



Maintenance Strategy

Bromley Yard - Manchester

This Maintenance Strategy document is available on Meanwhile Creative's Google Drive and a hard copy is kept in the Site Management file.

Purpose of Meanwhile's Maintenance Strategy:

- Preserving a functional and safe site for staff, tenants and visitors
- Mitigate risk of fire and accidents and comply with Health & Safety and fire safety legislation
- Reduce Environmental impact
- Enjoyable working environment
- Respond to changing business needs
- Minimise business interruption and remain responsive to tenant's needs
- Provide value for money
- Controlling costs to budget
- Maintaining functionality and prolonging the useful life of assets
- Presenting good company image
- Supporting equality of access to premises
- Protect ecological value of the local area

Implementation and Review of Maintenance Strategy:

- Meanwhile Creative has an established Estates, Facilities and Maintenance team to deliver what is set out in our Maintenance Strategy
- We have a formulated process for reporting, recording and actioning maintenance works
- Maintenance of both internal premises and outside space and site boundaries is included in the maintenance works schedule
- Daily visual checks and weekly recorded building checks and safety checklist signed and dated. The Site / Building Manager will be doing external checks of containers to make sure there is no obvious signs of damage or deterioration.
- A qualified contractor will conduct checks of the container's external condition scheduled every 6 months. Any rust will be rubbed down and treated with specialist paint sealant called Aquasteel Rust Converter (a non-hazardous corrosion control system developed by Bayer-Wood Technologies; accredited with both Environmental ISO 14001 and ISO 9001:2008). **An industrial canopy / tent structure will be used as a temporary shelter to cover the top and sides of the container and ground sheets will be placed on the surrounding floor area in order to prevent the transference of any rust to the local area during treatment. These protective coverings will be vacuum cleaned before removal.**
- Tenants are encouraged to email or telephone Facilities team to report maintenance issues. Calls received out of normal office hours are diverted to an out of hours response team



- Site operating hours for Tenant access is 24 hours, 7 days a week. The working hours for our in-house facilities and maintenance team and on-site manager is 0900-1700 hours Monday to Friday. Outside of these hours tenants can call the out of hours emergency number to request response and site attendance from our trusted key holders (eg. contracted security company and maintenance contractors)
- Bromley Yard is secured by door code access, with reinforced door on automatic door closer mechanism. Container units are separated from the car park area by a secure fence. Vehicle gates can be locked using combination code padlocks
- CCTV will be in operation 24/7, with cameras positioned over the site entrance
- Tenants are responsible for securing their own container units before leaving site. Containers are secured with internal lockable patio doors and external cargo doors with integrated bar locking system and padlocks.
- Night security site patrols will be arranged in the event of risk to site security or nuisance activity
- Aim to resolve most maintenance issues within 48 hours. Emergency repairs escalated and dealt with as priority
- All emails reporting maintenance issues are acknowledged with response and timescale for fixing.
- Most maintenance issues resolved by in house maintenance team, with more specialist works outsourced (electrician / plumber, etc)
- Preferred contractors used for consistency and budget control
- Maintenance issues recorded on Trello (a live web based app / tool allowing action lists to be recorded, shared and collaborated on) and marked with traffic light system for status of tasks and prioritised in order of urgency and business risk. Lists are shared and continually monitored and updated by Facilities and maintenance team.
- Issues affecting tenants that are not a quick fix are continually reviewed and followed up with updates communicated to tenant to manage expectation
- Maintenance works carried out in accordance with best safe working practice (ie. relevant training and safety equipment provided)
- All maintenance work carried out by appropriately qualified persons
- Relevant insurance policies in place for both in-house and outsourced maintenance work
- Tenants notified of maintenance works in advance (unless emergency) to minimise disruption
- Maintenance calendar kept to record planned maintenance works and monitor dates for completion
- Systems inspected, serviced and certified on a regular basis (eg. heating, fire alarm, emergency lights, electrical installations, lifts etc).
- Maintenance records and certification available for inspection and kept updated in site file as well as electronically
- Risk Assessments reviewed and updated annually, and recommended actions completed within set timescales
- Review of maintenance budget to decide if additional proactive maintenance works (eg. internal decoration, tidying outside space and replacement of engineering plant and equipment if coming to end of useful life) can be factored in as well as essential reactive maintenance works (eg. urgent repairs)
- Feedback encouraged from tenants for ways to improve premises and maintenance response
- Passageways and car park will be litter picked twice a week
- Where possible access to premises is modified to avoid discrimination (eg. wheelchair ramps)
- Where possible materials are reclaimed and reused to avoid excessive waste and reduce environmental impact
- Journeys in maintenance vehicles limited to reduce carbon emissions



- New premises fitted out with insulation materials and double glazing to improve the energy efficiency, in turn reducing cost and environmental impact of heating and cooling space
- The container units are designed to be low maintenance (eg. Basic fit out, with LED lighting that is guaranteed for 5 years, very little maintenance required, with no need to change lightbulbs. The LED lighting also benefits from using less energy and are more cost-effective long term)
- Poor and extreme weather conditions require immediate site check and extra vigilance.
- Wind - check for debris and damage
- Rain - check for any drainage issues and surface water build up
- Snow and ice - clear passageways and grit
- Clear vegetation bi-annually and treat entire site with environment friendly weed killer
- The Site Curator / Site Manager will be on site in a container unit 0900-1700 Monday-Friday to react to maintenance issues as and when they arise. Outsourcing some maintenance works to specialist contractors (on preferred contractor list) when required
- Upon tenant induction, they will be both informed and handed physical copies of induction packs that reiterate the ecological value of the area
 - users must ensure the proposed amenity space is kept clear of any temporary storage materials.
 - Users must respect the space and ensure they take any rubbish away with them
 - Ensure bins are present to avoid left rubbish
 - Site manager to conduct daily visual check of the area

Meanwhile Organisational Structure:

