

**DR. HILLA LIMANN TECHNICAL UNIVERSITY, WA**



# **MAINTENANCE POLICY**

**NOVEMBER 2022**

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## **1.0 INTRODUCTION**

To ensure the effective and efficient delivery as a centre for quality learning, teaching and research as well as render a wide range of community service, the Dr. Hilla Limann Technical University, Wa owns a wide range of physical infrastructure and assets which usage is categorized as; academic facilities (teaching, research, laboratory and other academic activity buildings), Residential facilities (Staff and Student accommodation), Administrative buildings, roads and bridge works, electricity, water and other municipal services, furniture and equipment, parks, grounds and gardens and all other physical properties of DHLTU. The maintenance of these assets is essential for their longevity and functionality over their life span. It is also critical as the state of these facility impacts weightily on the quality of delivery of the mandates of the University as contained in its statutes.

This policy therefore allows for the provision and maintenance of a functional, safe and sound environment for students, staff and visitors as contained in the Vision, mission of the University's Strategic Plan.

## **2.0 AIMS AND OBJECTIVES**

### **2.1 Aim of Policy**

This maintenance policy aims to provide a guiding framework of actions that would ensure that the University's assets are effectively and efficiently maintained to support the achievement of the University's vision and mission.

### **2.2 Objectives**

The key objectives of the Policy are to:

- i. Ensure that assets are adequately and efficiently maintained.
- ii. Specify minimum requirements for the management of maintenance.
- iii. Ensure that associated risks to the use of facilities are effectively managed
- iv. Ensure value for money in maintaining all facilities.
- v. Clarify maintenance responsibilities for the physical assets among stakeholders.
- vi. Provide adequate information (at the operational level) in undertaking maintenance.
- vii. To ensure the safety and security of users of University facilities.
- viii. Uses sustainable practices where possible, subject to budgetary constraints.

### **2.3 Scope**

Maintenance refers to a combination of all technical and administrative actions including supervision, required to preserve or restore buildings and equipment to their original conditions or to such a condition that they can be effectively used for their intended purpose, ensuring ongoing operation of the campus.

The policy applies to maintenance of the University's buildings, grounds, plant and equipment and other physical assets with regard to their maintenance standards, health and safety, security and access, and working in occupied premises. It envisions identification and prioritization of maintenance needs, preventive maintenance and planning cycle, routine servicing requirements and cycles, the tasks done in-house and the ones outsourced. The policy does not preclude the Estate Office from outsourcing some maintenance work if it does not have the capacity to undertake same.

In the provision of all repair and maintenance services, it must be ensured that, issues of diversity and physical disability (such as accessibility of facilities by provision of appropriate structures for access) are innovatively responded to.

## **3.0 MAINTENANCE OF FACILITIES**

### **3.1 Land**

- i. The land mass of DHLTU is to be protected at all times against illegal intrusion and all structures erected/constructed on it shall be in accordance with the master plan in conjunction with all documentation and interest of the University.
- ii. All buildings and structures on the University land shall belong to the University except where there is an agreement between the developer and the Institution but must be transferable to the University at a later date as agreed.
- iii. Permanent and temporary structures shall be approved as such but shall be guided by the provisions of these guidelines.

### **3.2 Security**

- i. Adequate security shall be provided for all the University buildings, facilities and equipment. This includes the physical presence of security personnel twenty four hours a day, Closed Circuit Televisions (CCTVs), and the provision of fire prevention equipment.

- ii. Buildings, facilities and equipment shall be adequately insured against fire and damage by either occupational hazards or unforeseen circumstances.
- iii. The University shall improve manned control points to regulate and monitor movement in and out of strategic building facilities.
- iv. The University shall adopt suitable electronic system that permits authorized persons to and from various buildings such as the laboratories, workshops, stores, etc.
- v. The University Security Unit/Service shall appropriately resourced with such personnel as contained in the Statutes of the University to execute the responsibility of providing security for the University.

### **3.3 Grounds**

All grounds must be maintained in a manner as to ensure;

- i. The distinct character of the University campus as well as its architecture and unique features.
- ii. Retain and enhances the University's parkland.
- iii. Retain and renews the varied specimen tree stock.
- iv. It promotes a variety of uses for the grounds, e.g. academic, sport, recreational, technology, and other uses as may be appropriate to achieve the vision and mission of the university.
- v. Provision of vehicle free zone
- vi. That with the exception of the university farms, only low lying crops may be planted within the University campus by individuals.

### **3.4 Furniture, Systems, Installations and Equipment**

- i. Reasonable care should be taken by occupants for offices; residential facilities prevent damage to furniture, systems and equipment in the premises.
- ii. There shall be an asset register of all furniture, systems and equipment in every building and this shall be reviewed every six (6) months by the Estate Management Unit and such reviewed register shall be countersigned by the occupant and the EMU.
- iii. All ICT equipment shall be maintained in consonance with the provisions in the ICT Resource Use Policy.

### **3.5 Buildings and Other Structures**

- i. All buildings and structures of the University must achieve satisfactorily, the basic functions required by the institution, legislation and society. The development of such buildings/structures shall uphold high standards of efficiency, soundness of structure and economy. They must be constructed and maintained to satisfy all National Statutory regulations and codes.
- ii. All buildings and structures shall be constructed so as to allow easy maintenance while upholding the physical soundness and aesthetics of the structure.
- iii. The distinct character of the buildings on the University campus as well as its architecture and unique features must be maintained at all times.
- iv. The design, construction and maintenance of all buildings must incorporate elements of sustainable construction to enhance their sustainability (e.g. materials used must conform to the local environment and standards, encourage the use of natural lighting and renewable energy, etc.)
- v. Maintenance schedules shall be prepared for each building including the structure and fabric, electrical, mechanical and plumbing services, furniture, systems and equipment.
- vi. Scheduled general maintenance shall be carried out on all academic facilities and administrative within every academic year.
- vii. Residents of University accommodation are expected to pick up complaint/ maintenance requisition form from the Estate Office for any maintenance task required. All such maintenance shall be carried out as scheduled in the tenancy agreement form administered before occupation of the various bungalows.
- viii. Offices and other facilities shall be put to the use for which they are intended and are designed for and any such alteration in use shall be approved by the Estate Management Unit in consultation with the Development Office.
- ix. Damage caused to building elements and furnishings by any group or individual (including both staff and students) such group and individuals shall be held accountable for such damage.

### **3.6 Water and Sanitation**

- i. The University shall implement and pursue a water sufficiency project to ensure water sufficiency within the University community all year round.
- ii. All buildings with a minimum roof area of 500m<sup>2</sup> shall be provided with an underground Reinforce Concrete (RC) Rain water harvesting tank for harvesting rain water for general use.
- iii. There shall be a maintenance schedule including network drawing of water pumps and pipe work and the schedule should be implemented in accordance with the general maintenance policy of the University as provided for by provisions in section 3.5 of this policy.
- iv. All water and sanitation systems shall be maintained in accordance with the water and sanitation policy of the University.

### **3.7 Vehicles, Heavy Machines, and Equipment**

The maintenance of these shall be done in accordance with the Vehicle Maintenance Policy of the University.

### **4.0 MAINTENANCE PRIORITIES, CATEGORIES, AND PLAN**

All maintenance works shall be carried out by the Maintenance Unit of the Estate Office and supervised by the Director of Works. This Unit shall receive all work requests. Maintenance will be carried out either by:

- In-house Direct Labour
- Measured Term Contractors
- Specialist Contractors

The Maintenance Unit shall determine priorities and assign ratings based on information received from the tenant/user. Priorities shall be allocated depending upon the category that the work requested falls into, as shown following;

#### **i. Very Urgent Repairs – Priority 1**

This is for major emergencies where personal injury or severe property damage may occur if it is not dealt with immediately. Also for Serious asset damage resulting in



irreplaceable catastrophic loss to teaching and research (e.g. Fire or major leaks including water, gas etc.) and widespread loss of power

The service provider has 1 hour (*during normal working hours*) or 2 hours (*after normal working hours*) to either make safe or complete the works.

ii. **Urgent repairs – Priority 2**

This is for repairs where further property damage may occur or use of facility may be compromised if it is not dealt with promptly. It covers low risk safety hazards, replaceable loss to teaching and research, malfunction of equipment or appliance among other.

The service provider has 3 working days to complete the repair.

iii. **Routine Repairs Priority 3**

For routine repairs that will not cause injury to persons or further property damage if not considered as priority 1 or 2.

The service providers have 14 working days to action and complete the repair.

iv. **Time and Date Specific Repairs – Priority 4**

For repairs where the reporting customer has a need for the work to be done during a specific time period.

The Estate Management Unit staff must obtain a proposed start date, which must be agreed by management prior to the jobs being recorded on the System.

Unanticipated maintenance works shall be handled on a case-by-case basis. All Emergency maintenance works will receive priority response as outlined in the schedule i and ii above. The response time allotted service providers for maintenance work is the time it takes the Maintenance Unit to first respond to the work requested.

#### **4.1 Annual Maintenance Plan**

An Annual Maintenance Plan shall be prepared for each category of facility, thus setting out the priorities for its maintenance. A state/condition survey to establish the extent of disrepair of all categories of buildings and infrastructure shall be conducted every three (3) years. This shall facilitate the estimation of resources for proper planning and budgeting thus leading to a categorization of maintenance works under routine, periodic and emergency maintenance schedules.

### **5.0 THE PROCESS OF EXECUTION OF MAINTENANCE WORKS**

#### **5.1 Authorization of Maintenance Works and Service**

The Director of Works and Physical Development, hereafter referred to as the Director of Works shall be responsible for authorizing all maintenance works, including associated goods and services, irrespective of the scope, size, nature and source of funding of the said maintenance works, goods or services. Maintenance works shall be authorized within a general maintenance plan as contained in 4.1 above and approved by the Vice-Chancellor.

No individual, acting on behalf of a Student Hall of Residence, Unit, Section, Department, Faculty or College, or on their own behalf shall commit the University to any maintenance cost without seeking the above approval, through the procedures laid down in this policy. Such services so procured may be denied by the Vice-Chancellor, or charged against that individual who ordered the procurement.

All users/tenants shall channel all communications and/or grievances before, during and after maintenance works through the Director of Works; failing that the user/tenant shall be held liable for the associated costs and mishaps occasioned by his/her actions.

#### **5.2 Reporting Arrangements**

All tenants and users shall report any repair works to the Estate Unit in-person or via telephone call where a form shall be issued to the Tenant/User to complete. The Unit shall accurately categorize the repair requested and act according to the priority levels as indicated in 4.0 above.

#### **5.3 Procurement**

The Maintenance Unit shall act as a Service Provider, under the supervision of the Director of Works to provide the repairs and maintenance services described in this Policy. Except where the magnitude and complexity of work demand external Contractors or Consultants, all maintenance

works shall be undertaken by the Maintenance Unit. The requirements of the Public Procurement Act shall be adhered to in the engagement of all Contractors, Suppliers and Consultants in providing works, goods and services respectively.

#### **5.4 Examination of Facilities**

In order to ensure efficient and effective modernization of the campus, a systematic evaluation of the campus condition of facilities shall be undertaken. This shall involve examining the patterns of uses, the current maintenance practices, and status of the facilities.

The maintenance staff, working with other consultants, shall carry out this audit or condition survey. The results shall be compared with existing maintenance standards to determine where there are deficiencies. There shall be an inventory of all categories of campus facilities once every three (3) years to establish the stock situation for proper planning/budgeting and evaluation of needs.

During maintenance, site supervisors shall be assigned to regularly monitor progress of work to ensure that, inter alia, the service providers/contractors adhere to the contract conditions and the existing maintenance standards set out in the University's maintenance policy.

A site supervisor in this case shall be the representative of the Director of Works and shall be an architect, a quantity surveyor, engineer, clerk of works or any person appointed by the Director of Works to offer (maintenance) supervisory or consultancy services.

#### **6.0 RESPONSIBILITIES OF STAKEHOLDERS**

The stakeholders to maintenance of facilities of the University shall be the University (DHLTU), the Tenants/Users (Staff, Students, Users of rented facilities). All stakeholders shall be responsible for maintenance as follows;

##### **6.1 The University (DHLTU)**

The University shall ensure that its obligations to tenants, staff and users in relation to repairs and maintenance, as described in Tenancy Agreements, Byelaws and Statutes are met by the

implementation of this Policy. The University shall fund the procurement of all maintenance works, goods and services in all building and infrastructure facilities fit for use by tenants, staff and the general public as required by law, regulations and other statutory requirements and in relation to the Tenancy agreements signed.

## **6.2 Tenants**

This category of stakeholders can be divided into three; Staff, Students and users of rented University facilities.

### **6.2.1 Staff**

This category of tenants shall meet the following obligations as described in the tenancy agreement, including:

- i. To use the Premises for Residential purpose only
- ii. To keep the interior of the Property thus internal paintings and all fixtures and fittings therein and all the household furniture and equipment (where applicable) in good and clean state. (Fair wear and tear expected). Fittings shall be inspected and replaced as and when appropriate.
- iii. Where the Premises is a multi-storey or multiple flats, tenants shall collectively manage; by cleaning the common areas such as stair areas, lifts, standby generators, etc. where applicable.
- iv. The Tenant shall not make any alterations on or addition to the Property without the approval by the Estate Office.
- v. To permit the Estate Office or its agent with or without workmen and others at all reasonable times during the tenancy to enter the premises for the purpose of examining the state and condition of the premises and the fixtures thereof for the purpose of carrying out necessary repairs which is not the obligation of the tenant.
- vi. To keep the drains and gutters of the Premises clean.
- vii. To yield up the property and all fixtures and fittings (other than the Tenant's fixtures and fittings therein or thereon) at the termination of the agreement or when he/she decides to repudiate this agreement in the same good and clean state of repair and condition as they were at the commencement of the term. (Fair wear and tear and damage by accidental fire, earthquake, rots and tempest exempted).

- viii. To inform the Estate Office of his/her intention to vacate the premises and yield up to the taking of inventory including utilities consumed which shall be settled by or be charged against the tenant before he/she vacates the premises.

### **6.2.2 Students**

The tenancy responsibility and agreement shall be in accordance with the provision in the Student Handbook.

### **6.2.3 Users of Rented University facilities**

Tenants and users shall meet the following obligations as described in the Tenancy Agreement, including:

- i. Prompt reporting of any damage to the house or related common parts;
- ii. Ensuring access to service providers to carry out repairs and maintenance works and inspections as required; and
- iii. Taking reasonable care of infrastructure and buildings (including fittings and appliances).

Since the University does not insure the contents of a house, tenants are required to do so by insuring personal possessions against loss due to fire, flood, theft, accident etc.

### **6.3 Service Providers**

All operatives undertaking maintenance works on DHLTU properties shall carry identification badges, wear uniforms, and keep the premises secure at all times.

They are also required to make good any damage caused in the course of their activities and remove all waste/debris from the premises.

Service providers shall comply with all relevant health and safety legislation and bye-laws to avoid danger to tenants, visitors and members of the public. They shall also deliver services in line with the service standards set out in the relevant contract documentation.

## **7.0 FUNDING OF MAINTENANCE WORKS**

### **7.1 Sources of Funds**

Funds for the maintenance activities scheduled in this Policy shall mainly be sourced from:

- Students facility user fee;
- Proceeds of the rental of University facilities;
- Income from rent deductions;
- Public Private Partnership arrangements;
- Government support;
- Donations (from the University's Alumni, Development Partners, Contractors, Charity Organizations, etc.);
- Other internally generated funds (IGF).

In allocation of funds for development from GETFUND, IGF and other sources a minimum percentage shall be set aside for maintenance works, depending upon the maintenance load established.

## **7.2 Estimated Cost of Annual Maintenance**

The estimated annual maintenance cost of all University properties including buildings, grounds, sewage, drainage systems, shall be determined by the Works and Physical Development Committee of the University. The Directorate of Works and Physical Development shall submit estimates for consideration and approval by the Works and Physical Development Committee for inclusion in the annual budget of the University.

## **8.0 POLICY OVERSIGHT RESPONSIBILITY**

The Maintenance Policy shall be overseen and supervised by the Works and Physical Development Committee in collaboration with the Directorate of Works and Physical Development.

## **9.0 REVIEW PERIOD**

This policy shall be reviewed after every five (5) years.

## **10. RESERVED POWERS/DEROGATION FROM POLICY**

The Vice-Chancellor shall have reserved powers to make exceptions to this policy upon the advice of the Works and Physical Development Committee, under exceptional circumstance(s) as he/she may deem fit.

Submitted by

### **Maintenance Policy Committee;**

- |    |                             |   |           |       |
|----|-----------------------------|---|-----------|-------|
| 1. | Arc. Dr. Lee Felix Anzagira | - | Convener  | ..... |
| 2. | Arc. Eric Terkpetey         | - | Member    | ..... |
| 3. | Surv. Nabong Bashiru        | - | Member    | ..... |
| 4. | Surv. Abu Fatawu            | - | Member    | ..... |
| 5. | Samson Bavuno               | - | Member    | ..... |
| 6. | Latif Bawa Chakilia         | - | Secretary | ..... |