



Good maintenance

A guide for tenants



This is your quick reference guide to the type of maintenance contracts needed to keep the building looking good, help you comply with the terms of your lease and keep your staff and visitors safe.

Who is responsible?

Please refer to the property management team for advice on who is responsible for what according to your individual lease terms. You can keep track of that responsibility by completing the building maintenance checklist (at the back of this document) to identify whether you or your landlord will be placing the maintenance contract.

Maintenance of external areas

Landscaping and car park

You'll need to employ a local general maintenance contractor to carry out jobs outside. The site should be picked for litter every week. Lawn mowing should take place every two weeks in the summer months, and once a month in the winter, along with general pruning and weeding when necessary.

Window cleaning

Windows, including window frames, need cleaning every six to eight weeks. It's important to remember that it's your legal responsibility to make sure your window cleaner complies with the statutory rules regarding working at height.

External windows and doors

We recommend an annual service of window and door mechanisms and handles. And, if you have automatic doors, you'll need to arrange regular servicing of these, too.

Building gutters and car park gullies

It's not just in the autumn that leaves and debris can collect. To prevent leaks and damage, you need to ensure you have a regular clearance programme.

Lightning conductor system

These require annual inspection by a specialist contractor. They will test the system and give you a certificate, for safekeeping.

Lighting and electrical

You'll need to make sure external lighting remains in good working order. This will require a service and maintenance contract from a local electrician.

Maintenance of internal areas

Heating, water and building management system

For peace of mind, the comfort of colleagues and patients, and to comply with health and safety legislation, you need to enter into a service contract that will cover regular maintenance of your systems, and emergency repairs if things go wrong. Make sure your cover includes all of the boilers, pumps, calorifiers, pressurisation units and air handling units.

You should show your contractor your Operational & Mechanical (O&M) file, which contains details of your electrical and mechanical plant that needs servicing so that they can comply with the manufacturers instructions.

Services should take place every six months. It's important to keep a careful record of all services, along with the warranties of replacement parts.

For the first year in your building, maintenance and service contracts should be taken out with the original installing contractor. You can choose either a comprehensive contract, which includes parts, labour and periodic inspections, or a more basic option, with parts and labour charged at cost. We would generally recommend a basic contract in the early years.

Lift

A contract to service and maintain your lift should be taken out with the installing contractor. This can be either comprehensive, where parts and labour are included or basic, where parts and labour are charged at cost.

The lift should also be inspected by an independent competent person every 6 months to comply with the LOLER Regulations 1998. This can be undertaken by an engineering surveyor employed by a reputable insurance company.

Fire alarms

You need to test your fire alarm weekly, from a different call point around the building. Make sure you record the results in a fire log book, as this information could be checked periodically by the local Fire Authority.

Annual servicing and emergency call-outs should be covered by a contract with the installing supplier, at least for the first twelve months. After that, you are free to choose competitive cover from any reputable local or national specialist.

Make sure all of your colleagues are clear about what to do if a fire breaks out. Fire action signs around the building are a requirement, and must be clearly visible. Many local fire officers or fire safety equipment companies will be happy to deliver an instruction session to your team to make sure fire safety procedures are in place.

Emergency lights

Check emergency lights once a week, on a rota, with the key provided and record your tests in the fire log book. Your fire maintenance service contractor or electrician should discharge the batteries on all emergency lighting as part of the annual service, and record the results in your fire log book.

Security

Annual servicing and emergency call-outs should be covered by a contract with the installing supplier, at least for the first twelve months. After that, you are free to choose competitive cover from any reputable local or national specialist. Make sure all equipment, such as CCTV, staff attack alarms and access control are also covered by an annual service check.

Fire extinguishers

Fire extinguishers need an annual service; the installing contractor can provide a service agreement. Any extinguisher that has been set off needs immediate replacing or refilling.

Ventilation

Air handling, air conditioning units and ventilation or extractor fans need servicing at least every six months, to make sure filters are cleaned or changed. Your service contract should include motors and belts to ensure the smooth running of the system.

Water testing and Legionella risk assessment

During your first year in the building, you'll need to undertake a water risk assessment for Legionella. The report will advise on a testing procedure for the future, and on the necessary operating temperatures for your hot water system. We recommend regular sampling of water from the systems, and can help you find an independent specialist company to do this.

Cleaning

When you employ your cleaners, please make them aware of the specific care instructions for your carpets – some popular cleaning products can damage the surface. You are free to make your own arrangements for general cleaning, but please keep a record of the cleaning regime you choose.

Redecoration

We will contact you to let you know when your redecoration programme should begin. The lease will generally identify a 3 or 5 yearly cycle for internal and external redecoration.

Electrical testing

Portable electrical appliances need to be tested before you use them in your building, and then tested periodically depending on the type of appliance.

Your electrical contractor should give you a performance data sheet for each appliance tested, giving it a clean bill of health. Items identified as faulty, and your own untested items from home, shouldn't be used in the building.

Fixed electrical installation

Your electrical installation was fully tested and inspected before you moved into the building. It's a statutory requirement to have it checked at least every five years, so any necessary work can be carried out.

Display Energy Certificate (DEC)

In England and Wales, a building occupied wholly or in part by a public authority and visited by the public that has a floor area of over 250 square meters must display a DEC in compliance with the Energy Performance of Buildings Directive. In Scotland buildings should display an Energy Performance Certificate or EPC.

Building maintenance checklist

Maintenance list	Landlords responsibility	Tenants responsibility	Service charge cost	Contractor details	Contract cost
Internal cleaning					
Window cleaning					
Internal decoration					
External decoration					
Window frames and mechanisms					
Grounds and external maintenance					
Pest control					
External lighting					
Roof/gutters/gullies					
Fire alarm maintenance					
Fire extinguishers					
Security alarm maintenance					
CCTV maintenance					
Access control					
Water risk assessment and testing					
Fire risk assessment					
Emergency lighting					
Electrical maintenance					
Ventilation/air conditioning					
Lift maintenance					
Automatic door maintenance					
Lightning conductor test and maintenance					
Plant room/heating					
Radiators and pipework					
Display Energy Certificate					