

APPENDIX C

Soft FM Services

Service stream	Preferred option
Office and building cleaning services	Self delivered - in-house model
Window cleaning services	Tender and procure contractor
Pest control services	Tender and procure contractor
Security services	Self delivered - in-house model
Specialist cleaning services	Mixed model
Catering and hospitality services	Tender and procure contractor
Porterage and caretaker services	Self delivered - in-house model
Feminine hygiene and vending services	Tender and procure contractor
FM helpdesk services	Self delivered - in-house model
Mail room and post	Self delivered - in-house model
Landscaping services	Tender and procure contractor
confidential)	Tender and procure contractor

Hard FM Services

Service stream		Preferred option
Small reactive works	<£250.00	Self delivered - in-house model
AHU Maintenance	General maintenance	Self delivered - in-house model
AHU Maintenance	Major maintenance	Specialist contractor
Heating systems	General maintenance	Specialist contractor
Heating systems	Major maintenance	Specialist contractor
Controls (HVAC)	General maintenance	Specialist contractor
Fire Services	Detectors	Specialist contractor
	Alarm testing - Weekly	Self delivered - in-house model
	Alarms - maintenance	Specialist contractor
	Alarms - repairs	Specialist contractor
	Fire Extinguishers	Specialist contractor
	Fire doors	Specialist contractor
	Fire alarm monitoring	Specialist contractor
	Audit and compliance	Compliance Manager / H&F Corporate H&S
	Emergency lighting - Monthly check	Self delivered - in-house model
	Emergency lighting - 6M and annual	Specialist contractor
	Fire dampers	Specialist contractor
	Smoke ventilation	Specialist contractor
	Fire hydrant and risers	Specialist contractor
	PAT testing	Specialist contractor
Electrical Services	Annual inspections	Self delivered - in-house model
	5 yearly inspections	Specialist contractor
	Annual boiler check	Specialist contractor
Gas services	Drop test	Specialist contractor
Refrigeration	All works	Specialist contractor
Energy	EPC	Specialist contractor
	MEES	Specialist contractor
	DEC	Specialist contractor
Legionella	Legionella Risk Assessment/ Specialist Advice	Specialist contractor
	Flushing of systems	Self delivered - in-house model
	Sentinal checks	Self delivered - in-house model
Asbestos	Asbestos inspection	Specialist contractor
Lifts, escalators and lifting gear	Maintenance and repairs	Specialist contractor
	Inspection and certification	Specialist Insurance surveyor
Hoists and eye bolts	Installation, repairs and maintenance	Specialist contractor
Automatic doors	Maintenance and repairs	Specialist contractor
CCTV and access control	Installation, repairs and maintenance	Specialist contractor
Water coolers	Cleaning	Self delivered - in-house model
	maintenance and repairs	Self delivered - in-house model
Lightening protection	Installation, repairs and maintenance	Specialist contractor
Induction loop systems	Installation, repairs and maintenance	Specialist contractor
Fire risk assessments		In house Fire Officer
Generators	Weekly visual	Self delivered - in-house model
	Monthly run	Self delivered - in-house model
	Annual inspections	Specialist contractor
	Fuel supply	Specialist contractor
Pressure vessels		Specialist Insurance surveyor
Roof and Gulley's		Specialist contractor

legislative and Statutory requirements	Health and Safety Matters	Business critical
Legionella	Heating	Security systems
Fire	Cooling	
Electric	Air Quality	
Gas	Workplace assessments	
Asbestos	Lighting	
LOLR	Hot water supply	
Pressure vessels		
Fuel Storage		

Options for FM - ongoing

1. Full maintenance of all services
2. Continue with Amey PPM planner and remedial works
3. RAG rating