



**Total Property Management Scheme**

**Responsibilities and Procedures**



## **Introduction**

This document has been prepared for consultants and schools who have elected to join **Total Property Management (TPM)**. It intends to identify the roles and responsibilities of each party in delivering service contracts and responsive maintenance works.

This document also provides details of the procedural arrangements for TPM.

## **Parties of Total Property Management**

### **DBE Services' responsibilities to individual schools**

1. To procure and financially manage service contracts.
2. Place orders at the appropriate time to each of the appointed service contractors.
3. Arrange for payment, at the appropriate time, *of* contractors invoices for service contracts
4. Provide day-to-day liaison with participating schools.
5. Chair liaison group with consultants
6. Forward Final Statements and invoices directly to the school for service contracts.
7. Seek competitive tenders, where applicable, for service contracts at the appropriate time.
8. Maintain a 24 hour 365 day helpdesk including receiving and responding to requests for immediate repair works.

### **Consultants' responsibilities**

1. Establish with the school the level of service contracts required and provide information on the annual service contract proforma to DBE Services. Information provided will form the basis of the service level agreement
2. Arrange for non-TPM service requirements.
3. Receive copies of orders "for immediate repair works", respond to same, manage to conclusion, certify and arrange for payment of works.
4. Arrange for remedial action/planned maintenance works following service visits, and inform DBE Services when the remedial works have been completed.
5. Certify service contract costs.
6. Monitor and inspect service contractors.
7. Advise on health and safety requests.
8. Report and provide feedback on service contracts.

9. Attend liaison group meetings arranged by the DBE Services.
10. Ensure that the TPM log book is maintained and up to date.
11. Provide information in relation to the best practice including contractor selection and monitoring of works.
12. Inform DBE Services as soon as any problems arise involving any of the service contractors.
13. Visit each school at least once a term

### **School Governors' responsibilities**

1. Acknowledge responsibilities for the maintenance of the school premises and equipment to comply with all statutory requirements.
2. Be totally responsible for the health and safety issues within the premises.
3. Report defects in the school fabric and services and equipment to TPM helpdesk as soon as practically possible.
4. Agree to maintain log books.
5. Pay invoices promptly for remedial works.
6. All staff to be fully briefed to embrace the culture of TPM system and be fully aware of the benefits applicable to the school.
7. Liaise with their appointed consultant for all aspects of work.

### **Operation of the System**

#### **Service Contracts**

DBE Services will supply your consultant with the Annual Service Contract proforma on receipt of your expression of interest. The consultant will establish with you the level of service contracts required at your school by completing the ASC with you and returning it to the TPM Manager, Mr Noel Curry.

The information secured will form part of the service level agreement with Total Property Management, service contracts will be agreed with the nominated contractors and a full report will be provided scheduling proposed visits throughout the year. This information will be provided by TPM to each individual school and consultant.

It is the consultant's role to monitor the service contracts and provide feedback to DBE Services on the effectiveness of the system.

The consultant will be required to certify the accounts raised as part of the service contracts confirming that they have been completed.

It should be noted that any costs that are incurred for remedial action as part of the service contract will, by agreement, be invoiced directly to the school.

In agreement with contractors, any works up to the value of £100 can be undertaken at the time without further reference to the school or consultants, this invoice will be made payable and sent directly to the school.

In all other cases the implementation and the instigation of remedial action will only be undertaken with agreement of the consultant or the school. At no time will the contractor be able to undertake significant remedial works without first seeking authorisation.

## **Responsive/Urgent Repairs**

The procedure is shown on Figure 1.

A helpdesk has been established for all schools to use in reporting immediate repair requirements. The number of the helpdesk which is manned on weekdays between 8am and 5pm is: **0800 1699327**.

Outside these hours it will transfer to our appointed out of hours emergency service.

A sample of the request for work form is shown in Figure 2.

When a school advises of urgent repair work being required, a copy of the “contractors order” form will be sent to an approved contractor, the school will receive a copy of the form and further copies will be sent to the consultant and DBE Services. It is at this stage the consultant will “take up the project” and monitor it to its conclusion. A copy of the “contractors order” form is shown in Figure 3.

The school are able to order none urgent works via this process, if this occurs then the details will be forwarded to the consultant for consideration, with a copy to DBE Services for information. The consultant will then advise the school on the course of action adopted.

All non-urgent works or requests for information concerning the school’s service contracts should be referred back to the Consultant.

For out of hour situations the appointed responsive contractor will deal with all issues outside normal working hours. Their scope of works has been limited to £250 for any one incident.

If the appointed contractor responds to out of hours calls they will advise the helpdesk the following day on the incident that has occurred and this will then be identified to the consultant.

It should be noted that the responsibilities for responding to emergency requests for works lies with the consultant. Whilst the helpdesk will place an order to an agreed contractor it is the consultant’s responsibility to acknowledge, verify, monitor, specify and certify the completed works.

## **Log Book**

It is the consultants and schools responsibility to maintain the contents of the logbook. It is envisaged that all service contracts, test results, etc. will be included within the folder. This should be updated to meet the requirements of health and safety legislation.

The school have an opportunity to record none urgent repair works within the log book and it will be the consultant’s responsibility to consider these works when visiting the school. The consultant should respond to and agree on how best to deal with any issues raised. It is the consultant’s responsibility to maintain dialogue with the school on these issues.

Total Property Management

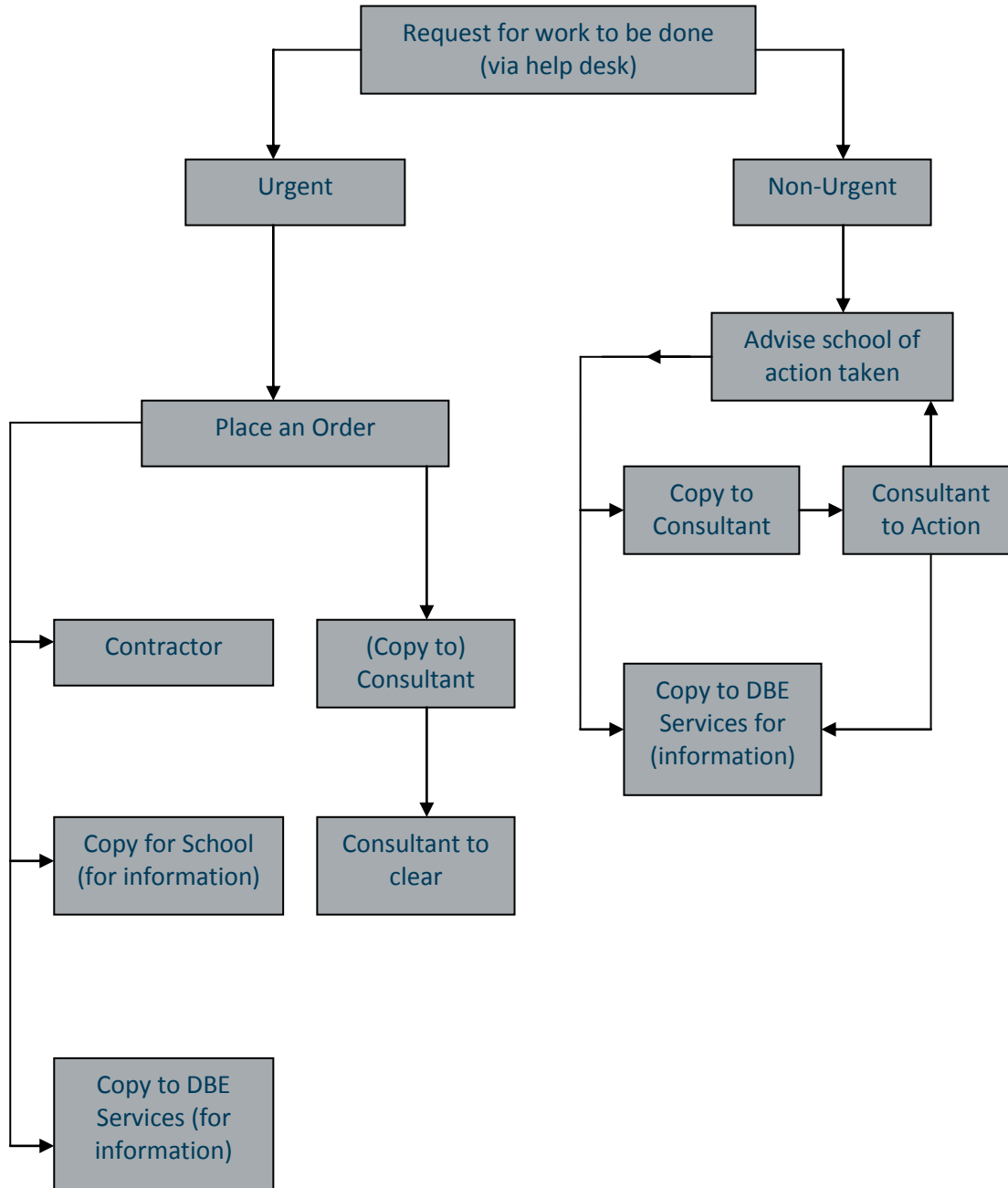


Fig.1



<b>Total Property Management Contractors Order Form</b>	
<b>Telephone and Fax No 0800 1699327</b>	
<b>Supplier</b>	<div style="display: flex; justify-content: space-between;"> <span>Telephone No:</span> <span>Fax No:</span> </div>

<b>WORK INSTRUCTION</b>	<b>Order ID:</b>
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<b>Client:</b>	<b>Priority:</b>
<b>Location:</b>	<b>Funding:</b>
<b>Location Phone No:</b>	
<b>Location Fax:</b>	
<b>Contact Name:</b>	

<b>Work Details:</b>          If works are likely to exceed £250 ex. VAT, please contact us immediately
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**Date Cleared:**

All invoices must be made out to the school and sent with any job sheets, quotes etc. to Noel Curry at DBE Services. Invoices are to be paid by the client identified above. Please make sure all invoices are made out to the client.  Contractor must sign in with the client and on completion of job they must get the job sheet signed off by client, it must show all hours and materials used. All risk assessments and method statements must be completed before commencement of work.
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*Please give brief details of work carried out:*

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<b>Date Completed</b>	<b>Signed by Client:-</b>	<b>Signed by Contractor:-</b>
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Fig.3

**SAFE WORKING PRACTICES SHOULD BE MAINTAINED AT ALL TIMES**

## **Service Contracts**

Upon completion of their works the appointed service contractors will send their invoices for all annual servicing directly to DBE Services. DBE Services will send the original Service Reports and any Certificates to the school concerned with a copy being sent to the appropriate consultant.

It is the consultant's responsibility to ensure that these documents are included within the schools log book. It will also be the consultant's responsibility to deal with any planned maintenance works that have been highlighted in the report.

Reference should be made to Figure 4.

## **DBE Services Contact Details**

DBE Services have a dedicated officer Noel Curry who can be contacted to help solve any issue. If you have any difficulties, questions or issues regarding Total Property Management these should be addressed to Noel.

Contact details are as follows:

Noel Curry  
DBE Services Ltd  
I Evolution Park  
Haslingden Road  
Blackburn  
BB1 2FD

Telephone 01254 584690  
E-mail [noel@dbeservices.co.uk](mailto:noel@dbeservices.co.uk)

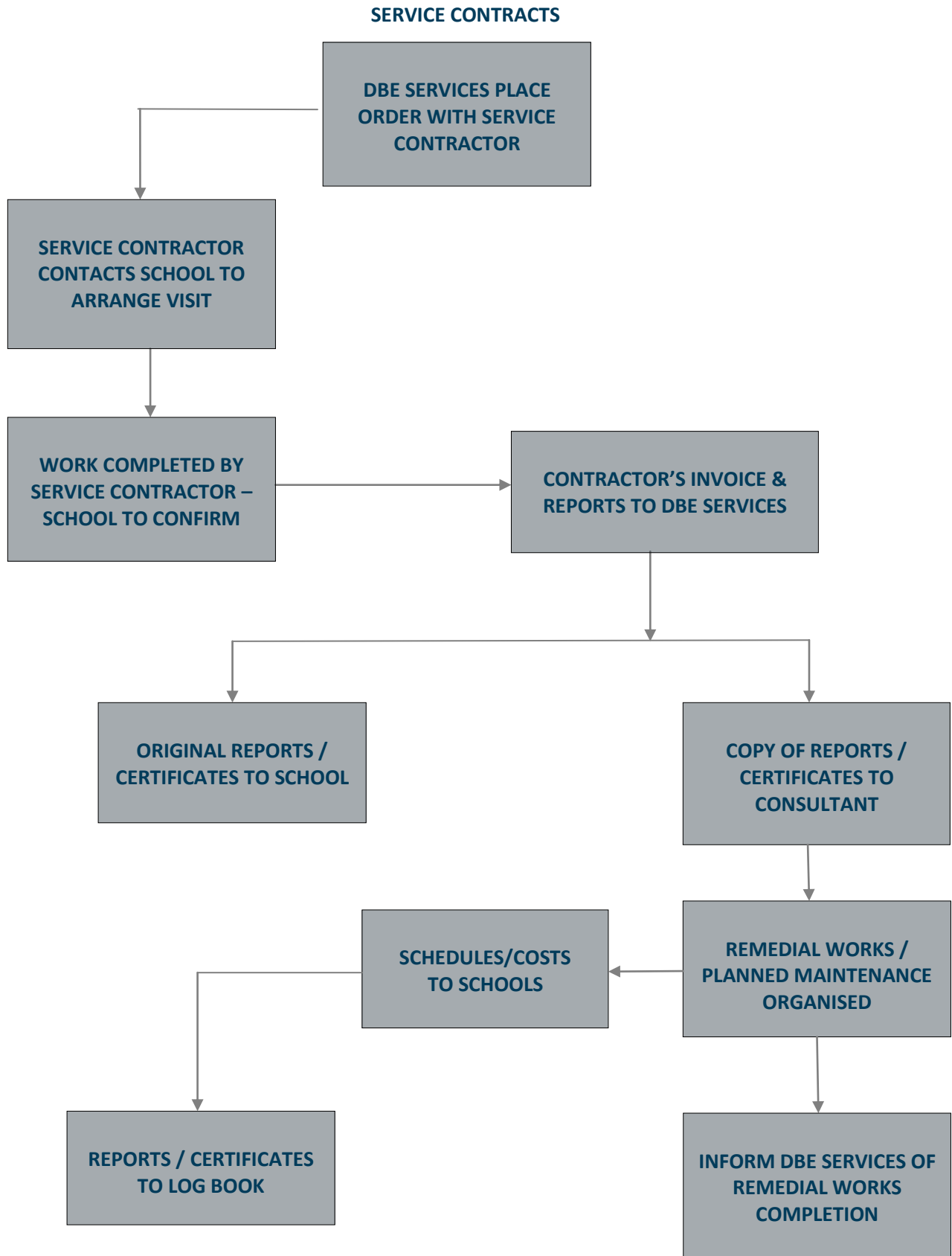


Fig.4