

Property Services – Security and Repairs

Appendix A - SWAP Agreed Action Plan

Finding	Recommendation	Priority Rating	Management Response	Responsible Officer	Implementation Date
<p>Objective: To gain reasonable assurance that the Council's buildings are protected from damage through unauthorised access or because of the state of repair.</p>					
<p>1. Buildings are not secure.</p>					
<p>1.1a There is no formal key handling and lock changing guidance available.</p>	<p>I recommend that the Property and Engineering Services Manager ensures that formal guidance for key security and lock changing procedures is made available to all SSDC staff who are responsible for property security.</p> <p style="text-align: right;"><i>SWAP Ref: 31781</i></p>	<p>3</p>	<p>Service managers are responsible for ensuring any leavers hand over ID passes and property keys which are to be returned to Property Services. These rules will be confirmed in new guidance notes</p> <p>There have been no issues to date that have warranted an unnecessary expense of changing locks periodically but guidance will be issued when this action will be necessary.</p>	<p>Property and Engineering Services Manager/Principal Property Management Officer.</p>	<p>30th September 2016</p>

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2. Buildings fall into disrepair.					
2.1a Annual Condition Surveys are not on schedule.	I recommend that the Property and Engineering Services Manager ensures that condition surveys are conducted annually for all SSDC properties. <i>SWAP Ref: 32186</i>	4	Agree there has been some slippage in the condition surveys with the surveyors being involved in other projects. This will be addressed and surveys allocated to various staff and monitored with specific timescales	Property and Engineering Services Manager/Principal Property Management Officer.	31 st July 2016
2.1b Condition Survey reports do not definitively state what actions are required and when they will take place. Condition Survey reports are not updated to record changes and/or slippages to the plan.	I recommend that the Property and Engineering Services Manager ensures that condition surveys are regularly reviewed and updated to definitively state what action is required and when this action is due, and to record any changes/slippages to the plan. <i>SWAP Ref: 32459</i>	4	Agree. Condition survey forms are being amended to reflect present status at time of survey and when works are to be scheduled. Comments to be added to state reasons for any delays	Property and Engineering Services Manager/Principal Property Management Officer.	31 st July 2016

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<p>2.2a The existing 'Property Services Request' (PSR) system will soon be replaced by the new 'HEAT' system, which amongst other improvements, is intended to improve repair monitoring capabilities.</p>	<p>I recommend that the Property and Engineering Services Manager ensures that in advance of the implementation of the new 'HEAT' system, checks are carried out to gain assurance that those issues previously identified with the existing 'PSR' system have been rectified and that appropriate training on the use of the new 'HEAT' system has been administered.</p> <p style="text-align: right;"><i>SWAP Ref: 31808</i></p>	<p>3</p>	<p>This is happening at present and system will not be allowed to replace the existing PR system until we are satisfied it is fit for purpose</p>	<p>Principal Property Management Officer/Property Management Officer.</p>	<p>31st August 2016</p>
<p>2.3a It is not always clear to Property Services how repair responsibility has been delegated for SSDC properties occupied by tenants and when tenancies are coming to an end.</p>	<p>I recommend that the Property and Engineering Services Manager ensures that the Estates Asset Management system is utilised in order to view repair responsibilities for let SSDC properties and to inform staff of tenancy end dates.</p> <p style="text-align: right;"><i>SWAP Ref: 31871</i></p>	<p>3</p>	<p>Agree. Intention to liaise with the senior land and property officer on best practice to ensure tenancy agreements are known along with individual responsibilities Potential training and access to the Estate Asset Management system to be investigated</p>	<p>Property and Engineering Services Manager/ Senior Land and Property Officer (Estates).</p>	<p>31st October 2016</p>