

**PROPERTY & FACILITIES
MANAGEMENT**

Service	Service Overview / Option	Service Type	Price	Service Particulars & Service Levels	Terms & Conditions
Service Contract	A Service Contract that covers the management and supply of reactive maintenance, statutory servicing and essential compliance requirements	Contract-Annual commences 01/09/2025 to 31/08/2026	Fixed management fee, bespoke per School with all Reactive and additional services provided at cost. Tradesmen will be charged at a commercially tendered rate* *Tender currently being undertaken.	<p>Reactive Maintenance and Repair Contract:</p> <ul style="list-style-type: none"> o Help Desk (Tel: 0118 974 6789) is available 8.30am to 5pm Mon-Thursday. 8.30am to 4pm on Friday for all reactive maintenance requests. Our helpdesk staff will respond promptly to your requests. Schools can also email: MaintenanceRequests@wokingham.gov.uk. o An emergency service operated by the contractor is available outside these hours via the same Help Desk number. o Requests for a specialist site inspections by one of our Building Surveyors or Mechanical and Electrical Engineers will be dealt with in a maximum of 7 working days and they would provide independent advice and co-ordinate work as required. <p>Reactive repairs via our Term Contractor for Building, Mechanical and Electrical repairs will be carried out at the labour rates as shown on the document management system on our Property Management software - CPM. (Access to this system was sent out to all existing customers providing self-serve and reporting capability).</p>	<p>For Schools:</p> <ul style="list-style-type: none"> • All contracts are offered on an annual buy back in basis. • The proposed contract is offered in a ‘pay as you go’ format in that a one off Management Fee is payable to subscribe and all further costs incurred are charged at cost to the School directly. • Invoices received from Contractors will be checked for accuracy and then paid by WBC and costs journalled to Schools budgets directly. • Direct costs for Servicing of plant and equipment will be journalled directly against the School budget as above. • Schools when contacting the Reactive Maintenance Helpdesk will be requested to notify the operator the level of responsive service they require. i.e. 2hr, 4hr or otherwise. • This will determine the hourly rate that is applied to the invoice for the works.

				<p>Please note that contractors are paid to collect materials on all call outs once they have visited site to diagnose the fault.</p>	<ul style="list-style-type: none">• Schools can either raise an order directly from CPM or will be required to provide an A ticket number from the order book provided to instruct the works to proceed.• In addition to verifying the hours worked on site, Schools will be responsible for completing a Permission to Work portion of the order form and to complete the quality rating on completion.• Reactive works will be limited to a maximum value of £400.• Any works over £400 in value will be made safe and a quotation will be provided by the Contractor for the
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Servicing of mechanical and electrical installations includes:

- o Air conditioning units
- o Automatic doors and shutters
- o Boilers/burners
- o Fan convector heaters
- o Fixed wired electrical installations
- o Fire alarms
- o Fire extinguishers
- o Fume cupboards
- o Gas appliances
- o Gas water heater
- o Intruder alarms
- o Lifts
- o Lightning protectors
- o Portable appliance testing
- o Mixing valves
- o Sewage pumping station

Technical and specialist advice from mechanical and electrical engineers for further clarification of service contractor's reports.

- o Tendering of Service contracts
- o The provision of a 24-hour telephone response service.

Technical Health & Safety Compliance Advice:
o General guidance on technical building maintenance and statutory servicing for plant and equipment.

- o Specific advice and guidance is provided on Asbestos, Legionella management and Fire

School to instruct accordingly if required.

- For works over £2000 quoted will be subject to a 10% Management Fee added to the quotation.

Property Management Software

- Each School that has opted into our service has been provided login details for the Civica Property Management (CPM) software system. This makes it far easier to monitor the status of reactive maintenance, statutory servicing schedules (Servicing Documentation) and associated financial information. In order to get the best out of the software system please contact David Pinnell - David.Pinnell@Wokingham.gov.uk who will be happy to provide a MS Teams training session. It is intended that CPM software system should be used as the first point of contact before contacting the helpdesk.

Risk Management.

o Access to inspection schedules, compliance documentation and certificates available self-serve via CPM.

Quality Monitoring

Schools will be required to complete the satisfaction element of the A ticket issued on all reactive maintenance work undertaken by the contractor. Additionally, a surveyor will make sample checks on the contractor's performance.

Project Management	Full Project management of construction related projects to include <ul style="list-style-type: none"> • Design • Planning Application <ul style="list-style-type: none"> • Building Regs • CDM • Contractor tender and procurement • Project delivery (STPP) • Budget Management • Handover • Defects / retention monies • Documentation records update 	PAYG	POA	Service particulars and levels specific to each project dependent on services requested.	Terms and Conditions specific to each project dependent on services requested.
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See General Information for any contract denoted by a number symbol e.g. ③