

## Policy: Maintenance of Park Property

Date of last change: 2020-12-13

Date approved by SP Board: 2021-01-21

Effective Date: 2021-01-21

Settlers Park Association (SPA) owns all immovable property and infrastructure in Settlers Park Retirement Village. In addition, SPA owns vehicles, generators, tools, and equipment, all of which need regular maintenance to work in an optimal way.

It is the policy of SPA to maintain and repair property and equipment as soon as damage or deterioration is detected to minimize the cost of repairs and maintenance. It is also our policy to inspect all assets on a regular basis to ensure that they are in good working order – this process follows internationally recognized principles of planned maintenance.

It is also a policy of SPA that a team of staff and contractors, reporting to the Facilities Manager, will be responsible for all maintenance in living units in the Park. In all cases, where not covered by contract, we should provide free labour, but components and consumables, and any required outside labour, should be for the resident's account.

Where the sum of charges from a particular outside service becomes significant, we should consider getting skills in-house, if justified. This is good for enhancing the training of our staff as well as reducing costs for our residents. For example, teaching some of our staff plumbing and painting skills, which can be used on maintenance and refurbishment, saving us money as well.

A benefit of proper maintenance of the items mentioned would be that it should save us money when the time comes to refurbish the cottage. Then the major costs will be limited to:

- Architectural changes, particularly some of the older cottages.
- Replacement of kitchen surfaces, if required – the cupboards will probably not need replacement.
- Re-tiling the whole cottage – if replacements for old tiles are not available, or if carpets are no longer usable
- Electrical review and fix
- Painting – using our staff
- Almost everything else will be in good condition or for the account of the resident.

## Procedure

Maintenance procedures may be classified as follows:

### Ad hoc Incidents and Requests

Members of staff and residents can report an issue using the [www.sprv.co.za](http://www.sprv.co.za) intranet site ("Jobs" menu item) or by sending an email to [jobcards@settlerspark.co.za](mailto:jobcards@settlerspark.co.za). Contractors need to discuss issues with appropriate management, who may raise the issue on the contractor's behalf.

### Vehicles

Most vehicles in the Park are under the control of the Facilities Manager. Each vehicle will be serviced by an authorized dealer or service provider when they have reached a specified number of kilometres since the previous inspection, or every six months, whichever occurs first.

SPA golf carts are inspected every week and serviced as required by our service contractor. Staff who are normally responsible for each golf cart are responsible for delivering the golf cart for inspection.

### Security Equipment

Any damage to, or failure of, the perimeter fence, or the electric fence, or any other security equipment (e.g., cameras, energizers, traffic booms), must be reported to the security company management immediately and to the SPA Facilities Manager during prime shift.

The Facilities Manager will ensure that a responsible staff member inspects the full extent of the fence at least once per week. Incidents should be reported via tools mentioned above. A report on the status of the fence, and any incidents, should be recorded in a logbook dedicated to that purpose.

### Other Equipment and Assets

The Facilities Manager will maintain a schedule of all other equipment and assets in the Park, including buildings, generators, pumps, water tanks, signs, road markings, roads, gates, storage yards, maintenance tools, etc., and ensure that a schedule of planned inspections and maintenance is recorded and maintained. This schedule will be reviewed by the General Manager at a monthly meeting convened for that purpose.

### Non-residential Buildings

Staff working in non-residential buildings (e.g. Administration Building, Facilities offices, Wellness Centre, Hibiscus Room) should report incidents as listed above.

The senior staff member occupying the building will conduct a monthly inspection and will report any maintenance issues found.

Where no member of staff works in a non-residential building (e.g. old Trading Post, Usher's Corner, Glen's Den, Swimming Pool), the General Manager will designate a member of staff to perform the inspections.

Heads of Departments who have responsibility for a non-residential building will include the result of their inspection in the month-end report to the General Manager. Any incidents which have been reported but are not yet resolved will be carried over to the following month-end report, referencing the job number.

## Residential buildings

### Care Centre and Assisted Living

Staff working in the building will report ad hoc incidents in the standard way and will monitor how long the incidents wait for resolution. A schedule of outstanding incidents will be included in the Care Manager's monthly report.

In addition, a monthly inspection of the facilities will generate further ad hoc requests as mentioned above.

### Cottages and Flats

It is important to minimize maintenance and refurbishment costs by identifying material failures in the assets of the Park as early as possible. The early repair of issues will lead to a reduction in the cost of refurbishment and the disruption caused by catastrophic failures in functionality.

Cottages and flats which are occupied by a resident in the Park should be inspected by a small team at least every second year. The team will comprise:

- Welfare Officer
- A designated member of the Facilities Team, and
- (Optionally) the General Manager and anyone s/he designates

After every inspection, issues found will be reported via the intranet or JobCards email address.

### Checklist of Items to be Noted in Cottages and Flats

In addition to issues observed in passing, the following needs to be noted during a cottage or flat inspection:

- Garden perimeter fence (if any)
- Paving stones uneven or damaged
- State of external walls, bargeboards, and roof
- Doors and windows
- Locks
- Patio or deck
- Water tanks and pumps
- DSTV aerials
- Internet dishes
- Solar panels
- Garage doors
- Garage door motors and batteries
- Power inverters and batteries
- Hobs and extractor fans

- Gas pipes
- Electrical outlets and DB-boards, including labelling
- Interior walls and ceilings, including fixing damp and painting
- Floors, including cracked tiles, damaged or smelly carpets, and signs of damp
- Windows and doors
- Cupboard doors and hinges
- Plumbing, including labelling and design of switching from municipal water to tank
- Water filters
- Geysers

Where any item needs to be repaired, a JobCard should be submitted. Repairs will be scheduled by Facilities staff. Cost of repairs will be allocated in the standard way i.e., internal Park labour, where necessary skills exist, will be funded by the Park, and consumables will be for the account of the resident. If outside contractors are needed to complete the task, the costs thereof will be for the account of the resident.