	Document Ref.:	Issue Date:
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Document Title: STANDARD OPERATING PROCEDURE FOR ESTATE DEVELOPMENT		

CHUKA UNIVERSITY

Standard Operating Procedure


For

Estate Development CU/SOP/ESTD/27

Document Review Sheet


The signatures below certify that this Standard Operating Procedure has been reviewed and accepted, and demonstrate that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name & Signature	Position	Date
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Reviewed by	Prof. D. K. Isutsa	Deputy Vice-Chancellor (AA)/MR	01.3.2013
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2.0 GENERAL

2.1 Purpose

The purpose of this procedure is to ensure that all Environmental Maintenance activities are managed effectively in accordance with this International Standard and to ensure compliance with the University's and the Government's statutory policies, procedures and regulations.

2.2 Scope

This procedure applies to and defines all the activities carried out by the Estates Department.

2.3 References

- CU Charter, 2013
- CU Quality Manual
- CU Statutes, 2013
- Egerton University Act, 1987
- ISO 9001:2008 Standard, Clauses 6.4, 7.1, 7.2, 7.6, 8.0

2.4 Abbreviations


AA	=	Administrative Assistant
CW	=	Clerk of Works
RE	=	Resident Engineer
HOD	=	Head of Departments
DVC (AFP)	=	Deputy Vice-Chancellor (Administration, Finance and Planning)

2.5 Definition

Head of Department: Refers to the head of department who is accountable for certain products of CU. In this context: Department broadly refers to Office, Division, Directorate, Institute, School, or Section of CU.

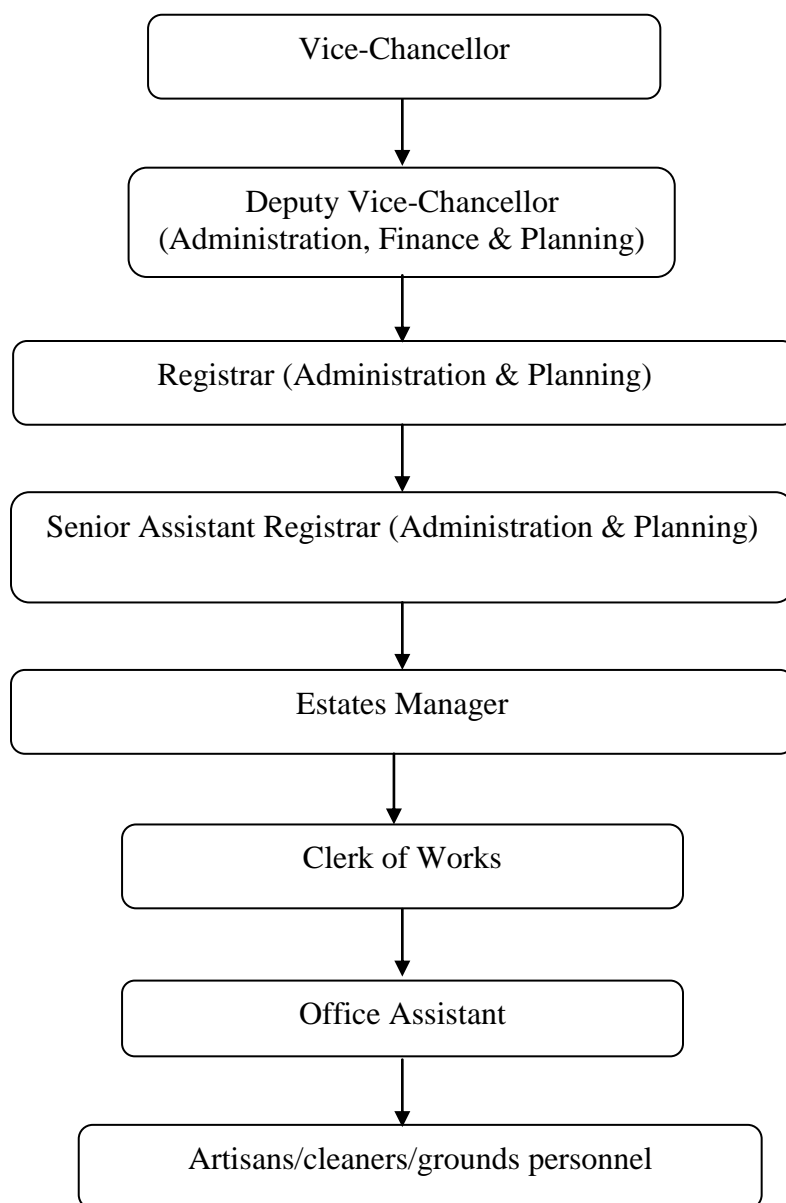
2.6 Responsibility


The Estates Manager has the primary responsibility of ensuring that this procedure is implemented and remains adequate for its intended purpose. The Estates Manager also has the primary responsibility for providing the information from which the documentation for its processes can be compiled and for initiating action to keep them up to date. All departmental staff members are responsible for implementing and ensuring that this procedure is followed.

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3.0 ADMINISTRATIVE STRUCTURE

Estates Department is one of the Departments within the University. The current administrative structure for the Department is as follows:



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4.0 PROCESSES

4.1 Overview

The Estates Department is responsible for activities related to maintenance of a conducive working environment. The core activities of the Department include:


- (i) To coordinate maintenance of buildings (plumbing electrical, joinery, painting and maintenance of paved walkways)
- (ii) To maintain cleanliness of compound (flowers. Fence and grass)
- (iii) To maintain cleanliness of lecture rooms, offices and toilets
- (iv) To check and repair broken furniture

4.2 Process for Scheduled Maintenance of Buildings

- (i) Maintenance materials are purchased following CU/SOP/PROD/25 and kept in the store from where they are requisitioned for by users engaged in maintenance works.
- (ii) The Clerk of Works assigns artisans to paint selected buildings during the short holidays Scheduled painting is done at three designated time in a year, but on different buildings each time, to coincide with when students and staff are on recess.
- (iii) The Administrative Assistant assigns staff to remove dry tree leaves on a monthly basis from roofs of buildings to avoid stagnating rain water.
- (iv) The Clerk of Works checks and assigns staff to replace damaged washroom fittings thrice in a year or at the end of every semester during the short holidays.
- (v) The Electrician performs weekly electrical repairs at 4 metre cubicle points, and weekly checks up and repairs all lecture rooms internal lights.
- (vi) The Electrician checks up and repairs consumer units twice per week.
- (vii) The Electrician checks daily fuel levels and refuels the generator tank.
- (viii) The Electrician periodically services generators every 250 hours of operations.
- (ix) The Clerk of Works or Office Assistant keeps records of scheduled maintenance.

4.3 Process for Routine Repair of Buildings and Broken Furniture

- (i) The Administrative Assistant receives written or verbal requests from users and by the works inspection team.
- (ii) The Administrative Assistant notifies the Clerk of Works who assigns a relevant artisan to go and survey the work within 24 hours after reporting of the damage (Refer to duty allocation register).
- (iii) Where materials for repairs are available in the store repair is done within 24 hours
- (iv) Where procurement of materials is required, approval to procure is sort from the Vice-Chancellor or Deputy Vice-Chancellor (A, F &P).
- (v) After approval, Procurement Department purchases the items (CU/SOP/PROD/25).
- (vi) Upon receiving materials repairs are immediately done.

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4.4 Process for Routine Maintenance of Campus Grounds and Indoor Premises

- (i) In the case of Campus grounds, the Administrative Assistant assigns every area a grounds-staff who maintains grass, fences and flowers (Refer to duty register).
- (ii) In the case of Lecture Rooms, Offices and Toilets, the Administrative Assistant assigns every area a cleaner.
- (iii) Checking is done every day by the Administrative Assistant.
- (iv) Upon inspection by the Administrative Assistant work done is recorded and corrective measures are given to the person dealing with each area.

5.0 RECORDS

- Maintenance register
- Complaints register
- Attendance register
- Weekly work record
- Instruction record register
- Performance register


6.0 KEY PERFORMANCE INDICATORS/OBJECTIVES

a) Performance Indicators

- (i) Available water in taps when randomly opened
- (ii) Toilets flushing systems are working
- (iii) Lights and sockets are working at random switch on of power
- (iv) Dustless and clean environment
- (v) Trimmed grass, fences and flowers
- (vi) Clean, painted walls and ceiling
- (vii) Well-maintained paved walkways



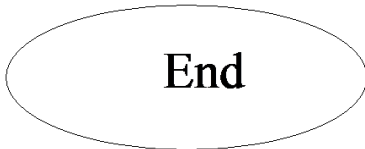
b) Objectives


- (i) To coordinate maintenance of buildings (plumbing electrical, joinery, painting and maintenance of paved walkways)
- (ii) To maintain cleanliness of compound (flowers. Fence and grass)
- (iii) To maintain cleanliness of lecture rooms, offices and toilets
- (iv) To identify and repair broken furniture
- (v) To make the environment conducive for staff, students and visitors

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APPENDIX: PROCESS MAPS

i. Process for Scheduled Maintenance of Buildings

RESPONSIBILITY	ACTION
ADMINISTRATIVE ASSISTANT CLERK OF WORKS	<p style="text-align: center;">  ↓ Requisitioning of maintenance materials </p>
DVC (A, F&P)	<p>Approval of requisition. NO/YES</p> <p style="text-align: right;">  </p>
PROCUREMENT OFFICER	Purchasing of maintenance materials following CU/SOP/PROD/25 and keeping in the store from where they are requisitioned for by users engaged in maintenance works.
ADMINISTRATIVE ASSISTANT	Assigning of artisans to paint selected buildings during short holidays.
CLERK OF WORKS	<p>Assigning of staff to remove dry tree leaves on a monthly basis from roofs of buildings to avoid stagnating rain water.</p> <p>Assigning of staff to replace damaged washroom fittings thrice in a year or at end of every semester during the short holidays.</p>
ELECTRICIAN	<p>Checking weekly electrical cables at 4 metre cubicle points and internal lights in all lecture rooms and repairing.</p> <p>Checking and repairing consumer units twice per week.</p> <p>Checking daily fuel levels and refuelling the generator tank.</p> <p>Checking periodically and servicing the generator after every 250 hours of operations.</p>
CLERK OF WORKS OR ADMINISTRATIVE ASSISTANT	<p>Keeping records of scheduled maintenance.</p> <p style="text-align: center;">  </p>

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ii. Process for Routine Repair of Buildings and Broken Furniture

RESPONSIBILITY	ACTION
ADMINISTRATIVE ASSISTANT/ CLERK OF WORKS	<p style="text-align: center;">Start</p> <p>Receiving of written or verbal request from users and requisitioning for repair materials</p>
VICE-CHANCELLOR/ DVC (A, F & P)	Approval of repair materials. NO/YES.
PROCUREMENT OFFICER	Purchasing by Procurement Department
ADMINISTRATIVE ASSISTANT / CLERK OF WORKS	Assigning of artisan to perform repair work
ASSIGNED ARTISAN	Repairs done after procurement of materials
ADMINISTRATIVE ASSISTANT	<p>Inspection of work done by artisan</p> <p style="text-align: center;">End</p>

iii. Process for Routine Maintenance of Grounds, Lecture Halls, Offices and Toilets

RESPONSIBILITY	ACTION
ADMINISTRATIVE ASSISTANT	<p style="text-align: center;">Start</p> <p>Assigning compound, offices, lecture rooms to cleaners</p>
CLEANERS	Cleaning of the assigned areas
ADMINISTRATIVE ASSISTANT	Inspection of the performance of cleaners and grounds personnel
ADMINISTRATIVE ASSISTANT	<p>Recording of repair work and issuing of corrective measures to the cleaners/grounds employees</p> <p style="text-align: center;">End</p>