



Maintenance Policy

(Version 2)

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Overview of Riara University

Vision

Riara University aspires to be a Centre of Excellence in Scholarship, Research and Human Resource Development.

Mission

Empowering lives, Impacting communities

Value Statement

Excellence - Strive for Excellence at all times.

Leading by Example- through hard work to demonstrate leadership by taking responsibility for your actions.

Teamwork - If you want to go fast, go alone. If you want to go far, go together.

Integrity - Always be Ethical and Professional in your Conduct.

Innovation -Breakthrough Ideas are rewarding and create value addition in life.

Motto

Nurturing Innovators

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1. Policy Statement

Riara University has established and operates quality infrastructure to deliver its core mandate of teaching, research and community service. To ensure the longevity and functionality of the infrastructure, the University operates a plan to monitor and control maintenance activities. The maintenance plan entails the activities necessary to keep facilities and systems operational and in good working order. These facilities are maintained in an elaborate quality manner to ensure optimal and sustainable service to users. This includes preservation of property, machinery, fixed systems, and facilities including buildings, service equipment, utility infrastructure and roads.

The University purposes to provide well maintained, safe, consistent and secure infrastructure that complies with internal and external regulatory requirements. The University's Estates Department performs preventive maintenance of all academic and administrative buildings in the campus, while the ICT Department provides maintenance of ICT infrastructure through a separate policy document.

1.1 The objectives are to:

- Provide a built-environment which is fit for purpose and which effectively supports the University's corporate plan.
- Ensure the University obtains a cost effective and professional maintenance service, which makes best use of the available funding.
- Protect the asset value of the University's built-estate by optimising the life of components, consistent with their intended use.
- Minimise the risk of unforeseen major defects, which might adversely affect the core business of the University.
- Establish robust planning processes that facilitate the prioritisation of maintenance programmes and enable the University to anticipate the future cost of maintenance expenditure.
- Ensure that, as far as reasonably practicable, maintenance projects are coordinated with other construction works to minimise their impact.
- Ensure that the University's built-estate complies with relevant legislation and that all maintenance work is undertaken in a safe manner.

1.2 Scope of the Policy

This Maintenance Policy applies to all academic and related support buildings and physical infrastructure. The overall responsibility of the policy falls under the Head of Estates Department. The Estates Department collaborates with relevant departments including but not limited to Student Life, Administration, Academic, and Procurement.

1.3 Responsibility

The maintenance of university infrastructure is a delegated function to the estate department by the DVC - Finance & Administration. The DVC is in-charge of the implementation of the policy through the oversight of the Management Board.

Estates: The responsibility for maintenance of the University's built-estate is handled by the University's Administration Division, under the Estates Team, who provide a service that complies with the University's Maintenance Policy, and all other relevant strategies, policies and procedures.

Building Occupants: Users of the University's infrastructure should report defects promptly to their Head of Department, the University Reception, or to the Estates Help Desk. Building occupants should not undertake any activity which may alter, damage or disturb the fabric or surfaces of the building without previously obtaining written approval from Estates Department.

Outsourced Services: Some of the services of the University are outsourced whereas others are internally managed. There exist up-to-date contracts for outsourced services. The outsourced services may include lift management, pest control, security, cleaning, cafeteria, internet, waste disposal and software, among others.

1.4 University Properties

The University properties include but are not limited to:

- a) Buildings e.g. halls, offices, accommodation/guest houses, conference facilities.
- b) Plants and equipment e.g. generator, laboratory equipment, chairs, desks, etc.
- c) Grounds e.g. car parks, roads, walk ways, sports fields, etc.
- d) Utilities infrastructure e.g. electricity, water supply system etc.
- e) Drainage and sewerage.

1.5 Contact details for the estate department

The Estate Department offices are located in the University Stores (next to the Clinic) and the relevant contacts are as follows:

Estate Department Landline 0703 038346

Estate Department Mobile (Denis) 0711 592313

2. Maintenance Factors

The following factors are considered in implementing maintenance services:

- a) Statutory compliance;
- b) Workplace health and safety;
- c) Risk management;
- d) Asset life cycles;
- e) Impact on teaching and research programmes;
- f) Public appearance;
- g) Property loss/damage.

2.1 Categories of Maintenance

The University has established types of maintenance services to maintain a safe, healthy and secure environment for its stakeholders. The following are types of maintenance to be undertaken:

a) **Planned Maintenance**

This is programmed or scheduled maintenance which is routine and recurrent in nature to keep the University facilities functional in order to meet the needs of the University and support its mission.

b) **Preventive Maintenance**

This is the maintenance carried out periodically through inspection, detection, adjustment, minor repair, lubrication, reporting and collecting data to minimize facilities breakdown and to optimize efficiency. This continuous corrective process is deliberate and is scheduled to save cost; reduce downtime of critical equipment; extend the life of facilities; guarantee reliability; and to maintain the face or appearance of the facility.

c) **Statutory Maintenance**

Statutory maintenance is when plant such as lifts, fire systems, fume hoods and air conditioning systems are serviced and maintained in accordance with legislative requirements.

2.2 Types of Maintenance

a) **Emergency Maintenance**

This refers to failure/imminent failure of facilities, plant, equipment etc that portends great danger to the item itself and/or to the safety of users and the community. Such maintenance will require immediate action to eliminate hazards, to prevent injury, loss or damage and supersedes all other types/categories of maintenance. The response to emergencies is within 30 minutes upon reporting and should be attended to immediately until the task is completed.

b) **Urgent Maintenance**

This is maintenance / service that was unforeseen or unscheduled but becomes necessary to avoid property damage or negative effect on health and wellbeing of stakeholders. The response time for urgent maintenance is within two hours and to be completed within 48 hours, except where circumstances are beyond the control of the University.

c) **Routine Maintenance**

This refers to maintenance services undertaken regularly across the various categories of maintenance. This includes routine services such as cleaning of facilities, servicing of equipment, repair works, repainting, resealing of services, among others.

2.3. Maintenance Areas

- a) **Buildings:** These include maintenance and repair of building structures, water proofing, paintworks, among others.
- b) **Grounds:** These include gardening, landscaping, trimming of dead branches, paving of walk ways, repair of broken slabs/tiles, horticultural management, among others.
- c) **Skilled services:** These include wiring, plumbing, elevator maintenance, among others
- d) **Licencing and accreditation:** This involves ensuring compliance and updating of documentation as required by regulators or partners.
- e) **Budget:** This involves financial planning for the maintenance and procurement of the relevant services, personnel, equipment and tools.

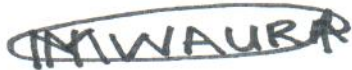
3.0 Policy Review

This policy document will be reviewed every three years.

4.0. Policy Adoption and Approvals

Prepared by and Verified for Quality Control by:

Signature ...



Director, Quality Assurance

Recommended for Approval by:

Deputy Vice Chancellor – Administration and Planning

Signature.....



Approved by the Management Board on:

Day 22nd Month April Year 2021

Signature



Chair, Management Board