Maintenance responsibilities relating to UQ building fabric, structure and services and engaging contractors

What are Property & Facilities (P&F) responsible for?

P&F are sole provider of maintenance services for University facilities and have the responsibility to act as the "building owner" for all UQ property. P&F are solely responsible for engaging contractors to undertake maintenance work relating to UQ building fabric, structure and services. As the University is the owner of land and building assets, P&F is responsible for:

(a) acting as ‘building owner’ in respect to asset management and compliance with statutory and regulatory building requirements;
(b) the maintenance and repair of the plant, equipment and services set out in Column 2 of Appendix A of this document; and
(c) setting up Service Level Agreements or Memorandum of Understandings where additional requirements are required outside this Asset Maintenance Policy.

P&F manage procedures that call for the Contractors Safety Plan, with a MSDS, to be approved by the P&F Health & Safety Coordinator and the use of form PF306 Working in Laboratories, where necessary. P&F also ensure compliance against statutory and regulatory building requirements and the State Purchasing Policy.

What are UQ community and building occupants responsible for?

(a) ensuring that facilities are kept in a safe and tidy condition;
(b) reporting building related faults to PF Assist;
(c) funding building related work that falls outside the scope of this maintenance policy; and
(d) equipment owned by School or Faculty.

Schools/Faculties should not act as Principle Contractor or engage Contractors to undertake building related work.
Work flow for maintenance and minor works

1. Building occupant identifies the need for work relating to building structure or services and reports the need (logs a job) to PF Assist.

2. For Maintenance Work:
   a. If the work is 'Maintenance Work' it will be funded by P&F.
   b. A Work Order is then raised and allocated to relevant Maintenance Trade
   c. The occupant receives an email notification that Work Order has been raised.
   d. When the work is completed, the work order is closed and the occupant receives an emailed notification.

3. For 'New Work':
   a. The work is funded by the occupant.
   b. The occupant completes an Authorisation for Work PF108A form to authorise expenditure.
   c. A Work Order is raised and allocated to the relevant Maintenance Trade, and the occupant receives an email notification.
   d. The scope of work is agreed and quotes obtained in line with State Purchasing Policy.
   e. When the occupant accepts the quote, work is commenced.
   f. When the work is completed, the work order is closed and the occupant receives an email notification.
   g. The occupant will be contacted to establish that work has been undertaken successfully.
   h. P&F pay the Contractor invoice directly from Occupant /Client’s authorised account details (provided on PF108A).
   i. P&F provide the administration of any such work at no cost - only the actual labour is charged for.

Complaints

If there is an issue with the work that P&F have organised, the complaint should be raised with the relevant Supervisor. If you do not receive satisfaction escalate the issue to the Maintenance Manager. Please contact PF Assist for contact details – ext. 52222.

Contractors

If Schools/Faculties have contractors that they would like to include in any quotes or tenders P&F are happy for them to be put forward. All contractors MUST sit a P&F induction and have the relevant licenses and insurances.

There is no preferred P&F contractor list.