

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.

We will respond to all issues raised within a reasonable timeframe that best suits both parties during normal working hours.

All additional costs of weekend or out of normal working hours for servicing to Ansul, air-conditioning, fire alarms, 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 and battery 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
Lift	As per package
Edge Protection	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. If they require a service due to site conditions or not cleaned correctly they will be charged back at the above rate plus any materials that may be required.

On sites where we have installed a lift, servicing for the first 12 months forms part of the service pack. Beyond the 12 months any costs associated to the servicing of the lift will be re-chargeable if a service package has not been agreed upfront.

Should you wish to extend your hire agreement beyond the original contract expiry date, all of the above services will then be quoted for and charged accordingly.

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.



Premier Modular Maintenance Schedule

Building

Fabric

Task	Maintenance Requirement	Note	Responsibility
External			
External Gutters	<p>Once in position safely, all debris to be removed from gutters with special attention made to ensure outlet is clear of any obstructions.</p> <p>All debris to be removed from roof sheet where comb filter is fitted</p> <p>All fixings to be checked to ensure gutters, brackets and outlets into downpipes are secure.</p> <p>All joints to be checked to make sure these are securely sealed to each other</p> <p>All fixings and joints of downpipes to be checked to ensure they are securely in place and sealed.</p>	Every 6 months	0 - End User
Downpipes	<p>1.Check the security and alignment of all down-pipes</p> <p>2.Check all joints</p>	Every 12 months	0 - End User
Roof Debris	<p>In all cases appropriate access must be used to ensure the safety of all operatives.</p> <p>1.Check for signs of damage to the waterproof membrane</p>	Every 12 months	0 - End User
Windows	Clean each window, remove accumulated dirt from drip trays, check for water stains around all internal area adjacent to the Window	Monthly	0 - End User



	<p>1.General - Check each window for damage. Check the operation of the trickle vents and adjust hinges as required</p> <p>2.Hardware - Check retention and operation of all friction stays, hinges, handles and any other hardware.</p> <p>3.Sealants - Check glazing gaskets and sealants applied to all joints and around fixing screw heads and that interfaces are intact and undamaged. Where gasket or sealant has been damaged or failed , it should be replaced and care taken to ensure aesthetic appearance of the window is not detrimented.</p> <p>4.Seals - Check all weather-strips for damage, shrinkage or distortion and replace or re-seal as required.</p> <p>5.Drainage - Check all aspects of the window externally for damage and, where practicable the affected parts should be replaced.</p>	Every 12 months	1 - Maintenance Contractor
Plastisol Sheeting	<p>Repair procedure</p> <p>1.Clean and dry the damaged area necessary</p> <p>2.Dents - apply cataloy filler and lightly sand to match the surrounding area</p> <p>3.Apply two coats of an oil based undercoat</p> <p>4.Apply two coats of paint (mix to match existing colour if required - test on a small area)</p> <p>Re-Paint every 20 years</p>	As and When necessary	1 - Maintenance Contractor
Doors			
External Doors	<p>Hinges and door closers</p> <p>1.Check that all fixing screws are tight</p> <p>2.Lightly oil</p> <p>3.Check for correct operation, adjust if required.</p>	Quarterly	0 - End User
Internal Doors	Check that all fixing screws are tight	Quarterly	0 - End User
External			



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MODULAR

Flooring - Carpet	Vacuum the floor. Scrape off any solids as soon as possible and any excess liquid can be soaked up by using absorbent material and pressing firmly. Sponge clean tiles if required. If a detergent solution is used, ensure that all traces are removed .	Daily	0 - End User
Flooring - Vinyl	Mop or dry vacuum the floor to remove dust, grit and debris. DO NOT SWEEP AS THIS CAN CONTAMINATE SMOKE HEADS	Daily	0- End User

Mechanical

Task	Maintenance Requirement	Note	Responsibility
Water Services			
DHW Cylinders	Check pressure and temperature relief valves by turning cap and discharging for 5 seconds. Check immersion heaters for temperature and safety cut-out. Check expansion vessel pressure is 3bar.	Every 12 months	1 - Maintenance Contractor
Water Heaters	A grey cylindrical magnesium sacrificial anode is fitted to the element to aid tank corrosion resistance. The anode Contractor condition should be inspected annually and replaced if there are signs of significant corrosion. The pressure relief valve should be checked annually by twisting the cap and verifying water is discharged.	Every 12 months	1 - Maintenance Contractor
TMV's	Check temperatures for variation monthly. Clean filters and make sure check valve moves freely if temp. change detected	Monthly	0 - End User
Water Shut Off Solenoid Valves (inc PIR)	Check operation	Every 12 months	1 - Maintenance Contractor
Tea Boiler	Check water temperature monthly. Check for scale build up around spout and clean as required.	Monthly	0 - End User
	Periodic descaling is recommended and is dependent on the hardness of the water. We recommend a descaling procedure be carried out every 3 to 6 months in hard water areas and 12-24 months in soft water areas.	3-6 months (Hard) 12-24 months (Soft)	0 - End User
Taps	Check for correct operation. Check for tightness in basins.	Quarterly	0 - End User



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MODULAR

Plumbing Waste	Clear waste traps of blockages (hair, grime and dirt)	Weekly	0 - End User
Toilets	Check toilet seats not lose or broken	Weekly	0 - End User
Air Conditioning			
Outdoor units/Wall mounted unit and dehumidifiers	Clean the Air Filter - Refer to Manufacturers Literature for Guidance	Quarterly	0 - End User
	Full service	Every 12 months	1 - Maintenance Contractor
Fresh Air Supply (VAM Unit)	Clean the Air Filter • Refer to Manufacturers Literature for Guidance Contractor Clean the Heat Exchange Element • Refer to Manufacturers Literature for Guidance	Every 12 months	1 - Maintenance Contractor
Refrigerant Pipework	Visual Inspection	Every 12 months	1 - Maintenance Contractor
Ventilation			
Extract Fans	Check fan operation, clean fan, check fire dampers open/close and clean grilles	Quarterly	0 - End User
Grilles & Louvres	Visual inspection	Quarterly	0 - End User
General Maintenance items			
Mechanical & Plumbing Services	Visual inspection to be carried out to ensure all plant and equipment is functioning correctly	Monthly inspections to be carried out by the client	0 - End User

Electrical

Task	Maintenance Requirement	Note	Responsibility
LV Distribution Systems			
Distribution Boards	<ul style="list-style-type: none"> •General Inspection •Breakages •Wear/Tear deterioration of all parts •Signs of overheating (internal & external, cables & devices) •Missing parts (cover, screws) •Switchgear accessibility (no obstructions) •Doors secured •Labelling correct (DB ref, DB schedule) 	Every 5 Years	1 - Maintenance Contractor



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MODULAR

	<ul style="list-style-type: none"> • Loose fixings (screws, blank plates, gland plates) 		
Small Power	Operation of switchgear (where reasonable to do so) <ul style="list-style-type: none"> • Equipment (switch on/off) • Test any RCD devices Visual Inspection for: <ul style="list-style-type: none"> • Breakages • Signs of overheating • Missing parts (covers & screws) • Adequate labelling Loose fixings Check busbar system	Every 12 months	1 - Maintenance Contractor
Any fault tripping MCCB/MCB	Investigate fault as necessary, replace mcb/mccb	As required	1 - Maintenance Contractor
Lighting			
Light Fittings	<ul style="list-style-type: none"> • General Inspection: • Breakages • Lamp deterioration • Signs of overheating • Missing parts (covers, screws switches etc) • Adequate Labelling • Loose Fittings • Check ceiling roses for damage etc 	Clean every 12 months	0 - End User
Replace Lamp Fittings		As necessary	0 - End User
Check controls		No maintenance required	0 - End User
Check PIR,s		Clean every 12 months	0 - End User
Emergency Lighting			
Routine Testing	Inspection <ul style="list-style-type: none"> • Ensure Red LED Lit 	Weekly	0 - End User
	Operate on Battery for 10 Sec to ensure Functioning	Monthly	0 - End User



	Operate for 1 hour on Battery. If Tube blackened at ends - replace	6 Monthly	0 - End User
	Operate for Full Rated Time, and as above	Every 12 months	0 - End User
Lamp Replacement		As necessary	0 - End User
Battery Replacement		Every 5 Years	0 - End User
Fixed wiring systems		Every 5 Years	1 - Maintenance Contractor
De-humidifiers			
Drip tray	Isolate Power Remove Cover Loosen Screw from Bushes and Slide Bottom Bracket Away Pull Drip tray down to Remove and Service Reverse Steps to Replace	As Required	0 - End User
Fire Alarm			
Fire Alarm System HARD WIRED	Test of Alarm System using a planned sequence of the call points and detectors	Weekly	0 - End User
	Full test and Evacuation Check that sensors have a minimum of 500mm clearance Manual call points are not obstructed	6 Monthly	0 - End User
	Full Service	6 Monthly	1 - Maintenance Contractor
Fire Alarm System WIRELESS SYSTEM	Test of Alarm System using a planned sequence of the call points and detectors	Weekly	0 - End User
	Full test and Evacuation Check that sensors have a minimum of 500mm clearance Manual call points are not obstructed	6 Monthly	0 - End User
	Full Service	6 Monthly	1 - Maintenance Contractor
	Replacement of Batteries	As Required	0 - End User



Smoke and Heat Detectors	<ol style="list-style-type: none"> 1. To clean the outer case and plastic cover, use a brush for the dry dust and dirt. The detector case can also be cleaned with a cloth dampened with a solution of washing up liquid. 2. Vacuum the exterior of the smoke detector with a vacuum cleaner and again a brush attachment will help get off all the dust.. 3. If the detector is still giving false alarms it may still need to be cleaned further by opening the optical chamber. 	Quarterly	0- End User
Security Alarm			
Security Alarm System	Test of Alarm System using a planned sequence of the Contacts and PIRs	Monthly	0 - End User
	Battery Check - Check and if necessary replace	Annually	1 - Maintenance Contractor
Hand Dryer			
Internal Maintenance	<ol style="list-style-type: none"> 1. Turn off dryer at circuit breaker or fuse panel 2. Remove Cover 3. Vacuum out dirt from blower and housing 4. Remove Motor Inlet cover 5. Use soft-medium bristle 'h' paint brush to clean dust and dirt from motor. 6. Replace Covers 	Every 6 months	0 - End User
Lift			
Car	Manufacturers	Every 6 months	1 - Maintenance Contractor
Hydraulic Pump Unit - Oil	Manufacturers	Every 1 month	0 - End User
Hydraulic Pump Unit	Manufacturers	Yearly	1 - Maintenance Contractor
Doors	Manufacturers	Every 1 month	0 - End User
	Obtain a LOLER inspection	Every 6 months	0 - End User

