desired standards.

KPI	Measure	Target
Response Time	Time responded as per Table 1	Achieve minimum of 90% of specified response times.
Outstanding Work Orders	No. over 30 days No. over 60 days No. over 90 days	10% total work orders 5% total work orders 3% total work orders Communicate delay factors
Health Safety and Environment	No. of serious incidents reported to authorities.	0
Condition Auditing	% of buildings audited by due date.	100%

Maintenance Customer Survey	% score from customer surveys.	Minimum 70%
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