Planned preventative maintenance

The maintenance of complex buildings and portfolios can be a major and unpredictable cost headache for building and facilities managers. Taking control of the process to secure adequate funds in advance, and then directing them to the optimum effect in meeting business need, calls for a strategic and systematic approach. As a leading, independent consultant to the property and construction industry, Watts has developed proven methodologies and technical solutions, which deliver this control.

Key challenges facing clients

Planned preventative maintenance is a seemingly straightforward concept, however the practice of maintenance is often complex and will vary depending on the diversity of a property portfolio. Property managers frequently face the following key challenges:

- Understanding the financial implications of maintenance activities
- Identifying a maintenance policy. Many planned maintenance policies have evolved over the years and often do not reflect the occupier’s business or the use of the buildings
- Setting realistic budgets so that maintenance activities can be fully implemented without comprising quality
- Implementing an Asset Management System and keeping it up to date with reliable information
- Monitoring maintenance activities to ensure best value and quality

Why planned preventative maintenance?

The overriding factor for many is that planned maintenance will reduce costs. Typically savings of between 12-18% can be achieved over reactive maintenance. In addition, the following benefits can be realised:

- Prevents large scale failure: A £650,000 roof timber replacement could have been prevented by a gutter cleaning regime of £1,000 a year
- Better performance: plant and equipment become energy efficient and service lives can be extended
- Minimises downtime and disruption: particularly important for education, leisure and retail sectors
- Increases user/occupant satisfaction
- Meets manufacturer warranties requirements
- Ensures health and safety compliance
- Adds value to preserve and enhance property assets

Why Watts?

To meet the challenges faced by building and facilities managers, Watts offers a comprehensive planned preventative maintenance service at every stage of the property life cycle, comprising:

**Strategic**
- Preparing a strategic maintenance policy and defining aims and objectives
- Financial planning/forecasting and advising on funding options available
- Determining the priority and standards of maintenance activities
- Setting benchmarking criteria and identify programme options
- Setting timeframes and benchmarking criteria
- Advising on appropriate procurement strategy
- Providing advice on possible tax relief in the form of VAT allowances

**Technical**
- Experts in carrying out condition assessments of building fabric as well as mechanical and electrical engineering services
- Reliable and consistent cost information
- Understanding the nature of component failure, causes and remedies
- Technical audit of existing survey data (both hardcopy and maintenance software packages)
- Experienced in specifying maintenance work

**Managerial**
- Procuring and supervising maintenance activities
- Managing and reviewing budgets and costings
- Technical audits and monitoring performance
Recent commissions

St George’s University of London
Watts carried out a detailed planned preventative maintenance survey of the entire campus for all internal and external building fabric matters. Watts also coordinated and assimilated the mechanical and electrical surveys carried out by others. Prior to the survey, a detailed survey proforma for collecting the data and report format was designed to meet the client’s requirements. The Excel report presented the survey data on a block-by-block and component basis so that the findings could be easily searched, filtered and prioritised.

Royal Albert Hall
The Grade I listed Royal Albert Hall is one of the country’s most iconic buildings. Watts was commissioned to carry out a full condition survey and planned maintenance programme including building structure and fabric, building services and the grounds of the Royal Albert Hall. The survey was designed to enable the Royal Albert Hall to make informed decisions relating to the required funding reserve and the appropriate split between operational maintenance and long-term development/replacement projects.

London Borough of Camden Schools
Watts undertook building structure, fabric and mechanical and electrical condition surveys at over 60 educational establishments. The works encompassed approximately 250 buildings within the London Borough of Camden. All information was captured and stored in hand-held computers, which in turn was inputted into the client’s asset management software system. This data produced 25-year planned maintenance programmes for the Council’s education stock.

Repton School
Repton School was founded in 1557 and comprises 107 buildings, eight Listed Grade I, 12 Listed Grade II and 74 in a designated conservation area. Watts was requested to draw up a ten year rolling maintenance programme costed against approximate quantities for restoration and regeneration of the 107 buildings. Watts was also appointed to survey all 107 buildings and provide a report on the overall internal and external condition of the buildings.