

Barcardine Regional Council
71 Ash Street BARCALDINE QLD 4725

Building Unscheduled Maintenance Level of Service Manual

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1. INTRODUCTION

This document defines Barcaldine Regional Council’s Maintenance Levels of Service for its Buildings. It is based upon the best practice methods iterated in the International Infrastructure Management Manual 2006.

Building classification to a specific service hierarchy is in a continual state of revision and based on Council’s Corporate Plan and community surveys and consultation. An explanation of the Service Level Hierarchy and Inspection Routines is detailed below.

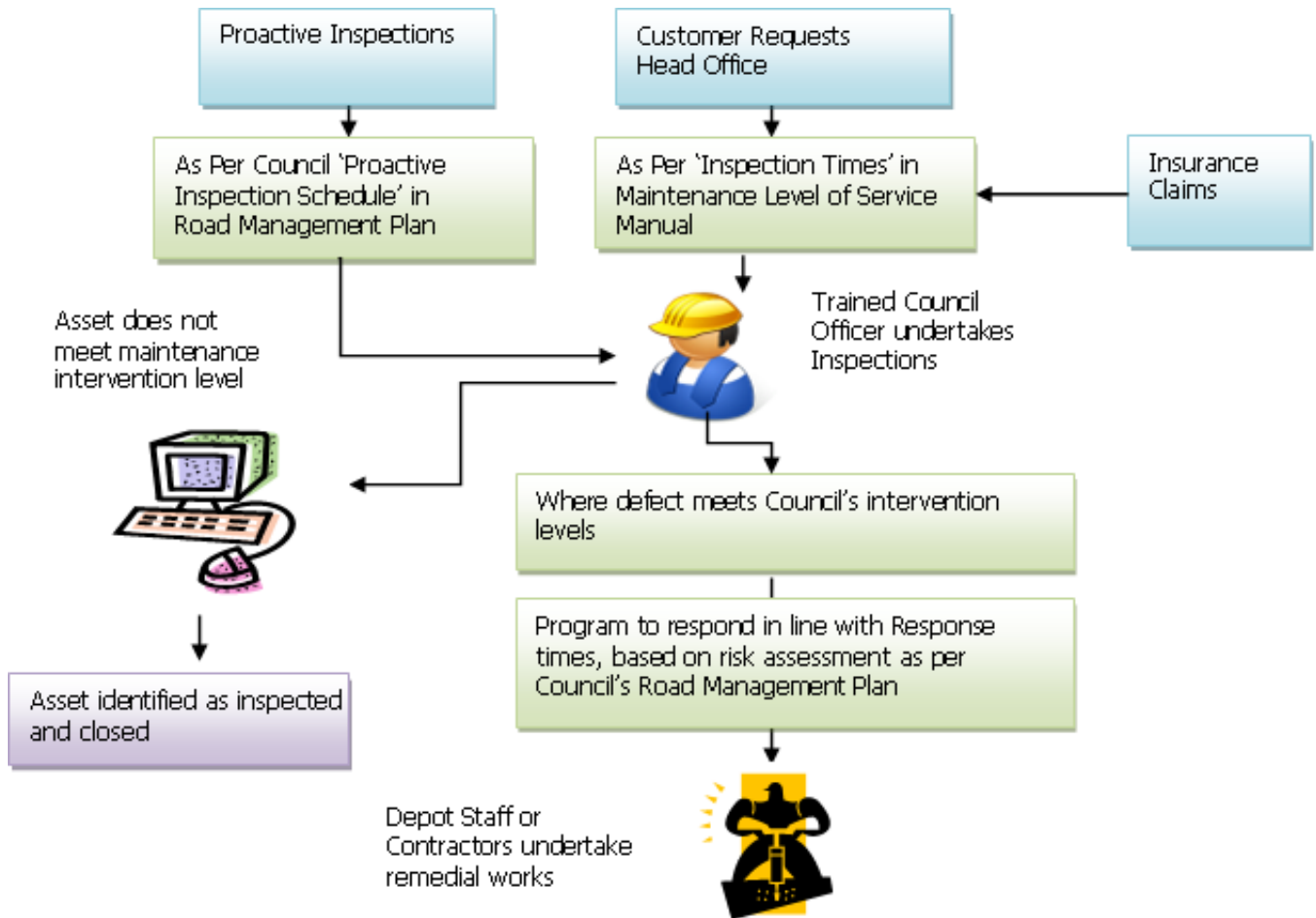
The data listed in this table forms the basis of the Council’s approach to providing appropriate services to its community and visitors according to community/visitor demand and expectations of buildings (and associated facilities as appropriate) within the Council boundaries.

2. SERVICE LEVEL HIERARCHIES AND CLASS DEFINITIONS

Building Hierarchy	Functionality	Importance
5 Star	Active showpiece building that is being heavily utilized and if for any reason inaccessible would have an extreme negative impact on the Council’s overall community and functions (e.g. Council Chambers & Offices)	Extreme
4 Star	Major building of importance to the Council that is being well utilized and if for any reason inaccessible would have a major negative impact on the Council’s overall community and functions (e.g. depot workshops).	High
3 Star	Important building of importance to the Council that is being utilized according to expectations and if for any reason inaccessible would have a negative impact on the Council’s overall community and functions (e.g. Showground pavilions).	Medium
2 Star	Building that is being underutilized and if for any reason inaccessible would have minimal negative impact on the Council’s overall community and functions (e.g. Records storage shed)	Low
1 Star	Non-active buildings. (e.g old hearse shed toilet)	Very Low

See Appendix A for the criteria used in the determination of the Building Hierarchy

3. BUILDING PROACTIVE INSPECTION REGIME



Inspection Type	Inspection Regime
Building Proactive Maintenance	Monthly
Building Electrical Inspection	6 monthly
Fire-Services Inspection	6 monthly
Pest Control Inspection	12 Monthly
Lifts/Automatic doors Inspections	3 months
Air conditioning	Monthly

4. BUILDING MAINTENANCE SERVICE LEVEL

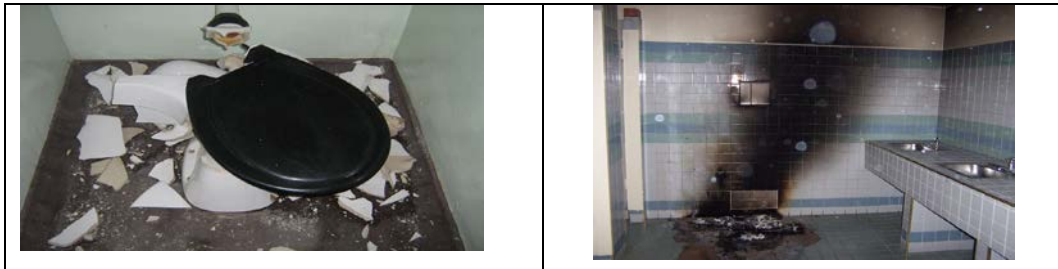
Council has limited funding available to it for both capital and maintenance work. Accordingly, each year the building team develops a schedule of maintenance work to be undertaken and likely costs involved, and submits these to Council for its consideration and approval as part of the Council’s normal budgetary processes. The Building team then works to the approved schedule of maintenance within each respective financial year. However, not all fair and wear degradation is visible and not considered “fair-wear-and-tear” also occurs from time to time. This Maintenance Level of Service Manual is specifically addressing how the Council responds to **unscheduled** maintenance requirements arising from customer requests and not-fair-wear-and-tear incidents.

4.1 GRAFFITI



Activity	Intervention Level	Response Time			
		Hierarchy	Inspect and cover	Repaired within	Performance Indicator Targets
Photograph, fill out report for police, remove or paint out	Offensive & High Visibility area Immediately	N/A	1 hour	2 days	80%
	Tag, not offensive or in highly populated area	N/A	2 hours	5 days	60%

4.2 VANDALISM



Task	Intervention Level	Response Time			
		Hierarchy	Inspect & make safe	Normal	Performance Indicator Targets
Isolate from public and make good all damage	When reported or identified by staff	5 Star	24 hours	3 days	80%
		4 Star	24 hours	5 days	80%
		3 Star	48 hours	7 days	70%
		2 Star	48 hours	10 days	60%
		1 Star	48 hours	30 days	N/A

4.3 ROOF REPAIRS

Task	Intervention Level	Response Time			
		Hierarchy	Inspect & make safe	Repair or replace within	Performance Indicator Targets
Repair / replace section of roof that is damaged.	Roof has been reported as being loose or damaged.	5 Star	12 hours	3 days	80%
		4 Star	24 hours	5 days	80%
		3 Star	48 hours	7 days	70%
		2 Star	48 hours	10 days	60%
		1 Star	48 hours	30 days	N/A

4.4 ROOF GUTTERING AND DOWNPIPES

Task	Intervention Level	Response Time			
		Hierarchy	Inspect & make safe	Repair or replace within	Performance Indicator Targets
Repair / replace section of gutter or downpipe that is damaged or blocked.	Roof gutter or downpipe has been reported as being loose or damaged.	5 Star	12 hours	3 days	80%
		4 Star	24 hours	5 days	80%
		3 Star	48 hours	7 days	70%
		2 Star	48 hours	10 days	60%
		1 Star	48 hours	30 days	N/A

4.5 EXTERIOR WALLS

Task	Intervention Level	Response Time			
		Hierarchy	Inspect & make safe	Repair within	Performance Indicator Targets
Wall regrouping, damaged brickworks on buildings, damaged fibro and steel walls.	As faults are reported or identified as a result of routine inspections or as directed by Senior Council Staff.	5 Star	12 hours	3 days	80%
		4 Star	24 hours	5 days	80%
		3 Star	48 hours	7 days	70%
		2 Star	48 hours	10 days	60%
		1 Star	48 hours	30 days	N/A

4.6 WINDOW REPAIRS

Task	Intervention Level	Response Time			
		Hierarchy	Inspect & make safe	Repair within	Performance Indicator Targets
Repair, replace broken and /or damaged windows and window frames.	Window is cracked or broken. NB: make safe when window presents a hazard to facility users.	5 Star	12 hours	3 days	80%
		4 Star	24 hours	5 days	80%
		3 Star	48 hours	7 days	70%
		2 Star	48 hours	10 days	60%
		1 Star	48 hours	30 days	N/A

4.7 INTERNAL CEILING & WALLS

Task	Intervention Level	Response Time			
		Hierarchy	Inspect & make safe	Repair within	Performance Indicator Targets
Repair and replace internal walls and ceilings.	As faults are reported or identified as a result of routine inspections or as directed by Senior Council Staff.	5 Star	12 hours	3 days	80%
		4 Star	24 hours	5 days	80%
		3 Star	48 hours	7 days	70%
		2 Star	48 hours	10 days	60%
		1 Star	48 hours	30 days	N/A

4.8 BUILDING SURROUNDS – PAVING, RAMPS, STEPS ETC ATTACHED TO THE BUILDING

Task	Intervention Level	Response Time			
		Hierarchy	Inspect & make safe	Repair or replace within	Performance Indicator Targets
Repair or replace footings, ramps, repairs to damaged paving, steps and paths around the buildings.	As faults are reported or identified as a result of routine inspections.	5 Star	12 hours	3 days	80%
		4 Star	24 hours	5 days	80%
		3 Star	48 hours	7 days	70%
		2 Star	48 hours	10 days	60%
		1 Star	48 hours	30 days	N/A

4.9 GENERAL MAINTENANCE STEEL WORK

Task	Intervention Level	Response Time			
		Hierarchy	Inspect & make safe	Repair or replace within	Performance Indicator Targets
Staircase repairs, hand rails, balcony railing, toilet block repairs, gates installation and repairs.	As faults are reported or identified as a result of routine inspections or as directed by Senior Council Staff.	5 Star	12 hours	3 days	80%
		4 Star	24 hours	5 days	80%
		3 Star	48 hours	7 days	70%
		2 Star	48 hours	10 days	60%
		1 Star	48 hours	30 days	N/A

4.10 GENERAL CARPENTRY & JOINERY

Task	Intervention Level	Response Time			
		Hierarchy	Inspect & make safe	Repair or replace within	Performance Indicator Targets
Fixed shelving, desks, kitchen cabinets, office furniture, and other fitouts, which also includes locks on doors and windows.	As faults are reported or as directed by Senior Council Staff. Locks reported as or found to be faulty.	5 Star	12 hours	3 days	80%
		4 Star	24 hours	5 days	80%
		3 Star	48 hours	7 days	70%
		2 Star	48 hours	10 days	60%
		1 Star	48 hours	30 days	N/A

4.11 TILING

Task	Intervention Level	Response Time			
		Hierarchy	Inspect & make safe	Repair or replace within	Performance Indicator Targets
Replace cracked and damaged tiles on walls and floors	When reported or required as part of other repairs and replacement work.	5 Star	12 hours	3 days	80%
		4 Star	24 hours	5 days	80%
		3 Star	48 hours	7 days	70%
		2 Star	48 hours	10 days	60%
		1 Star	48 hours	30 days	N/A

4.12 FLOOR COVERINGS

Task	Intervention Level	Response Time			
		Hierarchy	Inspect & make safe	Repair or replace within	Performance Indicator Targets
Replace damaged floor coverings, excludes tiles	Holes worn through floor coverings from normal wear and tear exposing structural floor below Damaged floor coverings from non fair wear and tear	5 Star	12 hours	3 days	80%
		4 Star	24 hours	5 days	80%
		3 Star	48 hours	7 days	70%
		2 Star	48 hours	10 days	60%
		1 Star	48 hours	30 days	N/A

4.13 AIR CONDITIONING SYSTEM

Task	Intervention Level	Response Time			
		Hierarchy	Inspect & make safe	Repair, replace, and service within	Performance Indicator Targets
Repair, replace, and service air conditioning system	Air conditioning system has been reported as not working.	5 Star	12 hours	3 days	80%
		4 Star	24 hours	5 days	80%
		3 Star	48 hours	7 days	70%
		2 Star	48 hours	10 days	60%
		1 Star	48 hours	30 days	N/A

4.14 PLANT - HOT WATER SYSTEM – BOILERS – PUMPS

Task	Intervention Level	Response Time			
		Hierarchy	Inspect & make safe	Repair, replace, and service within	Performance Indicator Targets
Repair, replace or relocate, reinstall hot water system, urns or boilers.	Hot water or other system has been reported as deficient.	5 Star	12 hours	3 days	80%
		4 Star	24 hours	5 days	80%
		3 Star	48 hours	7 days	70%
		2 Star	48 hours	10 days	60%
		1 Star	48 hours	30 days	N/A

4.15 PLUMBING

Task	Intervention Level	Response Time			
		Hierarchy	Inspect & make safe if dangerous	Repair or replace within	Performance Indicator Targets
Replace fittings like pans, toilet seats, taps, washers, cisterns and repair leakage, clear blockages	Internal plumbing fixtures (Kitchen and/or bathroom fittings) have been identified as needing repair or leaking or blocked	5 Star	12 hours	3 days	80%
		4 Star	24 hours	5 days	80%
		3 Star	48 hours	7 days	70%
		2 Star	48 hours	10 days	60%
		1 Star	48 hours	30 days	N/A
Plumbing includes all water and sewerage pipes between the house and water meter / property boundary line as appropriate					

4.16 ELECTRICAL MAJOR

Task	Intervention Level	Response Time			
		Hierarchy	Inspect & make safe	Repair or replace within	Performance Indicator Targets
Undertake works to repair major electrical faults	Rewiring, switch board upgrade, internal wiring	5 Star	12 hours	3 days	80%
		4 Star	24 hours	5 days	80%
		3 Star	48 hours	7 days	70%
		2 Star	48 hours	10 days	60%
		1 Star	48 hours	30 days	N/A

4.17 ELECTRICAL MINOR

Task	Intervention Level	Response Time			
		Hierarchy	Inspect & make safe	Repair or replace within	Performance Indicator Targets
Repair minor electrical faults. Electrical compliance PE-cells maintenance General lighting maintenance	Power points or light switches or light globes reported as not working. OR Bring electrical items up to standards RCD etc. Electrical repairs	5 Star	12 hours	3 days	80%
		4 Star	24 hours	5 days	80%
		3 Star	48 hours	7 days	70%
		2 Star	48 hours	10 days	60%
		1 Star	48 hours	30 days	N/A

4.18 INFORMATION, COMMUNICATION & TECHNOLOGY SYSTEM

(Includes Data points and phone lines)

Task	Intervention Level	Response Time			
		Hierarchy	Inspect & make safe	Repair or replace within	Performance Indicator Targets
Repair telephone switchboard faults. IT cabling and outlets	Fault reported with PABX and IT systems.	5 Star	12 hours	3 days	80%
		4 Star	24 hours	5 days	80%
		3 Star	48 hours	7 days	70%
		2 Star	48 hours	10 days	60%
		1 Star	48 hours	30 days	N/A
Notwithstanding that this maintenance requirement is included in this Level of Service Manual, responsibility for addressing the above belongs to the ICT Team.					

4.19 PAINTING

Task	Intervention Level	Response Time			
		Hierarchy	Highly Visible / High Transit areas	All other areas	Performance Indicator Targets
Repaint walls to cover over marks and other blemishes, including paint lifting and fading on walls and ceiling. Repaint walls and ceiling after repairs and replacement Repaint walls and ceilings to protect sub-structure.	Walls and ceilings contain marks and other blemishes (not associated with other repairs or replacements) in excess of 5% of the room wall or ceiling surface area.	5 Star	3 days	10 days	80%
		4 Star	5 days	15 days	80%
		3 Star	7 days	30 days	70%
		2 Star	10 days	60 days	60%
		1 Star	30 days	120 days	N/A
The repainting of walls and ceilings after repairs and replacement will occur as part of the repair and replacement activity.					
The repainting of walls and ceilings to protect sub-structures is at the building manager's discretion and assessment.					
The quality of paint on walls and ceilings does not pose any health or safety risks, therefore, all expensive re-paint work is to be deferred to the next financial year and considered within the Council's overall budget for that year.					

APPENDIX A

BUILDING HIERARCHY RULES

BUILDING HIERARCHY RULES

To allow appropriate Service Levels to be provided to each building based on its significance to Council and the Community, each building is assigned a Building Hierarchy Ranking. The ranking is a score between 1 and 5 based on building utilisation, purpose and community impact.

1.0 Building Utilisation Component

The Building Utilisation component is based on the multiplication of:

- (a) Days usage per Year or week score assigned on the basis of Table 1; and
- (b) Typical visit duration factor assigned on the basis of Table 2.

The resultant score for Building Utilisation can vary between 0.3 and 5.

Table 1: Days Usage Per Week Or Year Score

Score	Days Usage Per Week Or Year
5	260 days a year or 5 days a week
4	208 days a year or 4 days a week
3	156 days a year or 3 days a week
2	104 days a year or 2 days a week
1	52 days a year or 1 day or less a week

Table 2: Typical Visit Duration Factor

Factor	Typical Visit Duration
1	Full day
0.6	½ day
0.3	Short visit

2.0 Purpose Component

The Purpose score is based on how the building is to be used in the day to day operations of Council and what its function is in the disaster recovery process. The score is between 1 and 5 and is assigned on the basis of Table 3.

Table 3: Purpose Score

Score	Purpose
5	Operational functions, such as regional Offices, disaster recovery asset, such as evacuation centres
4	Administrative, assets used in support of the above, social infrastructure, such as PHCC
3	Community centre, cultural centre.
2	Heritage, museums and heritage listed assets not being used in providing Operational or Community services
1	Staff, assets provided for staff comfort, such as staff housing, non-essential operational buildings, such as sheds.

3.0 Community Impact Component

The Community Impact score is based on the impact on the community if the building was non-functional. The score is between 1 and 5 and is assigned on the basis of Table 4.

Table 4: Community Impact Score

Score	Community Impact
5	Catastrophic (Council wide)
4	Major (Town & surrounding district)
3	Moderate (Town only)
2	Minor (Building User Group only)
1	Insignificant (No Impact)

4.0 Service Level Hierarchy

The Service Level Hierarchy (Star rating) is determined by adding the Building utilisation score, the Purpose component score and the Community impact score and assigning the appropriate Service Level Hierarchy Star rating from Table 5. It should be noted that the total Hierarchy score (i.e. the sum of all the scores) can vary between 2.3 and 15.

The Service Level Hierarchy Star rating has a value between 1 and 5 with 1 representing the least important buildings and 5 the most important buildings.

Table 5: Hierarchy Rating

Hierarchy Level	Total Score from Tables 1 to 4
5 Star	12.3 to 15
4	9.3 to 12
3	6.3 to 9
2	3.3 to 6
1	2.3 to 3

For ease of calculation, an Excel spreadsheet is used to calculate the Hierarchy Ranking for Council's entire building portfolio. The calculation rules set out above are embodied in the spreadsheet.