

PROPERTY MANAGEMENT

1.0 INTRODUCTION

Property managers are responsible on behalf of the company for managing the building so that its occupants may live and work in a safe efficiently run environment. In addition they are required to maintain compliance with the Health and Safety at Work Act 1974, The Regulatory Reform (Fire Safety) Order and other associated regulations passed to ensure the health, safety and welfare of employees and contractors, also residents, visitors and members of the general public who may be affected by the activities of our organisation.

When taking on a new instruction it is essential that the designated property manager should arrange for the mandatory Health and Safety workplace risk assessment and fire risk assessment to be carried out to identify hazards and establish the risks of injury to those occupying and visiting the property.

Practices that appear hazardous and present a foreseeable risk of injury should be reviewed and amended accordingly or discontinued. Staff should be consulted on safety issues and subsequently informed of any changes to their established working practices or procedures preferably with written instructions. Any safety measures identified shall be implemented after consultation with the owner / landlord.

Advice should be sought from HAVIO Limited if any doubt exists with current or proposed safety measures after having spoken with the person responsible.

The Construction (Design and Management) Regulations now require that the Safety Files should be handed over to the client following completion of newly constructed buildings and notifiable projects. This information should be obtained before the instruction to manage the building is accepted.

2.0 RESPONSIBILITIES

Property managers represent building owners and are responsible for the following:

2.1 Fire Prevention and Precautions

Overall maintenance of fire prevention systems, fire precautions and records, unless the property is in a single occupancy and the tenant has a fully repairing and maintenance type of lease.

2.2 Emergency Lighting where provided

Ensuring that arrangements are made for regular six monthly servicing and testing by a specialist contractor, together with the back-up maintenance of such a system.

2.3 Smoke Detectors / Automatic Smoke Detection Systems

Ensuring that these are properly inspected and tested by an approved specialist engineer at three monthly intervals, re-calibrated and cleaned at the manufacturers' recommended intervals.

Ensuring that any essential upgrades of the fire detection and alarm systems installed are notified to the property managers by the contractor and put forward to the owners for approval and implementation.

2.4 Sprinkler System

Ensuring that these are subject to pressure test by an authorised person and that the whole system is subject to an adequate regular maintenance agreement with a specialist contractor.

2.5 Fire Safety

- Ensuring that the fire detection and alarm system is subject to adequate maintenance and routine testing using a sequence of different call points. For properties with alarms, alarm testing is required on a weekly basis and with all buildings fire evacuation drills conducted in each six-monthly period.
- Ensuring that fire extinguishers are regularly serviced where these are within the control of the company.
- Ensuring that any dry riser installation is regularly inspected and tested.
- Ensuring that fire exit routes are clearly marked and signposted. Final exit doors are to be marked with fire exit signs. Escape routes should be regularly inspected and kept free of obstruction.
- Records are to be maintained of all breaches in fire safety requirements. Breaches are to be brought to the attention of the relevant tenant or person responsible for the breach. Action is to be taken against persistent offenders.
- Records of maintenance, breakdowns, tests, evacuations and training are to be maintained.

2.6 Gas Fired Boiler / Heating Systems

Ensuring that equipment is serviced in accordance with the Gas Safety (Installation and Use) Regulations 1998 arranging for at least annual inspections on each appliance within the property. All records and action taken for each inspection must be kept and updated. All property inspections should make reference to the gas safety inspection records.

The following points need to be taken into account with gas-fired systems:

- There must be an identifiable gas supply valve in a safe location and available for use in an emergency.
- Key personnel must know its location.
- All gas pipe work should be clearly colour coded using yellow paint or bands in accordance with current British Standards on pipe work.

2.7 Oil Fired Boiler / Heating Systems

Ensuring that control wires with fusible links or other fire safety arrangements are fitted so that in the event of a local fire, the boiler fuel supply is interrupted.

Oil storage containers used for boiler fuel oil storage are now required to comply with the Control of Pollution (Oil Storage) (England) Regulations 2001.

- These regulations apply to all types of mineral oil and vegetable oil, also including petrol and solvents.
- Storage containers can be any type of container which is stored above ground and situated outside a building e.g. a fixed tank, Intermediate bulk container (IBC), oil drum or mobile bowser and which have a storage capacity exceeding 200 litres.
- Containers can be on any premises including Industrial premises, Commercial premises and institutions (residential and non-residential) in the public and private sector, charities and voluntary groups, Schools, Hospitals, Churches, nursing homes, and occupiers of multi-residential dwellings whether publicly or privately owned blocks of flats or other dwellings fed oil from communal storage facilities.
- Premises used wholly or mainly as a private dwelling are exempt where the storage container is less than 3500 litres.
- Facilities used for the processing of oil, also oil storage on farms are dealt with separately.

General requirements of the regulations concern the integrity of the oil containment vessel and the arrangements to prevent it being damaged, bunding arrangements, filling arrangements, fuel gauges and their calibration, discharge arrangements.

2.8 Dual Fired Systems

Specialist knowledge and operating procedures are required where there is dual firing i.e. oil and gas into the same flue. This equipment and its safety interlocks must be maintained by a competent contractor.

2.9 Emergency Generators

Ensuring that emergency generators are regularly tested, run under load and examined. Alternator and fan belt drives must be properly guarded (see

Electricity at Work Act 1989, Part 3, Section 14). Hearing protection must be worn by all persons working on or near this plant if installed within the building structure, since it may start without warning and is generally noisy.

2.10 Lightning Conductors

British Standard reference BS 6651 1985, 'British Code of Practice for the Protection of Structures Against Lightning' sets out a method of assessing whether or not premises warrant lightning protection based on the use of the premises, the height, the geographical location and other factors.

The integrity of the lightning conduction system is required to be regularly tested by a specialist contractor

2.11 Electrical Wiring

Ensuring that the electrical systems and equipment are maintained in accordance with the Electricity at Work Regulations 1989 and where appropriate, tested and examined at regular intervals. Generally at five year intervals for residential buildings and commercial offices.

Ensuring only authorised, trained personnel conduct repairs on electrical equipment with the exception of simple resetting of circuit breakers and similar non-specialised work.

2.12 Lifts

Ensuring that all passenger lifts are thoroughly examined by an approved engineer at 6 monthly intervals and that copies of inspection / examination reports are held on site in an accessible location, e.g. lift motor room or on site management office.

Ensuring that a competent lift engineering company maintains lifts in between statutory inspections and that service records are kept in the lift motor room.

- All machine rooms must have the appropriate signs on external doors and full instructions displayed within, for the removal of trapped persons. All requisite safety tools must be clearly identified and placed in racks. No person should remove a person from a lift unless he has received proper training from an approved organisation and holds a form of certification indicating his competence.

2.13 Boilers, Pressure Vessels and Heating Systems

Ensuring that maintenance arrangements have been set up for all pressurised plant, water heating systems, boilers, air receivers and steam receivers as defined by statute.

Ensuring that arrangements have been made with an approved engineer for the statutory inspection and that copies of such certificates are kept available

on site. Boilers should be inspected at 14-month intervals and air / steam receivers at 26-month intervals.

2.14 Air Conditioning / Humidification Equipment

Ensuring that arrangements are made to prevent the growth of micro-organisms e.g. by water treatment or regular cleaning of such systems, by an approved contractor.

2.15 Cradles and Window Cleaning

Ensuring window cleaning cradles etc., under the control of the company are examined twice per annum by an approved engineer and that a proper service agreement is in operation. The use of such equipment is strictly for authorised experienced personnel only.

Ensuring that where harness eyebolts are provided for use by window cleaners, arrangements are made with an engineer for these to be examined at yearly intervals in accordance with current British Standards.

2.16 Other Engineering Plant

Ensuring that all other plant and machinery is properly maintained and regularly serviced in accordance with the manufacturer's instructions and / or Approved Codes of Practice. Maintenance contracts must be raised for all plant and competent contractors appointed for the work. Where no statutory guidance on inspection / maintenance intervals exists then equipment will be done annually.

2.17 Access Equipment

Ensuring that motorised equipment is registered and insured where provided and used in public areas or on the highway in accordance with current legislation. All operators must be competent users holding the appropriate licence.

2.18 Staff Safety

- Ensuring, where responsible for on-site staff, that staff are given clear instructions as to the action they should take in the event of fire and how to deal with visitors to the premises in event of fire, also dealing with engineers, who may need access to areas not normally accessible to staff.
- Ensuring on-site staff maintain or inspect (if delegated to others) the various statutory records and certificates etc. referred to above.
- Ensuring on-site staff are carefully instructed as to the limitation of their duties and that they are not expected to take personal risks or carry out maintenance activities which would put them at risk. Work equipment is only to be used for the purpose for which it was provided and in the environment it was designed for.

- Ensuring that any work equipment provided for on-site staff is safe, properly maintained (e.g. stepladders, portable electrical appliances etc.) and that appropriate training in its use has been given.
- Ensuring on-site staff are clearly instructed not to carry out any electrical work or repairs apart from bulb changing unless suitably qualified and competent.
- Ensuring on-site staff report and record immediately any accidents to the appropriate person in charge and the Property Manager.
- Ensuring on-site staff are provided with a copy of the relevant parts of this Health and Safety Guidance Document and any amendments.
- Ensuring on-site staff are familiar with the emergency procedures of the site and can comply with the requirements (i.e. bomb threat).

2.19 Premises Cleaning

Ensuring that arrangements are made for keeping the premises clean (including toilet facilities, washing facilities etc.) by either contracting out these duties, employing in-house staff or getting the tenants to make suitable arrangements. Ensuring adequate safety signage is displayed.

2.20 Co-ordination of Emergency Plans

Ensuring that emergency plans are communicated to the various residents / tenants as to what their actions should be in circumstances where it would be impracticable for staff to effectively manage an evacuation, (lack of resource or when staff have left the building) Fire action notices in common areas are a requirement for staff and contractors working in the building.

2.21 Personal Safety

- Setting a personal example at all times by adhering to safe working practices and ensuring that visitors etc. also comply.
- Ensuring that appropriate safety clothing / equipment is worn at premises where building or maintenance work is taking place (e.g. work overhead) and other precautions against being injured are taken. Where safety equipment such as harnesses are required, confirmation is required from the contractors that these have been checked for wear or faults prior to use.
- Ensuring particular attention is paid to existing equipment and procedures when inspecting premises and if any shortcomings are observed, that urgent steps are taken to rectify such shortcomings. Cost is not reasonable grounds for not improving safety provisions.

2.22 Safety Equipment and Signage

Ensuring that all safety equipment is regularly inspected and any defects remedied. Equipment that is considered unsafe must be immediately taken out of service and suitably labelled “Do not Use” whilst awaiting professional repair or disposal, any person who might use the equipment is to be informed.

Wherever possible the equipment should be disabled or secured so that it cannot be used.

Ensure that adequate safety signs, barriers, fluorescent tape and luminous vests for ID etc., are available for routine maintenance or unexpected problems.

2.23 Disability Discrimination requirements

Ensuring that the requirements of the Disability Discrimination Act are met with regard to the provision of appropriate facilities and adequate means of access and egress.

3.0 GENERAL SAFETY

Ensuring that regular inspections are carried out to identify hazards and estimate risk, taking into account what control measures currently exist and what further improvements can be made. Some properties may have particular safety problems and assistance may be required from the company's Health and Safety consultants. If in doubt always seek assistance. Accountability may be delegated at local level to resident Premises Managers of large premises, where they report to Property Managers.

4.0 PROPERTY MANAGEMENT CHECK LIST

In considering the health and safety aspects of all managed property where there are common areas (other than very small buildings) HAVIO Limited should be employed to carry out a Premises / Workplace Risk Assessment. Thereafter, improvements should be prioritized and undertaken as detailed in the action plan. Newly constructed buildings should not be accepted without full documentation (e.g. maintenance manuals, certificates for fire safety, electrical and water treatment). Below is a checklist to assist property managers with premises management. (The list is not exhaustive.)

5.0 MANAGEMENT CHECKLIST

Access / egress arrangements in all weather conditions.
Anti-Bacteria precautions and procedures for water systems.
Appointment, vetting and control of contractors
Bomb threat procedure.
Premises Cleaning - specifications, programs, safety signage and procedures e.g. for wet floors.
Confined space procedures.
Control of Substances Hazardous to Health (COSHH).
Control of flammable materials (DSEAR)
Disability Discrimination Act – facilities.
Effluent discharges – other emissions - authority approval, effect on property, dangerous substances.
Electricity – regular system checks, maintenance manuals, test certificates, PAT.
Emergency lighting – adequacy of illumination, tests, records and maintenance.
Engineering plant and services - tests, records and maintenance.
Evacuation procedures – fire drill records – evacuation of any disabled.

Maintenance of gardens / grounds

Work at height – necessity, arrangements, risk assessment, safe systems of work, method statements, and management approval

Fire precautions:

Automatic fire detection, test records / maintenance.

Alarms - adequacy, audibility, compliance, signage, call points, Smoke detection, instructions and logbooks.

Automatic Operating Vents – operational status, maintenance, records

Correct signage – pictorial, compliant

Dry risers – inspection and pressure test - records

Fire Equipment - serviceable, tested and maintained (extinguishers / hose reels etc.)

Fire Certification requirements.

Fire risk assessment requirement.

Fire Doors – unobstructed, closed, serviceable.

Fire escapes - adequacy, compliance, freedom from obstruction, locks etc.

Firefighting installation maintenance, warning systems. Smoke vents - maintenance.

Sprinkler systems. Manual, maintenance, records

Fire Wardens - training / records.

Test records and maintenance logs.

First Aid Provision:

First Aiders / Appointed persons

First Aid Boxes

First Aid Facilities – room, stretcher, blankets, and specialist requirements.

Accident reporting and investigation – Accident Book BI 510, Reporting forms.

Heating and air conditioning - maintenance manuals, protection against legionnaires disease, chemicals, safety equipment e.g. eye baths, showers goggles.

Health and safety signage and documentation.

Ladders and steps - checks and log, training.

Lifts and lighting apparatus - maintenance, records, test.

Lighting – adequate.

Lone worker safety – communication.

Plant and machinery – maintained, service records, equipment manuals, trained users.

Personal Protective Equipment, clothing eye, ear, hand and body protection.

Refuse storage.

Roof access – safety - guarding, fall arrest / restraint systems, rescue facilities

Systems - control documentation, appointment of senior authorized persons and competent persons, substation logbook.

Staff welfare - procedures for incidents, accidents etc.

Toxic / hazardous chemicals, cleaners / staff or occupiers.

Public access / egress and safety.

Pest control.

Staff training (including health and safety).

Security personnel protection.

Tenants - arrangements.

Tools - hand tools, mechanical - electrical tools etc. records.

Vehicle safety.

Window cleaning - safety equipment, cradles, mobile elevating work platforms and bosun's chairs.