



Building Maintenance Policy.



Corporate Property
Strategy 2024-2029



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Version 4



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1. Introduction

Milton Keynes City Council (MKCC) has a wide range of property assets, including schools, shops, offices, libraries, leisure centres, and depots. All of the buildings require maintenance to ensure that they are in a good condition and that they meet the needs of the building users.

The aim of this policy is to develop the maintenance management of the Council's building assets so that capital investment is protected, asset life cycle and service output costs are optimised, and service outcomes are achieved.

The policy document provides the guiding principles on the management framework for the maintenance and repair of council-owned operational and commercial property assets to ensure compliance with related policies and all legal obligations.

2. Maintenance Objectives

Property is a core resource, and we will ensure that our properties are:

- Fit for purpose – property actively contributing to effective service delivery in terms of location, condition, suitability, accessibility, design and layout;
- Efficient – in the way that property performs and in the way that property is used i.e. flexibly and supporting new ways of working; and
- Sustainable – both in environmental and financial terms so that it supports the work of the authority and its partners.

Key Objectives

- Specify the minimum requirements for the management of maintenance.
- Ensure that building assets are adequately maintained.
- Ensure that the property-related risks are effectively managed.
- Ensure that health, safety, and security objectives are met.
- Ensure that MKCC has the necessary information for monitoring the maintenance, condition, and performance of building assets.
- Ensure that there is adequate information at the operational level for undertaking maintenance including the ability to review policies and strategies, analyse life cycle costs, and plan for replacements and upgrades.
- Improve the efficiency and effectiveness of maintenance.
- Achieve appropriate financial savings by efficient procurement, economies of scale, and rationalisation of contracts.

3. Building Maintenance Plan

Maintenance is the combination of all technical and management actions needed to keep an asset in, or bring it up to, a suitable standard whereby it can perform its intended function at optimal efficiency.

The key output of this policy is the Building Maintenance Plan (BMP) and both the policy and plan support the overall aims of the Corporate Property Strategy which sets out how the council will manage its property assets.

The condition of all MKCC properties will be assessed in detail by means of a condition survey in an approved format at least once every five years. In addition, all properties where the maintenance liability or landlord's statutory obligation rests with the Council, will be surveyed in accordance with the Risk and Compliance Policy.

Appropriate key performance indicators (KPIs) will be monitored and reported against, in order to assist in the management of maintenance across the property portfolios and form part of the annual service plan for the service area.

Our Commitment

We will:

- Work towards maximising the ratio of planned to reactive maintenance works.
- Ensure that the BMP fully supports the Corporate Property Strategy and corporate aims and objectives.
- Consider and include energy saving works in refurbishment programmes
- Increase the number of buildings with a good or satisfactory condition rating.
- Focus maintenance and improvement spend appropriately in line with the priorities of the BMP.
- Put in place measures to ensure all essential statutory maintenance is undertaken correctly.
- Ensure predictable property-related risks are identified and managed for the health and safety of occupants and visitors.

Standards

Maintenance standards will be established to ensure that property assets are maintained in an appropriate condition to support service delivery. These maintenance standards shall be implemented, in accordance with the strategy and in line with legislative requirements, best practice within the industry and British Standards Codes of Practice.

The Assistant Director of Property will develop and articulate the standards to which property assets shall be maintained in order to meet corporate standards consistent

throughout MKCC in regard to physical condition, functional quality, and efficient operational performance.

The following tables provide asset standard ratings that should be used to prioritise works and set maintenance requirements.

Table 1: Property Priority Rating	
1	Critical or high-profile asset to be in best possible condition within economic constraints (Civic Offices and the Crematorium)
2	Core service, essential to service delivery. Asset to be in good condition operationally and aesthetically (Corporate Landlord assets where services are directly delivered by MKCC)
3	Core services, assets are used to deliver statutory or ancillary functions and should be maintained in reasonable condition to meet service needs.
4	Non-core services, assets are usually leased out and the council's maintenance responsibilities are reduced (for example leisure and community assets)
5	Non-core service, condition needs to meet minimum operational and statutory requirements (wind and watertight). Major works to be funded from grants. (for example, heritage assets)
6	Non-core service, commercial property maintained to meet statutory or lease requirements only.

Table 2 defines the condition of the building, using data collected on site through Condition Surveys.

Table 2: Condition Rating	
A	Good – Performing as intended and operating efficiently
B	Satisfactory – performing as intended but showing minor deterioration
C	Poor – Showing major defects and/or not operating as intended
D	Bad – Life expired and/or serious risk of imminent failure

All Council owned property which is essential for service delivery will be maintained to Condition B, with the exception of Civic which will be maintained to Condition A.

Table 3 sets out the degree of urgency and importance of the defect using data collected through condition surveys.

Table 3: Maintenance Priority Rating	
P1	Urgent work that will prevent immediate closure of premises and/or remedy serious breach of legislation and/or high risk to health & safety.
P2	Essential works required within two years that will prevent serious deterioration of fabric or service and/or remedy to minor breach of legislation and /or minor risk to health & safety
P3	Desirable work required within 3 to 5 years that will prevent deterioration of fabric or service and/or address a low-risk minor breach of legislation and/or minor risk to health & safety.

Asset Management Surveys & Records

MKCC will maintain a property asset management database. All relevant information will be input to the asset management database to ensure accurate and up to date property asset condition records.

The condition of all corporate property assets will be assessed in detail by means of a condition survey at least once every five years undertaken by competent and suitably qualified surveyors and engineers in property maintenance. A formal condition assessment report for each property asset surveyed is to be produced in electronic format. Interim condition checks shall be undertaken annually.

This structured programme of condition assessment will provide consistent quantitative and qualitative information relating to asset performance in terms of condition and associated risk allowing adequate information to be gathered for management and planning purposes.

Properties purchased will be presented with full condition assessment reports. A list of leased properties where the councils retain some or all repairing obligation will be included in the Condition Surveys and BMP. All leased properties will be inspected annually, and tenant's alterations and dilapidations will be managed effectively and efficiently.

Risk Management & Prioritisation

Risks associated with maintenance will be managed in the following order of priority:

1. Maintenance in respect of health and safety issues
2. Statutory obligations (see Risk Management Policy)
3. Structural maintenance.

4. Building fabric maintenance for all assets where the councils are responsible and will be retaining the property.
5. Maintenance of unoccupied assets, those identified for disposal, or ancillary assets.

Planned maintenance projects will be bundled into programmes of similar projects for procurement via framework arrangements, where applicable, to ensure best value is achieved from the limited resources.

Generally, leases should place the liability for repairs and maintenance on the tenant. However, there may be circumstances when this is not appropriate. Maintenance responsibilities must be made clear in all leases.

4. Revenue Maintenance

Revenue maintenance falls into one of three categories, Planned, Reactive, and Preventative. A successful building maintenance plan will achieve a minimum ratio of 60:40 (planned to reactive) works so that works are carried out efficiently, economically, and effectively, reducing risks associated with property management.

Planned Works Identification and Delivery

Planned maintenance projects will be bundled into programmes of similar projects for procurement via framework arrangements, where applicable, to ensure best value is achieved from resources.

Reactive Identification and Delivery

Property & Development will receive reactive repair requests from sites and clients. These will be allocated a priority and attendance time in accordance with the type and nature of the request and repair obligations.

Preventative Identification and Delivery

We will identify the services and equipment at sites and set up the required contracts to facilitate their ongoing monitoring and maintenance. The relevant approved contractor(s) will be instructed to undertake the term service within the required time to ensure that the Council's buildings remain compliant and achieve optimal running costs & sustainability targets.

5. Capital Works

Works that are considered an 'enhancement' of an asset will be capitalised as defined under 'Capital Accounting Arrangements under Part IV of the Local Government and Housing Act 1989'.

An enhancement includes:

- Lengthening substantially the useful life of the asset.
- Increasing substantially the open market value of the asset.
- Increasing substantially the extent to which the asset can or will be used for the purposes of, or in connection with, the functions of the local authority concerned.

Some typical examples of works falling within this definition are: -

- Re-roofing
- Structural works
- Rewiring (complete)
- Boiler replacements
- Central heating provision or replacement
- Window replacement or double glazing (complete)
- External cladding of buildings

We will work with our Finance colleagues to ensure that planned works meet the criteria when developing the capital works programme.

When undertaking capital works, we will:

- Ensure robust prioritisation is used taking into account corporate priorities, property strategies and the service and corporate management plans.
- Develop strategic maintenance plans to identify programmes of work for the next five years.
- The annual BMP will outline how capital resources will be allocated to reduce the backlog of the highest priority maintenance work.

6. Asset Planning and BMP

The Building Maintenance Plan will determine the future maintenance needs of the asset base, over the medium to long term. This plan will take into consideration capital and disposal plans and identify the level of funding required annually to meet the maintenance standards established to support effective service delivery.

The plan will incorporate life cycle planning having due regard for the age, condition, value, deferred maintenance, and functional quality of the assets, as well as new assets and any emerging issues which may impact on their service potential.

Planning for maintenance shall be undertaken on an annual basis based on information from: -

- The condition survey programme and interim condition checks
- Existing programmes and historical data
- Faults and repairs notified by building users
- Feedback from building surveyors
- Feedback from servicing, repairs and improvements in progress
- Legal requirements e.g. lease or repair covenants
- Review of departmental Service Plans, Council priorities, capital strategy, and the Corporate Property Strategy.

Planning horizons shall be on a three-year rolling basis with the objective to identify activities for each year in the planning period, for the purpose of developing annual maintenance work programmes and budget allocations. The aim is that plans can be agreed, provisionally, for the three-year period to allow medium-term planning appropriate for this business activity.

The plan should detail as a minimum: -

- Planned maintenance priorities
- Preventative maintenance requirements
- Backlog maintenance priorities
- Major repairs or replacements that may need to be considered for capitalisation
- Recommendations for disposal or upgrading of assets based on life cycle, functional or condition factors.

In order to prepare the BMP so that it may support the Corporate Property Strategy, the capital and revenue resources that will be required will be identified and reported to the Strategic Property Board prior to the commencement of the Financial and Service Planning cycle.

7. Version Control

Version Number	Date issued	Author	Update information
1	27/09/2019	Bee Lewis/ Peter Beer	First published version
2	18/11/2021	Leon Howell	Contact details and accessibility
3	22/02/2024	Peter Beer	Added to new template
4	13 August 2024	Bee Lewis	Added to new template and policy reviewed and revised to reflect the Corporate Property Strategy.

