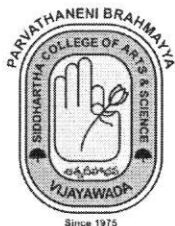




Maintenance policy



**PARVATHANENI BRAHMAYYA
SIDDHARTHA COLLEGE OF ARTS & SCIENCE**

Autonomous

Siddhartha Nagar, Vijayawada-520010

Re-accredited at 'A+' by the NAAC

INTERNAL QUALITY ASSURANCE CELL

Policy Name:	Maintenance Policy
Originating/Responsible Department:	Core Committee
Approval Authority:	Governing Body
Date of Original Policy:	March, 2018
Last Update:	25th January 2024



MAINTENANCE POLICY

TABLE OF CONTENTS

Fundamental Statements	3
Foreword	4
Executive Summary	5
Definition of terms and acronyms	6
1.0 Components of a Maintenance System	7
2.0 Skills Updates and Training	9
3.0 Maintenance of Property	10
4.0 Responding to Emergencies	10
5.0 Preventive Maintenance Programme	11
6.0 General Operating Systems	11
7.0 Roof Repairs/Replacement	12
8.0 Equipment Maintenance	12
9.0 Life Safety Systems	13
10.0 Inspection Programme	13
11.0 Scheduled Routine Maintenance	15
12.0 Resident On-Demand Services	17
13.0 Contracting for Services	17
14.0 Monitoring & Review of the Policy	17



FUNDAMENTAL STATEMENTS

Statement

The Estate wing of P.B. Siddhartha College of Arts and Science is committed to maintaining all college assets in the most cost effective manner possible while maximizing the useful life of the assets and striving to provide the best service to both students and staff.

Mission

To offer the necessary support services to all college wings and maintain the assets and buildings of the college in the best condition to enable the College achieve its objectives.

Vision

To provide our staff, Students and other stake holders with the best support services through effective and efficient maintenance of all college assets and buildings.

Objectives

- To offer maximum service at the best and at least cost to the College;
- To get maximum life of all assets without compromising on standards;
- To ensure statutory compliance of all the assets;
- To ensure proper use of allocated College maintenance funds;
- To offer maximum service at the best and at least cost to the College;
- To get maximum life of the assets without compromising on standards.



Maintenance policy

FOREWORD

The College owns and operates an extensive portfolio of physical assets and land assets utilized to deliver its mandate for training, research and innovation programmes.

It is expected that the Maintenance Policy will provide the management framework to ensure that all College assets are maintained adequately to support College's strategic objectives while maximizing the useful life of College assets and provision of best service. This document also outlines a consistent approach to the maintenance of all College assets and the roles and responsibilities of the Estates Wing and stakeholders in the maintenance and preservation of the College assets.

I am confident that with the implementation of the Policy, the College assets will be maintained in a sustainable, safe and secure condition. I wish to assure the College Community and Stakeholders that the College is committed to the full implementation of this policy.



Maintenance policy

EXECUTIVE SUMMARY

The purpose of the College of Maintenance Policy is to ensure that all College assets are maintained effectively, and the maintenance funds are utilized to achieve the greatest benefit for the College buildings and associated infrastructure while maximizing the useful life of the assets and provision of best service.

The vision of the Maintenance Policy is to provide our customers and staff with the best support services through effective and efficient maintenance of all College assets and buildings.

The Maintenance Policy aims to ensure that all maintenance activities are carried out in a planned manner and consistent with College Standards. Within the constraints of available resources, College assets will be maintained to the best standard possible while meeting statutory obligations and the operational needs of the College Community.

The Policy shall be reviewed after every five years or earlier, as the need arises.



Maintenance policy

DEFINITION OF TERMS & ACRONYMS

Maintenance	:	Work performed to a facility or the fixed systems and building service equipment therein, for the purpose of maintaining quality and function.
Planned maintenance	:	Upkeep of property, machinery, and facilities, including buildings, utility systems, roads, and grounds. It is often characterized by its routine or recurring nature.
Preventive Maintenance	:	Planned actions undertaken to retain an item at a specified level of performance by providing repetitive scheduled tasks that prolong system operation and useful life: inspection, cleaning, lubrication, and part replacement.
Repairs	:	The reconstruction or renewal of any part of an existing facility for the purpose of maintenance or restoration of its state.



Maintenance policy

1.0 COMPONENTS OF A MAINTENANCE SYSTEM

The Estate wing maintenance system shall include the following components:-

- i. Prioritization of work;
- ii. Comprehensive work procedures
- iii. Performance standards and goals
- iv. Work order system
- v. Long-range planning

By developing a maintenance policy that has these components in place, the wing will have the tools it needs to control the performance of maintenance work at the College.

1.1 Prioritization of Work

The work priorities adopted by the Estate wing exemplify its philosophy of delivering maintenance services. This priority system ensures that the most important maintenance work is done at a time it can be performed most cost-effectively. The maintenance priorities of the College assets and buildings are as follows:

- i. Emergency repairs;
- ii. Planned maintenance;
- iii. Resident requests;
- iv. General cleaning;
- v. Inspection;
- vi. Preventive maintenance;
- vii. Miscellaneous.

This will ultimately decrease on-demand work and maintain the property in a manner that will keep students and staff satisfied.

1.2 Comprehensive Work Procedures

The in-charge of Estate wing will ensure that there are sufficient clear procedures in place to allow staff to implement the Maintenance Policy. All procedures will include the following:

- 1.2.1 A statement of purpose;
- 1.2.2 The job title(s) of the staff member(s) responsible for carrying out the activities in the procedure;
- 1.2.3 Forms needed to carry out the activities;
- 1.2.4 An annual review of the maintenance procedures.



Maintenance policy

1.3 Performance Standards and Goals

The in-charge of Estate wing will establish measures that will allow the effectiveness of maintenance systems and activities to be evaluated. In establishing these standards, the College will take into consideration certain factors:

- 1.3.1 National/County building and fire safety by laws;
- 1.3.2 Building Codes;
- 1.3.3 College Agreements;
- 1.3.4 Job descriptions of works to be undertaken.

Nothing in the documents listed above will prevent the Estate wing from setting a standard that is higher than that contained in the documents.

These standards and goals will be used to evaluate current operations and performance and to develop strategies to improve performance and meet the standards that have been set.

1.4 Work Order Systems

The Estate Wing shall have a comprehensive work order system that includes all work request information: source of work, description of work, priority, cost and days to complete. This information is required for the College to plan for the delivery of maintenance services as well as evaluate performance. To obtain the greatest effectiveness from the work order system, all work requests and activities performed by maintenance staff must be recorded on work schedules which will include at the minimum, the following:

- 1.4.1 Source of request (planned, inspection, resident, etc);
- 1.4.2 Priority assigned;
- 1.4.3 Location of work;
- 1.4.4 Date and time received;
- 1.4.5 Date and time assigned;
- 1.4.6 Worker(s) assigned;
- 1.4.7 Description of work requested (with task number);
- 1.4.8 Description of work performed (with task number);
- 1.4.9 Estimated and actual time to complete;
- 1.4.10 Materials used to complete work.

1.5 Long Range Planning

The Estate wing will put in place and maintain a long range maintenance planning capability in order to ensure the most cost-effective use of College



Maintenance policy

resources and to maximize the useful life of College properties. By developing a work plan, the College will be able to anticipate its staff, equipment and material needs. It will also be possible to determine need for contracting particular services. The In-charge of Estate will develop long-range planning processes that include the following components:

- 1.5.1 A property maintenance schedule;
- 1.5.2 An estimate of the work required to bring the property to the preferred Standard;
- 1.5.3 An estimate of the work required to keep the property at the required standard including routine and preventive maintenance workloads, vacant unit turn-around, inspection requirements and resident on demand work;
- 1.5.4 An estimate of the on-going cost of operating the property at the preferred standard;
- 1.5.5 A cost estimate to provide the specified capital improvements;
- 1.5.6 A revised work plan and cost estimate of maintaining property at the improved standard.

2.0 SKILLS UPDATES AND TRAINING

In order to allow its staff members to perform to the best of their abilities, the Estate Wing recognizes the importance of providing staff with opportunities to refine technical skills, increase and expand craft skills, and learn new procedures.

The training subjects may include, but not limited to:

- 2.1 Safety procedures;
- 2.2 Blood-borne pathogens;
- 2.3 Lead based paint;
- 2.4 Health and safety standards;
- 2.5 Trade specific skills;
- 2.6 Building code updates.

The In-charge of Estate is responsible for developing a training programme for the wingal staff and working with Human Resource Manager to identify the most effective means of delivering the trainings.



3.0 MAINTENANCE OF PROPERTY

All maintenance work performed at the College premises can be categorized by the source of the work. Each piece of work originates from a particular source, an emergency, the routine maintenance schedule, the preventive maintenance schedule, a unit inspection, a unit turnover, or user request.

4.0 RESPONDING TO EMERGENCIES

Emergencies are the highest priority source of work. The Estate Wing will consider a work item to be an emergency if the following occur:

- 4.1. The situation constitutes a serious threat to the life, safety or health of students or staff or,
- 4.2. The situation will cause serious damage to the property structure or systems if not repaired within twenty-four (24) hours.

If a staff member in the Estate wing is unsure whether or not a situation is an emergency, he or she will consult with his or her supervisor. If a supervisor is not available, the employee will use his or her best judgment to make a decision.

For emergencies that occur after regular working hours, the Estate wing shall have a twenty four (24)-hour emergency response system in place. This response system includes the designation of a Maintenance officer on duty as well as a list of readily retrievable qualified pre-approved contractors, adequate stock levels of routinely used materials and a procedure of fast tracking urgent purchases of materials and equipment. The designated employee shall prepare a work order and report on any emergency within twenty four hours after abatement of the emergency.



5.0 REVENTIVE MAINTENANCE PROGRAMME

Preventive maintenance is part of the planned or scheduled maintenance programme of the College. The purpose of the scheduled maintenance programme is to allow the College to anticipate maintenance requirements and make sure the College can address them in the most cost-effective manner. The preventive maintenance program focuses on the major systems that keep the College premises.

The systems covered by the preventive maintenance programme include but are not limited to:

- i. Storm drainage;
- ii. Emergency lighting;
- iii. Exterior lights;
- iv. Fire extinguishers and other life safety systems;
- v. Mechanical equipment and vehicles;
- vi. Sanitary drains
- vii. Air conditioning systems;
- viii. Plumbing and drainage systems.

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 will be required to perform the work. The preventive maintenance schedule must be updated each time a system is added, updated, or replaced.

6.0 GENERAL OPERATING SYSTEMS

The heart of any preventive maintenance programme is a schedule that calls for the 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 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 College.



Maintenance policy

7.0 ROOF REPAIRS/REPLACEMENT

Maintenance of roofs requires regular inspections by knowledgeable personnel to ensure there is no unauthorized access to roof surfaces and that there is good drainage, clear gutters and prompt discovery of any deficiencies. The In-charge of Estate is responsible for the development of a roof maintenance plan that includes these features:

- 7.1. Type, area and age of roof;
- 7.2. Warranties and/or guarantees in effect;
- 7.3. Company that installed the roof;
- 7.4. Expected useful life of roof;
- 7.5. History of maintenance and repair;
- 7.6. Inspection schedule.

The Estate maintenance staff will undertake only minor roof repairs while major repairs will be carried out by approved contractors.

8.0 EQUIPMENT MAINTENANCE

Estate Wing will put in place a comprehensive maintenance programme for College motorized equipment. The vehicles and equipment to be covered include, but not limited to:

- i. Weed cutters;
- ii. Lawn mowers;
- iii. Chain saws;
- iv. Power tools.

The In-charge of Estate 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 vehicle or piece of motorized equipment will be listed in the plan along with the type and frequency of service required.

The In-charge of Estate shall also maintain a system to ensure that any employee that operates a vehicle or piece of motorized equipment has the required license or certification.



9.0 LIFE SAFETY SYSTEMS

The College 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 In-charge of Estate shall be responsible for the development and implementation of a schedule that includes the inspection, servicing and testing of this equipment. The equipment to be included in the plan are the following:

1. Fire alarms and fire alarm systems;
2. Fire extinguishers;
3. Fire hoses;
4. Emergency generators;
5. Emergency lighting;
6. Smoke detectors;
7. Sprinkler systems.

The plan will include testing and servicing as per 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.

10.0 INSPECTION PROGRAMME

The College's goals of efficiency and cost-effectiveness are achieved by insuring that assets are maintained in a manner that is secure, safe, clean and in good repair. This programme calls for the utilization of the following standards:

- i Building Code Standards
- ii Good practice in Architectural and Engineering Standards
- iii Commissioner of College Education Standards

The inspection will encompass the following areas:

- i. Dwelling units –student hostels
- ii. Building exteriors
- iii. Building systems
- iv. Common areas
- v. Site (grounds)
- vi. Health and safety

The In-charge of Estate will know at all times the condition of each building. The achievement of these goals may require more than the minimum inspection required annually.



Maintenance policy

For all non-emergency inspections, the user/occupants shall be given a written notice of the inspection. Unless it is determined that the inspection programme is contracted to an outside source, the Estate Wing shall perform the inspection.

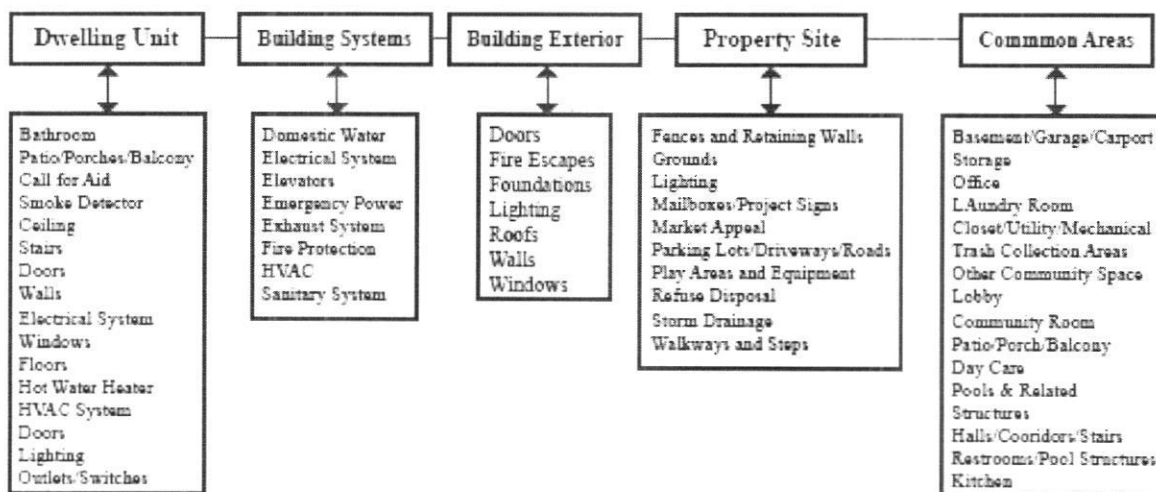
During each inspection, the maintenance staff shall perform specified preventive and routine maintenance tasks. Any other work items noted at the time of the inspection will be documented on the College form.

The staff shall endeavor to complete all inspection-generated work items within 30 days of the inspection.

All Technical Services Staff in the Estate Wing are responsible for monitoring the condition of habitable buildings.

In this policy, nothing shall prevent any College staff member from reporting any needed work that they see in the regular course of their daily activities. Such work items shall be reported to the In-charge of Estate.

10.1 STANDARD BASIC INSPECTION ITEMS





11.0 SCHEDULED ROUTINE MAINTENANCE

The Estates Wing includes in this work category all tasks that can be anticipated and put on a regular timetable for completion. Most of these routine tasks are those that contribute to curbing appeal and marketability of the property.

11.1 Pest Control/Extermination

The Estates Wing will make all efforts to provide a healthy and pest-free environment. The Estate Wing will determine which pests infest the College properties and will provide the best possible treatment for the eradication of those pests.

The Maintenance officer in charge will determine the most cost-effective way of delivering the treatments; whether in-house, by a contractor or licensed County personnel. The extermination plan will begin with an analysis of the current condition at each property. The Maintenance officer will make sure that an adequate schedule for treatment is developed to address any existing infestation. The schedule will include frequency and locations of treatment and different schedules may be required for each property.

Resident cooperation with the extermination plan is essential. All apartments in a building must be treated for the plan to be effective. Residents will be given information about the extermination program at the time of move-in. All residents will be informed at least one week and again twenty-four hours before treatment. The notification will be in writing and will include instructions that describe how to prepare the unit for treatment.

11.2 Landscaping and Grounds

The Estates wing will prepare a routine maintenance schedule which will include the following essential activities:

- i. Litter control;
- ii. Lawn care;
- iii. Maintenance of driveways, sidewalks and parking lots;
- iv. Care of flower and shrubbery beds and trees;
- v. Maintenance of playgrounds, benches and fences.



11.3 Building Exteriors and Interior Common Areas

The appearance of the outside of the College buildings as well as their interior common areas is important to their image. Therefore, the Estate Wing will establish a routine maintenance schedule. The components to be maintained include:

- i. Lobbies;
- ii. Hallways and stairwells;
- iii. Public restrooms;
- iv. Lighting fixtures
- v. Common rooms and community spaces;
- vi. Exterior porches and railings;
- vii. Building walls;
- viii. Windows.

11.4 Interior Painting

The appearance and condition of the paint within each unit is important to unit condition and resident satisfaction. Accordingly, the Estate Wing will develop a plan to ensure that interior paint in resident dwelling units is satisfactorily maintained. As part of this plan painting standards that will be developed include:

- i. Surface preparation;
- ii. Protection of non-painted surfaces;
- iii. Colour and finish;
- iv. Paint quality;
- v. Methods of application approved.

The plan will set out the conditions for the consideration of a painting request. These standards include the period of time that has elapsed since the last time the unit was painted. Alternatives for performance of the work will be included. The conditions under which a resident will be allowed to paint his or her own unit will also be catered for.



Maintenance policy

12.0 RESIDENT ON-DEMAND SERVICES

This category of work refers to all user generated work requests that fall into no other category. These are non-emergency requests made by residents seeking maintenance service. These requests for service cannot be planned in advance.

It is the Policy of the College to complete these work requests within seven (7) days. However, unless the request is an emergency or entails work that compromises the habitability of the building, subject to availability of materials these requests will not be given a priority above scheduled routine and preventive maintenance. By following this procedure, the Estate Wing can achieve both resident service and a maintenance system that can complete the most important tasks first in the most cost effective manner.

13.0 CONTRACTING FOR SERVICES

The College will contract for maintenance services when it is in the best interests of the College to do so. The employees of the Estate Wing will be the first choice to perform a given task. If the College staff does not have the requisite skills for a particular task, a contractor will be hired.

Once the decision has been made to hire a contractor, the process set out in the College Procurement Policy will be used. The In-charge of Estate will work with the Procurement Wing to facilitate the contract award.

14.0 MONITORING & REEVIEW OF THE POLICY

This policy shall be reviewed after every five years. However, a review can be done earlier if the need arises.

Core Committee
Coordinator

Principal