

GROSVENOR PROPERTY MANAGEMENT

Repairs, Maintenance and Services

Grosvenor have nine main service partners who carry out works on our estate. In 2014 Grosvenor diligently selected each service partner following a competitive tender exercise. Each service had circa 20 bidders interested in contracting with us. Grosvenor selected the below service partners, based on their health and safety credentials, quality of workmanship, sustainability and value for money.

We put in place 5-year contract agreements are price indexed allowing Grosvenor to budget accurately, and for the long term. Importantly, all nine of Grosvenor’s service partner contracts are signed up to the London Live Wage. The service partners have been in contract on estate for more than 5 years and now have an excellent understanding of how we work; and the requirements of our leases.

The service partners, their associated services, and length of time they have been working on the estate, are listed in the table below.

Service partner	Carrying out	Services began
Ethos Facilities	Facilities services, including: <ul style="list-style-type: none"> - Mechanical, electrical and fabric - Cleaning - Security - Utilities - Out of hours call centre 	2000
Jackson Lifts	Lift maintenance	2014
The Lift Consultancy	Lift consultancy services Guidance on large lift projects	2019
Frankham	Risk assessments <ul style="list-style-type: none"> - Water - Fire - Health and safety - Air conditioning - Accessibility 	2014
WSP	Asbestos management	2010
Bastows	Major works – internal and external decorations	2014
Gaysha	Major works – internal and external decorations	2014
PJ Harte	Major works – internal and external decorations	2014
SW Bruce	Major works – internal and external decorations	2014
Knight Security Group	Manned security guarding	2019
Office Concierge	Front of house in commercial offices	2015
Lexington Reception Services (LRS)	Front of house in commercial offices	2017

Grosvenor have two types of works carried out under repairs, maintenance and services. **Planned** and **reactive**. Below provides a breakdown of how those tasks are created, scheduled, carried out and paid for.

Planned tasks (cyclical)

Planned tasks are stored within Grosvenor's Computer Aided Facilities Management (CAFM) system (Planon). The tasks stored contain all relevant details, such as, frequency, resource requirements, cost etc. Annually, Grosvenor's facilities management team issue all planned work orders for our service partners to carry out before when they are next due.

Examples of planned tasks are.

- Gas safety checks (annual)
- Emergency lighting checks (monthly and annual)
- Fire alarm tests (weekly and annual)
- Drainage
- Roof and gutter maintenance
- Internal and external redecorations

Reactive tasks

Reactive / responsive maintenance tasks i.e. a lighting failure, a leak or an alarm sounding can usually be reported in three ways:

1. Following on from a planned task
2. Reported by a Grosvenor property manager on their regular visits
3. Reported by a visitor / tenant on site

Upon receipt of the reactive call, our service partners will ask relevant questions, assess the risk and prioritise the task appropriately.

The cost for all planned maintenance tasks is agreed annually within the service charge budgeting process. There is also a budget allowance agreed for reactive spend.

If a reactive task looks like it is going to go over budget or exceed the section 20 limit, the service partner will not proceed with works until the costs have been authorised by residents or Grosvenor on the resident's behalf.

For eligible works in residential long leaseholder blocks Grosvenor will consult in line with Section 20 of the Landlord & Tenant Act 1985. This is a prescribed form and duration of consultation. Certain scenarios, such as works of a health and safety or emergency nature, Grosvenor's Property Manager will authorise the works and advise residents accordingly.

All works are reviewed either electronically and/or onsite to ensure a high standard and that all relevant health and safety standards are been adhered too, prior to authorising the invoice for payment.