

WCC is committed to maintaining a high level of customer service. Feedback is welcomed via our customer services questionnaire located at <http://www.pf.uq.edu.au/wcc.html> or by contacting the Operations Coordinator on ext 52156 or email wcc@pf.uq.edu.au. Service complaints should in the first instance be directed to the Operations Coordinator.

5.11 Charges for extra services

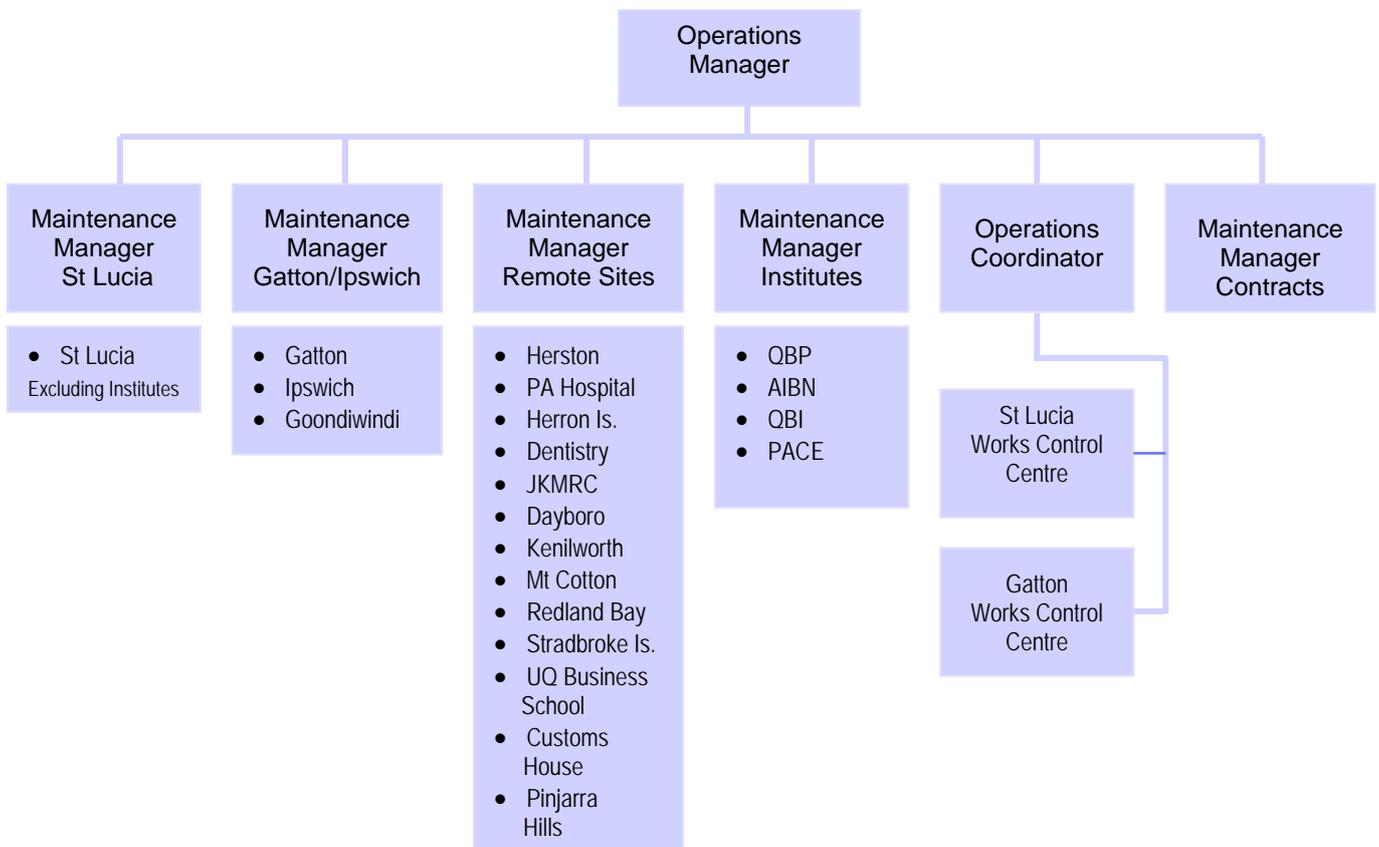
Charges will apply for services provided by P&F maintenance that fall outside the parameters of this maintenance policy. Appendix A details funding responsibilities for building related works.

Maintenance services will be delivered either in-house or assigned to service contractors. For work carried out by P&F maintenance staff a flat hourly rate will be applied. This rate is reviewed periodically at the Director, Property and Facilities, discretion.

In the instance a service contractor is engaged, maintenance work will be charged at cost. The cost of supervisory staff utilised in the delivery of works requests external to this maintenance policy are not included in recovery unless they are actually providing the labour to undertake the task.

All new work requests submitted to WCC must be accompanied by a completed PF108A.

5.12 Property and Facilities Maintenance Structure



5.13 Review Period

This policy will be reviewed every two years by the Operations Manager as part of the P&F Integrated Management System.

UNDER REVIEW

6.0 Glossary

Asset Management – A systematic approach to the procurement, maintenance, operation, rehabilitation and disposal of one or more assets which integrates the utilization of assets and their performance with the business requirements of asset owners or users.

Facility – 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.

Facilities Condition Index (FCI) – The current condition of the asset measured relative to its as-new condition. The FCI is determined by the formula: $FCI = 1 - (\text{Backlog Maintenance}/\text{ARV})$

Maintenance Index – Recurring maintenance expenditure as a percentage of asset value.

Preventive Maintenance – 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 “predetermined preventive maintenance”.

Corrective Maintenance – 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.

Deferred Maintenance – Maintenance which is due to be carried out in the current financial year but which will not be carried out because of a shortage of funds or unavailability of parts. Deferred maintenance should be added to the backlog of maintenance items awaiting attention.

Backlog Maintenance – Maintenance that is necessary to prevent the deterioration of an asset or its function but which has not been carried out.

Statutory Maintenance – Maintenance that must be carried out to meet statutory requirements.

Fair Wear and Tear - Reasonable use of the building and fixtures by the tenant and the wear and tear imposed due to the operation of natural forces.

Definitions taken from Glossary of Building Terms, Standards Australia (2004) and Residential Tenancy Act 1997.



A handwritten signature in blue ink, appearing to read 'G.D.', followed by a long horizontal line.

Geoff Dennis
Acting Director,
Property & Facilities Division

UNDER REVIEW

21/07/09
Date

Appendix A

Funding Responsibilities for Maintenance Services

| Column 1 | Column 2 | Column 3 | Column 4 |
|---------------------------------------|----------|-------------------|---|
| Responsibilities | | | |
| Funding Account | P&F | Faculty/ Other | Comments / Examples |
| Building Element | | | |
| Sub-structure | ✓ | | Building footings, in-ground services located under building. |
| Building structure | ✓ | | |
| Internal Fittings Portable | | ✓ | Photo frames, clocks, mirrors, internal plants, whiteboards, pinboards. |
| Fixed | ✓ | | Curtains, drapes, blinds. |
| Internal Fittings/Public Areas | ✓ | | Soap dispensers, paper towel dispensers |
| Internal Finishes | ✓ | | Toilet roll holders, carpets, floor coverings, painting, wall coverings, carpets, vinyl, painting, wall coverings (<i>due to fair wear and tear</i>). |
| Fixed Furniture | ✓ | | Workstations anchored by services provided |
| Faculty Furniture | | ✓ | Filing cabinets, bookshelves, chairs, etc. |
| Loose Furniture/Seating | | ✓ | |
| Service Elements | | | |
| Fixed Electrical Lighting | ✓ | | |
| Portable Lamps | | ✓ | Desk lamps |
| Fixed Power Outlets | ✓ | | |
| Portable Power Outlets | | ✓ | Powerboards |
| Power Generators Fixed | ✓ | | |
| Portable | | ✓ | |
| Electrical Lighting and Power Systems | ✓ | | |
| Building Reticulated Services | ✓ | | Chilled water, power, water |
| Fixed Reticulated Services | | | |
| • Water Polishers | ✓ | | |
| • RO Water | ✓ | | |
| • Supply Lines | ✓ | | |
| • Pressured Gas Lines | ✓ | | |
| • Carbon Dioxide | ✓ | | |
| • Natural Gas | ✓ | | |
| • Vacuum | ✓ | | |
| • Diesel Fuel | ✓ | | |
| • LPG | ✓ | | |
| • Nitrogen | ✓ | | |

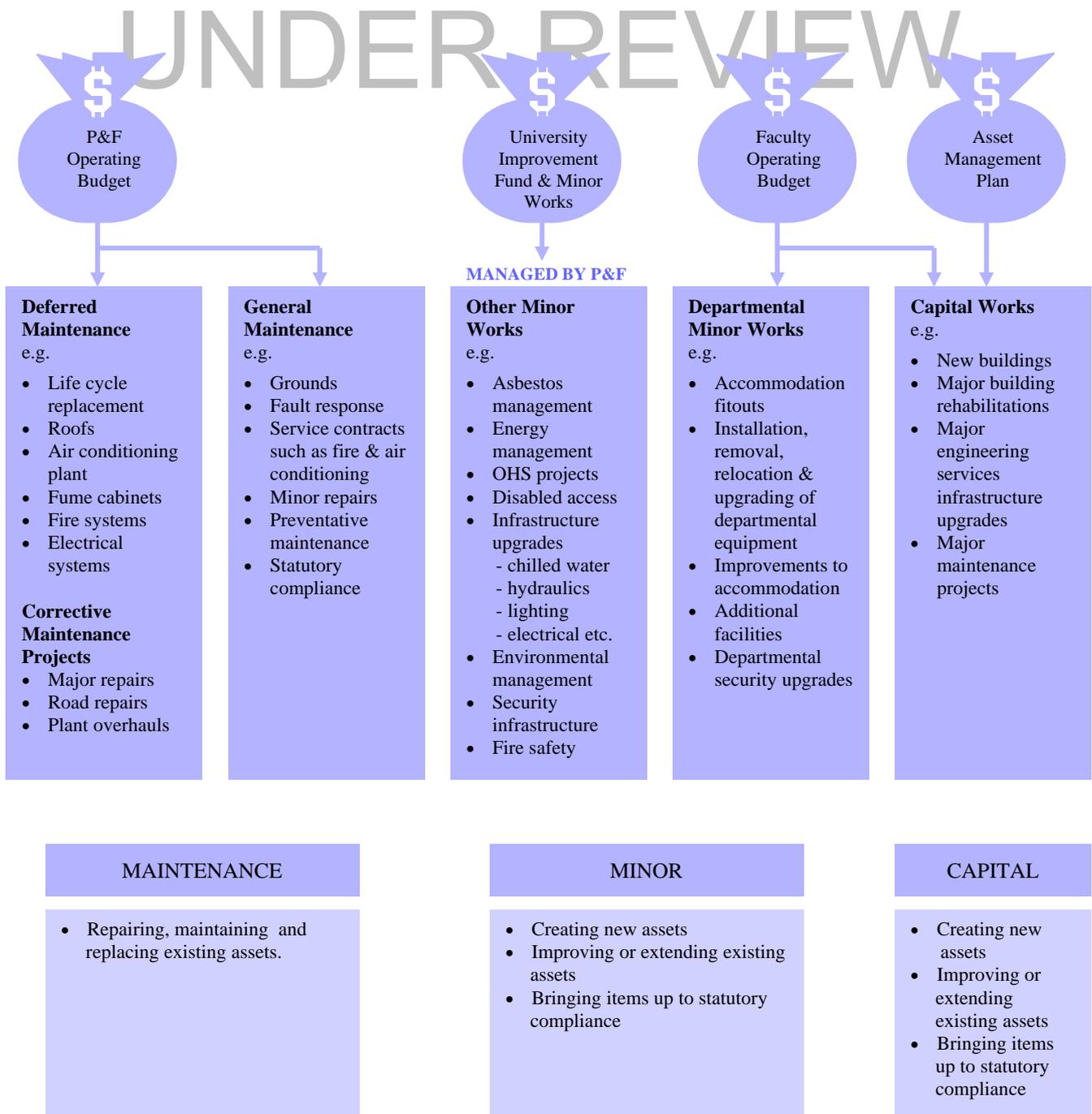


| Column 1 | Column 2 | Column 3 | Column 4 |
|---|----------|-------------------|---|
| Responsibilities | | | |
| Funding Account | P&F | Faculty/ Other | Comments / Examples |
| Department Equipment – Fixed | | ✓ | Biohazard units, laminar flow, workshop equipment & plant, scientific test rigs |
| Portable Equipment (including testing and tagging) | | ✓ | |
| Telephones & Data, AV Equipment, TV outlets, antennae, satellite dishes | | ✓ | |
| Signs Fixed Directional | ✓ | | |
| Traffic Signage | ✓ | | |
| Signs Loose and Corporate | | ✓ | |
| Kitchen equipment | | ✓ | |

Appendix B

Funding for Building Works

The funding for Property and Facilities related work can sometimes be confusing because different types of work are funded from different sources. This confusion often creates conflict as various groups compete to obtain funds for their particular areas and interests. The main areas of conflict are between maintenance and new works (capital and minor works projects), and between Faculty and P&F funded minor works projects. To help overcome this problem, the model below illustrates how funds are allocated in relation to building works.



Appendix C

