



What to expect and what you can do,
To help us *Look After Your Property and You.*

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A USER GUIDE

EALING PROPERTY SERVICES



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1 Overview

Ealing Property Services is the Council's in-house facilities management solution. This document explains what the team can provide for its clients within the London Borough of Ealing and how we do it.

This document covers:

- What we do
- How we do it and how we track it
- How we keep you safe and what you must do
- How we will keep in touch with you and what response times you can expect
- Our commitment to you

This document is reviewed annually and will be reissued as required.

2 What we do

Ealing Property Services delivers facilities services to ~200 Council buildings across all Council directorates sites. The service is managed and run in-house, with administrative support provided by a dedicated Helpdesk located within Ealing Council.

Our services are managed centrally and delivered through a mix of internal Ealing employees and external contractors across all disciplines. Those buildings signed up to our services are referred to as 'in scope'.

Upon coming into scope with Ealing Property Services a Facilities Manager will be allocated to you and will be your key point of contact. They will regularly meet with you to learn about your operation and how Ealing Property Services can best support it.

Ealing Property Services can provide services across three principal areas:

- 1. Cleaning**
 - Scheduled cleaning to offices/buildings on a regular (daily/weekly) basis
 - External window cleaning
 - Deep cleans
 - Specialist cleaning
 - Mobile teams available for reactive and scheduled works (6am – 11pm)
 - Washroom services
- 2. Security**
 - Site based security officers and receptionists
 - Out of hours key holding and alarm response service
 - Event security and other ad-hoc security provision
 - Security risk management and professional consultancy support
- 3. Building Maintenance**

Ealing Property Services

- Statutory Compliance – compliance with statutory legislation through regular assessments and inspections
- Planned Preventative Maintenance (PPM) – periodic maintenance of your plant and assets to improve the performance and safety of the equipment on your property
- Reactive Building Maintenance - rectifying faults where equipment has broken down or failed.

Ealing Property Services' reactive building maintenance for in-scope sites includes mechanical, electrical and plumbing repairs & maintenance, and applies to existing assets, fixtures and fittings, each reactive job is charge separately and when entering in to a contract with Ealing Property Services, reactive jobs are pre-authorized up to £275, this is to ensure you get best value and there is no need for an engineer to have to make multiple visits. Anything over the value of £275, we would ensure you are notified and quoted competitively for, ensuring no further work is done until you have approved a quotation. In addition, we provide out of hours emergency reactive repairs across these disciplines for existing assets where an immediate Health and Safety risk or business critical requirement has been identified.

Where the cost of materials for a piece of work exceeds the £275 threshold, a quote will be generated and sent to you via our Computer Aided Facilities Management (CAFM) system Concerto. This quote will be valid for 30 days and if you are unable to approve it within that timeframe, the quote and related service request will be closed. To cover our costs there is an application of an 8% overhead fee to all quoted works.

Examples of Chargeable Services:	
• Vandalism / accidental damage or misuse	• Washroom services
• White goods	• Hoists
• Installation defaults	• Gutter clearance
• Building change / improvement	• Gritting
• Remedial work following statutory compliance	• Window cleaning
• Pest Control	• External drainage
• Grounds Maintenance	• Removals and relocations
	• Alarm resets
	• Clearing toilet pan
	• Ad hoc requests

3 Keeping on Track

Ealing Property Services aims to be as transparent as possible in all we do. We want you to have visibility of the same information we have access to, and to do that we manage all our work on a central system.

Concerto is Property Services' CAFM system provider and is used to manage all works carried out on your site. Concerto can be accessed through the internet and includes a web 'customer portal' where sites can view their 52-week PPM planner. PPM certification and

records for any reactive job including their live status can also be viewed. Training can be provided upon request through the Helpdesk.

The system is updated daily (Monday to Friday) with monthly performance reports available upon request.

Logging a service request with our Helpdesk could not be any easier. We have dedicated operatives ready to take your calls and emails Monday to Friday 08:00 – 17:00. You are also able to log a request directly through Concerto.

Our Helpdesk can be contacted via email at EalingFMHelpdesk@ealing.gov.uk; on the phone via 020 8825 9000 (Opt. 2) or come and say hello in person, we are located on the 3rd floor blue area in Perceval House.

An Out of Hours call centre is ready to answer your emergency calls outside of these hours. This can be accessed via the usual x9000 extension.

Cleaning Standards

Cleaning inspections and joint audits are carried out with stakeholder involvement on a regular basis across all sites in scope for cleaning.

Security

Quoted works can be obtained by emailing securitydutymanager@ealing.gov.uk or directly through Concerto. Please contact the Helpdesk to get a user account set up.

4 Building Compliance – Keeping you Safe

When a building/service has bought statutory compliance services from us, you can be confident that the required certification is kept up to date via Concerto. If you wish to keep a physical logbook, you can print off the certificates from the site and store locally.

You know your site best and we will look to your site manager to review compliance remedial information alongside informed support from your Facilities Manager and our technical teams.

The maintenance schedules produced by Ealing Property Services are aligned to Corporate Health & Safety (Corporate H&S) guidelines, and we ensure compliance by regularly being audited by the Corporate H&S team.

For clarity, we cannot be the legally defined 'Responsible Person' for your property. That responsibility remains with you as the budget holder or building owner. [Section 4.2](#) lists out the actions that fall to you or your delegated representative. Please keep records of these tasks as this responsibility remains with you.

4.1 Statutory Compliance – What Ealing Property Services Can Do for You

Area	Item	Frequency
Air Conditioning	Air Conditioning / F-Gas inspection, servicing filter clean	6 monthly / Annual
Asbestos	Review and update of Asbestos Management Plan and identification of any remedial work	Annual
Electrical	Portable Appliance Testing	Annual / 2 yearly
Electrical	Testing of Fixed Electrical Installations: Schematic Inspection of fixed wiring and all distribution boards and safety devices Testing of all fixed wiring and distribution boards	Annual / 5 yearly
Electrical	Emergency Lighting inspection and testing	Monthly / Annual
Extraction Systems	Maintenance and cleaning of Commercial Catering extraction equipment	6 monthly / Annual
Fall Arrest	Maintenance and servicing of Fall Arrest equipment	Annual
Fire	Inspection and maintenance of fire detection and alarm systems	6 Monthly
Fire	Inspection and maintenance of fire-fighting equipment & sprinklers	6 monthly / Annual
Fire Risk Assessment	Review and update of Fire Risk Assessment and identification of any remedial work	Annual
Gas	Gas Safety Inspection, Servicing and Certification	Annual
Gas / Heating	General inspection and servicing of boilers, pressure vessels and critical plant	Annual
Hoists	Inspection only	Annual
Intruder Alarms	Inspection and maintenance	6 monthly
Passengers and Goods Lifts	Inspection and maintenance	Various
Lightning Protection	Inspection and maintenance	11 Monthly
Water Hygiene	Legionella water risk assessment	2 yearly
Water Hygiene	All periodic testing as recommended in the risk assessment	Various

4.2 Statutory Compliance – Building Owner/Budget Holder Responsibilities

- i) **Reading and reviewing** all statutory compliance documentation, remedial information and raising related service requests referencing the relevant PPM task, with support from your Facilities Manager when required.

- ii) **Periodic Statutory Compliance undertaken by on site team:**
 - Water System Flushing - Conducting a regular flushing regime as required under the L8 water hygiene legislation (for further information see <http://www.hse.gov.uk/legionnaires>). Don't panic! Our contractors undertake and review your Legionella Risk Assessment and will be able to advise what actions your site team will be responsible for doing and recording.
 - Weekly Fire Alarm testing and recording

- iii) **Remedial budget provision** – As outlined in [Section 2 What we do](#), there are some remedial actions that we do for you and some that require additional budget from you as the Building Owner. You will always be sent a quote before we do anything and you will have 30 days for approval. If you don't understand anything about the quote or believe your requirements have not been fully understood, please do not hesitate to contact your Facilities Manager.

- iv) **Provision of budget for compliance remedial works** – Our teams will work with you, via your Facilities Manager, regarding any compliance work/quotations which are needed e.g. remedial work after a service or a review of a Fire Risk Assessment. The responsibility to source that budget remains with you as the Building Owner. You will be asked to provide budget to avoid your building becoming non-compliant.

- v) **Quote Approval** - If a quote is required, you will have 30 days to approve it, or the quote will expire and service request will be closed.

- vi) **Communicate with us** - Inform us of any major or minor works/changes that may result in changes to the buildings compliance status; changes to the service/s being delivered from the building and any plans regarding disposal of the building. Assist in allowing contractors to schedule visits to your site.

If you have any doubts about your responsibilities, please speak with your Facilities Manager or our colleagues in Corporate H&S (020 8825 2311) or your Health & Safety team if you are not Ealing Council staff.

5 What to Expect From Us

An agreement with Ealing Property Services means you are in good hands. As part of Ealing Council, we are all working to provide the best service possible to the residents of Ealing. Regular meetings with your Facilities Manager will ensure that we stay on top of your operational requirements and continually deliver an improving service

When expecting a visit from one of our operational team, the staff member will be dressed in uniform and be able to present an Ealing ID badge.

All our engineering staff, both internal and external, are DBS checked.

5.1 Communication and Response Times

We want to make a commitment to you about when we will get your work done. We have therefore set out the following service levels:

Statutory Compliance / PPM Tasks All works should be completed within the calendar month they are due. Certification is then uploaded on to Concerto shortly after.

Reactive Tasks

Priority	Attendance	Definition
Critical (P0)	4 hours	Initial Response - 4 hours and permanent repair - 8 days. Matters giving rise to an immediate health and safety, business critical or security risk, such as: Gas leak or Supply failure, Electrical supply failure or dangerous fault., Water supply failure (burst pipe), Blocked or totally un-suable WC (if only one available), Breakdown of security door, brick walls, building open to elements, Heating system failure, Domestic HW failure, Break in,(boarding to external perimeters) and Major structural Damage, Lift entrapment, Smell of burning
Emergency (P1)	1 day	Initial Response - 8 hours and permanent repair - 1 day. Matters that prevent or severely restrict the Authority from conducting normal operations. Such as: Water penetration (roof leaks etc.), Leaking soil pipe, sewer, waste, or gully, Restricted access to building or Premise, Flooding (burst banks, roof leaks) and Lift failure (if only one)
Urgent (P2)	3 days	Initial Response - 72 hrs and permanent repair - 7 days. Matters that impinge upon the proper working of the facilities in relation to all users, such as: Health and Safety hazards, power outage on a floor/desk, lamp outage, no cooling and faulty white goods
Routine (P3)	7 days	Initial Response - 7 days and permanent repair - 21 days. Matters of a routine nature: flickering lights, broken toilet seats (where there is more than 1), general repairs, broken windows and fabric repairs
Billable Works (P4)	Quote within 14 days. Customer approval within 30 days	44 days - Supply a quote within 14 days for works such as: 1/ Minor works 2/ Major works 3/ Long term projects 4/ Out of scope services

Quoted Work

A quote will be produced as quickly as possible and will be valid for 30 working days before expiring. Site visits by multiple contractors may be required.

6 Feedback

We welcome all feedback in relation to our customer service, the quality of our staff and the work undertaken. Please contact the Helpdesk or your Facilities Manager in the first instance for general feedback, compliments and if any complaints.

7 Service Promise

Ealing Property Services commit to this service promise:

- Your needs diagnosed, your situation understood, and any constraints considered before the service is delivered.
- Clear expectations are set about our services and the timescales within which the service will be provided.
- A full range of FM services are available to you, delivered either by us or on behalf of Ealing Property Services through specialist contractors and service providers.
- Our people are trained to meet your facilities needs and to provide exemplary levels of customer service. If needed, we will procure expertise to meet specialist needs.
- You will be kept informed of the progress of a specific work instruction.
- Our people always work with your best interests in mind.
- Our performance is monitored and managed assuring you of best value, best service, and best use of local authority funds.
- We make it easy to provide feedback and your feedback on our services will be listened to and inform future service developments.

8 Document Version Control

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