

Property Maintenance

Managing school buildings can be complex, but we make it simple.

Our fixed-term service contract covers the management and supply of reactive maintenance, statutory servicing and all essential compliance requirements at a commercially tendered rate for all suppliers.

Service	Details/Options	Price (VAT will be added where applicable)	Service Specific Terms
General Contract Information	A fixed management fee covers the management and supply of reactive maintenance, statutory servicing and essential compliance requirements.	Price on Application, bespoke per school with all reactive and additional services provided at cost. Trade fees will be charged at a commercially tendered rate.	This is offered as a one-year contract with a minimum of 6-months' notice prior to the end of the contract.
Reactive Maintenance	<p>The help desk will respond promptly to all requests during core hours. An emergency service operated by the contractor outside of core hours</p> <p>Schools will have access to WBC's document management system, CPM (details below), providing self-serve and reporting capability.</p> <p>Requests for a specialist site inspections by WBC's building surveyors or mechanical and electrical engineers will be dealt with in a maximum of 7 working days, providing independent advice and co-ordinating work as required.</p> <p>Reactive repairs via our term contractor for building, mechanical and electrical repairs will be carried out at the labour rates provided via CPM.</p>	Included within the management fee	<p>The proposed contract is offered in a 'pay-as-you-go' format for all works. The one-off management fee is payable to subscribe and all further costs incurred are charged at cost to the school directly.</p> <p>Invoices received from contractors will be checked for accuracy and then paid by WBC and costs invoiced to schools on a monthly basis.</p> <p>Direct costs for servicing of plant and equipment will also be invoiced to the school as above.</p> <p>Schools can specify the level of response required, e.g. 2hr, 4hr etc. This will determine the hourly rate that is applied.</p>

	Contractors are paid to collect materials on all call-outs once they have visited site to diagnose the fault.		
Service Contract	<p>Servicing of mechanical and electrical installations includes:</p> <ul style="list-style-type: none"> 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 <p>Technical and specialist advice from mechanical and electrical engineers for further clarification of service contractor's reports:</p> <ul style="list-style-type: none"> o Tendering of Service contracts o The provision of a 24-hour telephone response service. <p>Technical Health & Safety Compliance Advice:</p> <ul style="list-style-type: none"> o Specific advice and guidance is provided on Asbestos, Legionella management and Fire 	Included within the management fee	<p>Schools can order directly using the CPM system detailed below.</p> <p>Schools will be responsible for verifying the hours worked on site and completing a quality rating on completion.</p> <p>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 school to instruct accordingly if required.</p>

<p>Property Management Software</p>	<p>Each School that has opted into WBC's service will be provided login details for the Civica Property Management (CPM) software system. This will help to monitor the status of reactive maintenance, statutory servicing schedules (servicing documentation) and associated financial information.</p> <p>A MS Teams training session is available on request via the helpdesk.</p>	<p>Included within the management fee</p>	<p>It is intended that CPM software system should be used as the first point of contact before contacting the helpdesk.</p> <p>Quality Monitoring: Schools will be required to complete the satisfaction element on CPM once the work is completed to provide feedback of contractor's performance.</p>
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Please email business.services@wokingham.gov.uk in the first instance if you have any queries.