

Purpose:	To provide a management framework to appropriately maintain the University's land and building assets to support the University's strategic objectives.		
Audience:	Staff		
Approval Authority:	Deputy Vice Chancellor (Corporate) OR Leadership Management Group		
Responsible Officer(s):	Director, Office of Commercial Services		
Supporting Procedures:	<ul style="list-style-type: none"> ✚ <i>Procedures for Conducting Building and Ground Condition Audits</i> ✚ <i>Procedures for Managing External Contractors</i> ✚ <i>Procedures for Procuring Maintenance Services</i> 		
Supporting Guidelines:	Maintenance Guide		
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Printed copies are for reference only. Please refer to the electronic copy in Policy and Procedure Manager™ 5.0 [the Electronic Policy Management System (EPMS)] to ensure you are referring to the latest version.

Preamble:

The scope and responsibilities for maintenance activities are elaborated in the *Murdoch Maintenance Guide*.

Objectives:

1. Establish processes and systems so that Murdoch University's land and building assets perform effectively and efficiently.
2. Clarify the responsibilities for maintenance activities by the Maintenance Department and other areas of the University.
3. Prioritise, manage and mitigate maintenance associated risks effectively.
4. Prioritise and manage maintenance activities.
5. Allocate maintenance funds appropriately and systematically.

Policy:

1. For land and building assets owned by the University, the Office of Commercial Services (OCS) will act as 'building owner' in respect of asset management and compliance with statutory and regulatory building requirements.
2. OCS shall manage the maintenance and repair of the University's land and fixed building assets as detailed in Column 2 of Schedule 1 attached to this policy.
 - a) Other areas of the University are responsible for the maintenance and repair of assets as detailed in Column 3 of Schedule 1 attached to this policy.
3. OCS' budget for maintenance funding shall be prioritised and allocated based on the following factors:

- Statutory compliance.
 - Workplace health and safety.
 - Risk management.
 - Asset audit outcomes and lifecycle costing.
 - Impact on functionality
 - Public appearance and amenity.
 - Property loss/damage.
- a) Building occupants may fund maintenance work if they require the work sooner than scheduled in the maintenance programmes after consultation with OCS maintenance.
 - b) OCS shall charge for any services it provides that fall outside the parameters detailed in Column 2 of Schedule 1 attached to this policy.
 - (i) Where external contractors are used, the actual invoice amount will be recovered plus, where applicable, OCS overhead costs. OCS overhead costs will only be recovered when the balance incurred for supervision and co-ordination is one full hour or more.
 - (ii) For work carried out by OCS technical maintenance staff, a flat hourly rate applies. The hourly rate will be reviewed and updated to coincide with salary increases.
 - (iii) All recoverable work requests submitted to the OCS Helpdesk must be accompanied by an account number.
4. Building and ground condition audits will be undertaken on a scheduled basis as detailed in the *Procedures for Conducting Building and Ground Condition Audits*.
 5. Maintenance work resulting from misuse and/or vandalism shall, where possible, be charged to the appropriate party.
 6. Maintenance services shall be procured in accordance with the *Procedures for Procuring Maintenance Services*.
 7. External contractors may be used for specialist work or when internal resources cannot deliver the work within a reasonable timeframe, or when a specialist skill set is required.
 - a) External contractors shall be managed in accordance with the *Procedures for Managing External Contractors*.
 8. Maintenance requests/faults/complaints are to be reported to the OCS Helpdesk in order to achieve compliance with *Procedures for Managing External Contractors*.

Supporting Procedures:

The Director, Office of Commercial Services is authorised to approve the supporting procedures.

Supporting Guidelines:

Maintenance Guide

KPIs:

1. OCS KPIs for response time; outstanding work orders; health, safety and environment; condition auditing; and maintenance customer surveys are achieved.
2. Improvement in quarterly customer survey results.

Key Terms:

“Asset Management” means a systematic approach to the procurement, maintenance, operation, rehabilitation and disposal of one or more assets which integrates the utilisation of assets and their performance with the business requirements of asset owners or users.

“Backlog Maintenance” means maintenance that is necessary to prevent the deterioration of an asset or its function or compliance with a change in Legislation or has reached the end of its life cycle. Funds to rectify these high value assets require separate funding from the operational budget and require approval from the Senate.

“Corrective Maintenance” means the actions performed, as a result of failure, to restore an item or asset to its original condition, as far as practicable. Corrective Maintenance may or may not be programmed.

“Facility” means a complex of buildings, structures, roads and associated equipment, such as a hospital, school, shopping centre, or the like, which represents a single management unit for financial, operational, maintenance or other purposes.

“Preventive Maintenance” means the actions performed to retain an item or asset in its original condition as far as practicable by providing systematic inspection, detection and prevention of incipient failure. Preventive maintenance is normally programmed, for example as ‘Planned preventive maintenance’ (PPM).

“Statutory Maintenance” means maintenance that must be carried out to meet legal requirements.

Related Documents:

References:

Revision History:

Version	Date Approved	Effective Date (if later than 'Date Approved')	Next Review Date	Resolution No. (if applicable)
1	06/07/2009	06/07/2009	06/07/2010	
	[DD/MM/YY]	[DD/MM/YY]	[DD/MM/YY]	[AAA/xx/YYYY]
	[DD/MM/YY]	[DD/MM/YY]	[DD/MM/YY]	[AAA/xx/YYYY]

SCHEDULE 1
MAINTENANCE RESPONSIBILITIES

Please read in conjunction with Murdoch Maintenance Guide.

Column 1	Column 2	Column 3	Column 4
	OCS	Faculty / Other	Comments / Examples
<i>Building Element</i>			
Sub-structure	√		Building footings, inground services located under building
Building structure	√		Walls, roofs
Internal fittings		√	Photo frames, clocks, whiteboards, mirrors, curtains, drapes, blinds, internal plants
Internal fittings - public areas	√		Toilets, corridors etc
Internal finishes	√		Toilet roll holders, carpets, floor coverings, painting, wall coverings
Fixed furniture	√		Wobbly desk leg. Replacement cost Faculty/Other.
Office loose furniture	√	√	Loose chair back, not fabric. Replacement cost Faculty/Other.
General teaching loose furniture	√		
<i>Service Elements</i>			
Electrical lighting & power systems	√		Globes, distribution boards, GPO's.
Building reticulated services	√		Water, sewer, gas,
Special reticulated services			Di-ionised water
<i>fixed supply lines</i>	√		
<i>gas bottles</i>		√	
<i>filling of gas bottles</i>		√	
Air conditioning / ventilation	√		Chiller water treatment
Fire protection systems	√		Testing fire alarms work
Security systems			
<i>Hardware and software</i>	√		
<i>Monitoring duress</i>		√	
Asbestos materials	√		Control processes, removals.

Column 1	Column 2	Column 3	Column 4
	OCS	Faculty / Other	Comments / Examples
Lock repairs	√		
Key replacement		√	
Site Elements			
Site works	√		Roads
External structures	√		Fences, fixed garden furniture
External services	√		Drainage, power distribution, pits
Landscaping / grounds maintenance	√		irrigation, planting, weeding deadwooding, brick pathways
Other			
Fixed plant	√		Fume cupboards, registered autoclaves, walk-in freezers/coldrooms/growth cabinets/water units
Specialist Equipment		√	Laminar flow, editing suites, theatre tables, research, satellite dishes, xray machines, UPS generators
Connection of Specialist Equipment to Services		√	3-phase power for new sterilizer.
Fume cupboards & autoclaves	√		Functional check for autoclave, Australian Standard check for fume cupboards, sticker indicates annual service date. Replacement of existing fume cupboards and autoclave as per audit.
Department equipment - Fixed		√	Biohazard units, laminar flow, workshop equipment & plant, scientific test rigs
Portable equipment (including testing & tagging)		√	
Signs fixed directional and building	√		Must comply with signage policy.
Signs for corporate, offices		√	Must comply with signage policy.
Kitchen & common room equipment		√	