

FACILITY MANAGEMENT POLICY

2024/2025



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MUNICIPAL MANAGER

DATE: 19/06/25

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DATE: 19/06/2025

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1. BACKGROUND

- Facilities Management is “the integrated management of the work environment and supporting services of an organisation to provide an environment that enables the business to achieve its primary objective. “
- Maintenance is defined as the combination of all technical and management actions needed to keep an asset in or bring it up to a suitable standard whereby it can perform its intended function at optimal efficiency.
- Facilities operations and maintenance encompasses a broad spectrum of services, competencies, processes, and tools required to assure the built environment will perform the functions for which a facility was designed and constructed. Operations and maintenance typically include the day-to-day activities necessary for the building/built structure, its systems and equipment, and occupants/users to perform their intended function.

2. PURPOSE

The policy aims to ensure that all maintenance activities of the facilities within **MLM** are carried out in a planned manner and consistent with the municipality's standards within the constraints of available resources.

3. TITLE AND SCOPE

- a) This policy shall be known as the Facilities Management and Maintenance policy.
- b) The policy applies to all facilities of the **Mbhashe Local Municipality**.

4. COMMENCEMENT AND VALIDITY

- a) This policy shall come into effect upon the acceptance hereof by the full council of the Mbhashe Local Municipality by resolution.
- b) The Mbhashe Local Municipality shall ensure that employees and managers are informed about this policy and are trained to implement this policy effectively.

5. DEFINITIONS

TERM	DEFINITION
Maintenance	The actions performed to comply with statutory legislation to service and maintain equipment facilities and prevent failure by providing systematic inspection and monitoring to detect and prevent incipient deterioration or failure and includes testing to confirm correct operation.
Planned Maintenance	Planned maintenance falls into three categories: 1. Periodic – Activities necessary to ensure the reliability or to sustain the design life of an asset. This includes the regular services required for certain assets. 2. Predictive – Condition monitoring activities used to predict failure. 3. Preventative – Maintenance that can be initiated without routine or continuous checking.
OHS	Occupational Health & Safety Officer
Routine Maintenance	Day-to-day operational activities to keep the asset operating and which form part of the annual operating budget.
Service maintenance	Service undertaken seasonably or annually to enable the required level of service to be delivered. Service maintenance is a type of planned maintenance activity.
Unplanned maintenance	Corrective work required in the short-term to restore an asset to a working condition.

6.LEGAL FRAMEWORK

The following documents are relevant, and were used as key inputs for this policy:

- (a) MFMA Local Government Capital Asset Management Guideline published by the National Treasury Department (2008).
- (b) DPLG “Guidelines for Infrastructure Asset Management in Local Government” (2007).
- (c) NIMS, approved by the National Cabinet (2006).
- (d) International Infrastructure Management Manual co-authored by Institute of Municipal Engineering of Southern Africa IMESA (2006).
- (e) The Occupational Health and Safety Act 85 of 1993

The Act requires the employer to provide and maintain as far as reasonable and practical a work environment that is safe and without risk to the health of employees. This means the employer must ensure that the workplace is free of hazardous ergonomics and substances, microorganisms etc., which may cause injury or diseases Where this is not possible, the employer must inform the employees of the risks and dangers, and how these may be prevented. The Mbhashe Local Municipality is legally obliged and committed to create a healthy and safe working environment for all its employees.

7. OBJECTIVES OF THE POLICY

The objectives of the maintenance policy are:

- a) To ensure buildings are fit for purpose and meet the client’s operational needs,
- b) To ensure buildings and their services meet all statutory requirements,
- c) To ensure maintenance projects are coordinated with other projects to minimise impact on users of the facilities and maximise synergies,
- d) To undertake maintenance work necessary to maintain the value of property assets,

- e) To ensure that Mbhashe Local Municipality has the necessary information for monitoring the maintenance, condition, and performance of building assets at an organisation level,
- f) To ensure that there is adequate information at the operational level, for undertaking maintenance, and
- g) To undertake works to improve the energy performance of our buildings
- h) To facilitate compliance with relevant government policies and statutory requirements
- i) To facilitate consistency in facilities maintenance activities
- j) To promote effective maintenance management practices of all the Mbhashe Local Municipality facilities.
- k) To support the efficient conduct of maintenance activities by service providers.

8. PRINCIPLES

The following policy principles, presented in no particular order, serve as a framework for the achievement of the policy objective stated above.

a. Effective Governance

The Municipality strives to apply effective governance systems to provide for consistent asset management and maintenance planning in adherence to and compliance with all applicable legislation to ensure that asset management is conducted properly, and municipal services are provided as expected.

b. Sustainable Service Delivery

The Municipality strives to provide to its customers' services that are technically, environmentally, and financially sustainable.

c. Social and Economic Development

The Municipality strives to promote social and economic development in its municipal area by means of delivering municipal services in a manner that meet the needs of the various customer user-groups in the community.

d. Custodianship

The Municipality strives to be a responsible custodian and guardian of the

municipality's assets for current and future generations.

e. Transparency

The Municipality strives to manage its infrastructure assets in a manner that is transparent to all its customers, both now and in the future

f. Cost-effectiveness and Efficiency

g. The Municipality strives to manage its infrastructure assets in an efficient and effective manner.

h. Value for money

The municipality will strive to have value for money when maintaining facilities of MLM.

9. MAINTENANCE STRATEGY AND IMPLEMENTATION

The purpose of this strategy is to reflect the municipality's' approach to maintenance and support the strategic asset management plan and maintenance policy established by the organisation so that the stated maintenance objectives are achieved.

The property maintenance strategy for Mbhashe Local Municipality facilities will be achieved by the Implementation of the following: -

9 .1 RISK MANAGEMENT APPROACH

Risks associated with maintenance will be managed in the following order of Priority: -

- a) Maintenance in respect of health and safety issues;
- b) Statutory maintenance requirements; security, fire, gas,
- c) Electrical and access systems;
- d) Structural maintenance for all Mbhashe Local Municipality owned property assets;
- e) Building fabric maintenance for all Mbhashe Local Municipality owned building assets except assets identified for disposal and Auxiliary assets.

- f.) An employee shall not occupy office that is unsafe and unequipped.
- g.) The municipality shall not be liable for any unauthorized person that may endure injury in Mbhashe Local Municipality.

10. MAINTENANCE OF LEASED FACILITIES

For leased and rented buildings, responsibility for maintenance is subject to the terms and conditions of each lease agreement.

As MLM we will:

- a) Ensure that we have a full understanding of the lease agreement and the associated liabilities to inform strategic property decisions.
- b) When entering into leases ensure that full consideration and clarity of the future MLM obligations are assessed so as not to create long term detrimental liabilities
- c) Ensure that landlords fully discharge their responsibilities in relation to the maintenance of the rented/leased facility;
- d) Ensure that sufficient schedule of condition, landlord information and property information is collated for future reference. Ideally this should include a photographic schedule of condition at the outset so there is a clear record of any pre-existing defects and finishes.
- e) Ensure effective corporate management of lease agreements and ensure that up to date information is made available to all those who need it for the effective management of the asset.
- f) the municipality shall not be liable for any unauthorized person that may endure injury in a municipal residence.

11. CONTRACTING FOR MAINTENANCE SERVICES

MLM will contract for maintenance services when it is in the best interests of to do so. When the employees have the time and skills to perform the work at hand, they will be the first choice to perform a given task.

When the employees have the skills to do the work required, but there is more work than there is time available to complete it, the Facilities Manager will determine whether it is more cost effective to use a contractor to complete the work.

If staff members do not have the skills to complete the work or we do not have the proper equipment, a contractor will be chosen. In the last instance, the Facilities Manager will decide whether it will be cost effective to train a staff member to complete the work.

We will ensure that maintenance services are procured in accordance with the requirements of the Local Government Act 1 April 2000 to ensure best value to the Council by:

- a. Seeking continuous improvements in service delivery.
- b. Setting clear service standards.
- c. Reviewing performance of service providers on a quarterly basis.
- d. Consulting more effectively with service providers.

The following services shall be contracted by MLM on a reasonable time

11.1. MAINTENANCE OF THE BUILDING

11.2. CLEANING SERVICES

11.3. LIFT MAINTENANCE

11.4. SMOKE DETECTION

11.5. AIRCON MAINTENANCE

11.6. AUDIO VISUALS

11.7. BACK-UP GENERATORS

The municipality shall have a comprehensive program for maintenance of life safety systems to ensure that they will be fully functional in the case of an emergency. The Facilities Manager in consultation with the OHS relevant official shall be responsible for the development and implementation of a schedule that includes the inspection, servicing and testing of this equipment. The equipment to be included in the plan includes the following:

- a) Fire alarms systems
- b) Fire extinguishers.
- c) Emergency lighting
- d) Smoke detectors

e) Sprinkler systems.

The plan will include the required testing and servicing as required by manufacturer's recommendations. It will also include a determination of the most reliable and cost-effective way to perform the work including the decision to procure the services.

12. RESPONDING TO EMERGENCIES

Emergencies are the highest priority source of work; we will consider a work item to be an emergency if the following occur:

- a) The situation constitutes a serious threat to the life, safety or health of staff members; or
- b) The situation will cause serious damage to the property structure or systems if not repaired within twenty-four (24) hours.

If a staff member is unsure whether or not a situation is an emergency, he or she will consult with his or her supervisor. If a supervisor is not available, the employee will contact responsible official for Facilities Management. For emergencies that occur after regular working hours, we shall have a twenty-four (24) emergency response system in place.

This response system includes the designation of a maintenance employee in charge for each day on standby as well as a list of qualified pre-approved contractors, open purchase orders for obtaining required supplies or equipment, etc. The designated employee shall prepare purchase order and report on any emergency within twenty-four hours after abatement of the emergency. Provision should be made in the budget for emergencies and unforeseen circumstances to avoid irregular expenditures outside the normal maintenance contract.

13. KEY CONTROL PROCEDURES

Properly organized and executed key control practice is an essential element required to provide “-affordable safe housing.”

Strict adherence to the following Key Control Procedure will ensure that our organization is taking the necessary precautions to limit unauthorized access to all secured areas of the municipality.

Although the Facilities is ultimately responsible to ensure that appropriate key control procedures are being followed, it is the personal responsibility of each staff member to ensure that he/she follows the provisions of the policy in this regard.

14. ASSIGNED STAFF KEYS PROCEDURE

- a) All staff members will be provided with a copy of a standard set of keys, which will allow him/her access to his/her offices.
- b) The assigned standard set of key/s will be signed for by the employees. The assigned standard set of keys is the only keys the employee is permitted to take off-site after their normal workday has ended. Any unapproved deviation from this procedure may result in disciplinary action.
- c) No staff member shall have access to the master key of the building except the caretaker/ assistant caretaker designated by the municipality.

14.1. SECURED STORAGE OF KEYS

- a) All keys to the units and remainder of the property must be stored in a secured key lock box.
- b) The lock box must be installed in a secured inconspicuous location that will be made accessible to admin section (facilities management) at any given time.
- c) If the lock box is not operated using a digital opening system, then a copy of the key to the lock box will be incorporated into each employee's standard set of keys.
- d) When not in use, the lock box will be closed and always secured.
- e) At no time will any key that is not a component of the employee's standard key set, be stored in any location other than the secured lock box.

f) In a case an official may misplace the key it is his/her responsibility to inform facilities within reasonable time through writing and request duplicate key, his/her supervisor must be made aware of that arrangement.

g) Access to office of any official in his/her absence can only be made possible through formal request to facilities.

15. INSPECTION PROGRAM

The goals of efficiency and cost-effectiveness of this policy shall be achieved through a carefully designed and rigorously implemented inspection program. This program calls for the inspection of all facilities of Mbhashe on a regular basis.

Facilities shall be responsible for developing an inspection program that schedules inspections at the frequency required. The maintenance staff shall perform the unit inspection program of MLM. During each inspection, the staff shall perform specified preventive and routine maintenance tasks.

Any other work items noted at the time of the inspection will be documented on the inspection form. All uncompleted work items shall be converted to purchase order within reasonable time of the completion of the inspection or included in the maintenance plan as determined by Facilities.

The maintenance staff shall endeavour to complete all inspection-generated work items within 30 days of the inspection.

The following inspections shall be conducted:

15.1. LANDSCAPING AND GROUNDS

Regular inspections of the property grounds and building exteriors are required to maintain the curb appeal of the property. This curb appeal is required to maintain the attractiveness of the property an inviting environment. The inspection procedure will specify the desired condition of the areas to be inspected. Grounds inspections must cover these areas

I. Grounds

II. Porches or patios

III. Parking lots

- IV. Sidewalks and fences
- V. Gardens Lawns, shrubs and trees
- VI. Exterior Lighting
- VII. Common Areas
- VIII. Outdoor furniture
- IX. Sprinkler Systems

An inspection form will be developed to support the grounds inspections. The staff member responsible for the inspection shall note all deficiencies on the form and provide the Facility Manager with a copy of the inspection form. The Facilities Manager is responsible to perform all necessary follow-up actions. Nothing in this policy shall prevent any MLM staff member from reporting any needed work that they see in the regular course of their daily activities. Such work items shall be reported to the Facilities Manager.

15.2. SYSTEMS INSPECTIONS

The regular inspection of all major systems is fundamental to a sound maintenance program. The major systems inspection program overlaps with the preventive maintenance program in some areas. To the extent that inspections, in addition to those required for scheduled service intervals, are needed, they will be a part of the inspection schedule.

Any work items identified during an inspection shall be converted to a work order within reasonable time and completed within thirty (30) days or included in the appropriate maintenance plan as determined by the Facilities Manager.

16. POLICY REVIEWS

Notwithstanding the review date herein this policy shall remain effective until such time Approved by Council and may be reviewed on an earlier date if necessary.

17. BUDGET & RESOURCES

The financial and resource implication/s related to the implementation of this policy should be qualified and quantified.

18. IMPLEMENTATION

Management to take reasonable steps to ensure that the policy is implemented and adhered to.

19. PENALTIES

Non-compliance of any of the stipulations contained in the policy will be regarded as misconduct and will be dealt with in terms of the municipality's Disciplinary Code.

20. DISPUTE RESOLUTION

The dispute resolution procedures as provided for in terms of the SALGBC dispute resolution procedures, must be followed, where dispute arise in terms of this policy.