

Hire After Care and Maintenance Service

Maintenance Issues

Any remedial issues you may find need to be reported to our **Maintenance Coordinator on 01964 545112**. We request our clients to appoint a single point of contact for reporting maintenance issues.

Call out response guide in working days (Depending on Severity) as follows:

Fault type	Min	Max
Electrical Faults	4 Hours	4 Days
Mechanical Faults	4 Hours	4 Days
Building Fabric	1 Day	14 Days
Roof / Window Leaks	1 Day	7 Days
General Maintenance	3 Days	21 Days

All additional costs of weekend servicing to Ansul, air-conditioning, etc, will be chargeable as a variation.

Re-charges

Any damage sustained to the building during the hire period that we feel is not classed as general wear and tear will be re-chargeable.

If the damage is deemed as re-chargeable then we will provide a written quotation detailing the works required and also a cost to rectify the problem and will require a written order / instruction before we can carry out any repair works for you.

Examples of issues that are classed as re-chargeable include:

- Any form of vandalism to units
- Damage to internal and external walls
- Holes in walls / floors
- Smashed windows / cracked doors
- Broken ironmongery / furniture
- Replacement light bulbs
- Blocked or damaged toilets / sinks
- Any other consumables



This is by no means an exhaustive list and only provided by way of example.

A minimum charge of £350 + VAT will apply to all chargeable call outs.

Fair wear & tear does not apply where there is evidence of misuse, negligence, vandalism or accidental damage.

Consumable items such as light bulbs, tubes, lamps, toilet seats, toilet roll holders, key replacement, are the responsibility of the Hirer, who should refer to the Operations and Maintenance Manual if in doubt.

Planned and Cyclical Servicing

All planned and cyclical servicing will be building specific and will be carried out in accordance with the relevant up to date regulations, subject to servicing forming part of the hire agreement. The maintenance/ servicing details are included within the O & M Manual but the main items for this building are as follows:

ITEM	FREQUENCY
Fire Alarm	Bi-Annually
Air Conditioning	Annually
Ansul Fire Protection	Bi-Annually

Please note that the above items and their frequency of visits are determined by current regulations. Should there be any issues or problems encountered in between the scheduled services then these will be dealt with as per the maintenance call out procedures mentioned above.

Emergency and Out of Hours

Please note:

This building is on hire and as such remains the property of Premier. As such wherever possible all building maintenance issues should be reported to Premier through the agreed procedures to allow any works to be undertaken. However, Premier appreciates that this procedure may not always be practical. Therefore if there are any out-of-hours emergency call outs, then Premier gives its full permission for the Hirer to attend to the issues to make safe. The only stipulation is that all these works are reported the next working day through the usual procedures to advise Premier of what actions/works have taken place and that all works are carried out by suitably qualified persons and fully documented.



Maintenance Responsibilities

	Included	Excluded	Comments
Building Fabric			
Gutters and Downpipes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Hirer becomes liable should a failure to carry out these general duties of care causes other failures
Ext Doors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Hirer becomes liable should a failure to carry out these general duties of care causes other failures
Windows	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hirer becomes liable for the cost of repair if beyond Fair Wear and Tear
Roof and water Leaks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hirer becomes liable for the cost of repair if beyond Fair Wear and Tear
Structural Integrity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hirer becomes liable for the cost of repair if beyond Fair Wear and Tear
Roller Shutters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Hirer becomes liable should a failure to carry out these general duties of care causes other failures
Redecoration / cleaning	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Hirer becomes liable for the cost of repair if beyond Fair Wear and Tear
Floor Structure	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hirer becomes liable for the cost of repair if beyond Fair Wear and Tear
Int Doors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Hirer becomes liable should a failure to carry out these general duties of care causes other failures
Emergency Lighting			
10 Second testing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Hirer becomes liable should a failure to carry out these general duties of care causes other failures
1 Hour testing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Hirer becomes liable should a failure to carry out these general duties of care causes other failures
Full Rated Time Testing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Hirer becomes liable should a failure to carry out these general duties of care causes other failures
Lamp Replacement	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Hirer becomes liable should a failure to carry out these general duties of care causes other failures
Fire Alarm			
Smoke and Heat Detectors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Hirer becomes liable should a failure to carry out these general duties of care causes other failures
Fire Alarm System	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hirer becomes liable for the cost of repair if beyond Fair Wear and Tear
Hand Dryer			
Internal Clean	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Hirer becomes liable should a failure to carry out these general duties of care causes other failures
Heating			
Floor Heaters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hirer becomes liable for the cost of repair if beyond Fair Wear and Tear
Lift			
Hydraulic Pump Unit - Oil	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Hirer becomes liable should a failure to carry out these general duties of care causes other failures
Doors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Hirer becomes liable should a failure to carry out these general duties of care causes other failures
Car	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hirer becomes liable for the cost of repair if beyond Fair Wear and Tear
Hydraulic Pump Unit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hirer becomes liable for the cost of repair if beyond Fair Wear and Tear
Lighting			
Light Fittings	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Hirer becomes liable should a failure to carry out these general duties of care causes other failures
Check PIR's	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Hirer becomes liable should a failure to carry out these general duties of care causes other failures
LV Distribution Systems			
Small Power	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hirer becomes liable for the cost of repair if beyond Fair Wear and Tear
Any fault tripping MCCB-MCB	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hirer becomes liable for the cost of repair if beyond Fair Wear and Tear
Security Alarm			
Security Alarm System	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hirer becomes liable for the cost of repair if beyond Fair Wear and Tear
Air conditioning			
Air Filters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Hirer becomes liable should a failure to carry out these general duties of care causes other failures
Full Service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hirer becomes liable for the cost of repair if beyond Fair Wear and Tear
Fresh Air Supply (VAM Unit)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hirer becomes liable for the cost of repair if beyond Fair Wear and Tear
Refrigerant Pipework	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hirer becomes liable for the cost of repair if beyond Fair Wear and Tear
Dehumidifiers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hirer becomes liable for the cost of repair if beyond Fair Wear and Tear
General Maintenance			
Ansul Systems	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hirer becomes liable for the cost of repair if beyond Fair Wear and Tear
Plumbing			
Blocked Toilets	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Hirer becomes liable should a failure to carry out these general duties of care causes other failures
Broken Handles and Locks	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Hirer becomes liable should a failure to carry out these general duties of care causes other failures
Ventilation			
Extract Fans	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Hirer becomes liable should a failure to carry out these general duties of care causes other failures
Grilles & Louvres	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Hirer becomes liable should a failure to carry out these general duties of care causes other failures
Water Services			
Tea Boiler	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Hirer becomes liable should a failure to carry out these general duties of care causes other failures
Taps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Hirer becomes liable should a failure to carry out these general duties of care causes other failures
DHW Cylinders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hirer becomes liable for the cost of repair if beyond Fair Wear and Tear
Water Heaters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hirer becomes liable for the cost of repair if beyond Fair Wear and Tear
Shut Off Solenoid Valves (inc PIR)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hirer becomes liable for the cost of repair if beyond Fair Wear and Tear

*Wear and tear is damage that naturally and inevitably occurs as a result of normal wear or aging and does not apply where there is evidence of misuse, negligence, vandalism or accidental damage.

**Maintenance should be carried out as per Premiers O+M schedule included in our hand over package.

