

M1: £ **Maintenance spend per M2 GIA**

Rationale

This is a simple comparator from which a property manager can assess the adequacy of available resources, to properly manage the repair and maintenance of a property estate.

Purpose

Performance indicators, measured in a uniform way.

Definitions

Annual R&M programme excluding the cost of any capital work undertaken to resolve outstanding items of R&M. This is a medium term measurement, that relies on quinquennial and annual surveys being executed, affecting future annual data.

Note - Figures used in the calculations must exclude all sites where the Property Department concerned does not have full authority over the R & M budget.

Maintenance	Work to keep or restore the fabric of the building.
	Maintenance <u>excludes</u> : routine grounds maintenance, cleaning, furniture, fire extinguishers, workshop machinery, improvement works, provision of new facilities, energy conservation work.
Maintenance Spend	Amount spent on maintenance work from all funding streams (e.g. R&M Fund, LMS, Devolved Formula Capital, NDS Condition Grant etc).
Floor Area	Gross Internal Area (GIA) measured in accordance with RICS Code of Measuring Practice, Edition 4

M2 £ **Total Required maintenance per M2 GIA**

M2i £ **Current required maintenance per M2 GIA**

Rationale

An increasing amount of 'required' maintenance indicates inadequate resources and/or an imbalance in the planned to unplanned maintenance regime applied to the property estate.

Purpose

To compare either growth or reduction in required maintenance, defined using nationally agreed criteria

Definitions

A distinction must be made between the total required maintenance (The sum of all of the R&M works recorded in the asset management database) and the current required maintenance. (The value and extent of work which is due to be undertaken up to the end of the current financial year)

Required Maintenance (RM) (Formerly Backlog Maintenance)	Required maintenance is defined as “The cost to bring the property from its present state up to the condition reasonably required by the authority to deliver the service and/or to meet statutory or contract obligations and maintain it at that standard”. This should exclude improvement projects but include works necessary to comply with statutory legislation e.g. asbestos and legionella.
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M3 | | |---| | : | |---| Ratio of Spend to Required Maintenance

Rationale

This is simply a measure of whether property maintenance resources are in balance and adequate to hold or reduce the required maintenance as defined.

Purpose

To measure whether the financial gap between spend and required maintenance are converging or diverging.

Definitions

Simply measured as the sum of the planned and unplanned maintenance budgeted for in the current financial year (excluding servicing costs), against the current required maintenance for the same year, as defined, expressed as a ratio to two decimal places

M4 | | |---| | % | |---| % GIA in condition category C and D expressed as %age of total GIA of the property estate.

Rationale

A property estate in good order will record no category C and D planned maintenance in its asset management register. Correspondingly, there should be sufficient funding to progressively remove any emerging category C and D works. A reduction in category C and D condition works indicates the improvement in the property estate, with a corresponding reduction in risk.

Purpose

A measure of the effectiveness of applying resources and considered priorities to remove the highest risk maintenance elements.

Definitions

Categories C and D, shown against ALL other categories in the asset management register, should be a function of the ACTUAL required maintenance as defined.

Condition Categories	As defined in the NaPPMI indicators A=Good, B=Satisfactory, C=Poor, D=Bad.
Condition Priority Levels	As defined in the NaPPMI indicators 1 = Urgent, 2 = Essential, 3 = Desirable, 4 = Long Term Work

M5 : **Ratio of planned maintenance to responsive maintenance**

Rationale

As responsive maintenance increases beyond accepted ratios with planned maintenance, a growth in required maintenance will occur, leading to acceleration in the overall deterioration of the property estate. When the ratios are reversed, there are often inadequate funds to plan maintenance. When most work is reactive and unplanned, maintenance costs accelerate and the effectiveness of the maintenance service provider is tested.

Purpose

To measure the typical ratio of planned to responsive maintenance against the ideal ratio 70-30% or the more accepted 60-40% planned to unplanned

Definitions

Planned Maintenance	<p>All pre-planned work that is identified for implemented from the current years planned maintenance budget. Expenditure is to be at out-turn prices and excludes professional fees.</p> <p>Planned maintenance would normally be expected to appear on a schedule of projects prepared at the beginning of the financial year. It also includes servicing or replacements.</p> <p>Planned maintenance does <u>not</u> include repair or replacement of components which fail during the course of the year if the work was not identified on the planned maintenance schedule even if it was known the component was defective. For example, a boiler, which was identified as overdue for replacement on the condition survey but was not scheduled for replacement because of lack of funds which then fails during the course of the year, is <u>not</u> planned maintenance.</p>
Responsive Maintenance	All maintenance other than 'Planned Maintenance'.

M6

M2

Servicing costs per M2 GIA

Rationale

For every project which has not included an appraisal of the resulting increase in regular servicing costs, there is an underlying, and often immediate call for additional servicing, which includes for example additional testing of electrical circuits and fixed equipment.

Purpose

An indication of the underlying effects of property improvements and of new construction impacting on a typical annual R&M budget.

Definitions

This is a 'stand alone' PI indicating any deviation from the normal. This should be read in conjunction with the rest of the suite when testing the 'health' of the R&M and general servicing regime.

Servicing Costs

Total cost of servicing contracts (including tests & inspection) but excluding remedial work arising from the service visit. Eg Boiler maintenance