

FOI number: **HBC\_FOI\_20200609**  
 Date FOI Received: **22/10/2020**  
 Department: **Asset Management**  
 Title: **Premises compliance and maintenance systems**  
 Description: **Premises compliance and maintenance systems**

**Request: (As Redacted sent by requestor)**

1. Please provide details of any proprietary IT system used to manage premises compliance and maintenance.
2. If a proprietary IT system is not used, how is compliance monitored and how are maintenance service requests managed.
3. Is a single contractor used to deliver the vast majority of premises compliance and maintenance?

Does your Property Services team deliver maintenance/compliance to the following?

Services delivered by Property Services	Yes/No
Maintenance and compliance of open air and multi-storey car parks	
Maintenance and compliance of amenity/street lighting	
Maintenance and compliance of leisure centres and swimming pools	
Maintenance and compliance of sports pavilions	
Maintenance and compliance of community centres	
Cleaning of multi storey car parks	
Locking/unlocking of multi storey car parks	
Maintenance of public safety CCTV cameras	
Arrange public Christmas trees	

5. Please provide the total annual revenue budget allocated to property compliance, maintenance and facilities management.
6. Please provide the total annual capital budget managed by the Property Services team.
7. Please provide details in the format below of all roles employed to deliver premises compliance, maintenance and facilities management, including any administrative roles.

Job title	Number of full time equivalent staff (FTE)	Bottom of salary scale	Top of Salary scale

**Response: (Response as Redacted sent by service)**

1. Please provide details of any proprietary IT system used to manage premises compliance and maintenance.

IDOX Uniform

2. If a proprietary IT system is not used, how is compliance monitored and how are maintenance service requests managed.

N/A

3. Is a single contractor used to deliver the vast majority of premises compliance and maintenance?

Yes

Does your Property Services team deliver maintenance/compliance to the following?

Services delivered by Property Services	Yes/No
Maintenance and compliance of open air and multi-storey car parks	Yes
Maintenance and compliance of amenity/street lighting	Yes
Maintenance and compliance of leisure centres and swimming pools	No
Maintenance and compliance of sports pavilions	Yes
Maintenance and compliance of community centres	Yes
Cleaning of multi storey car parks	No
Locking/unlocking of multi storey car parks	No
Maintenance of public safety CCTV cameras	No
Arrange public Christmas trees	No

5. Please provide the total annual revenue budget allocated to property compliance, maintenance and facilities management.

£900k

6. Please provide the total annual capital budget managed by the Property Services team.

£687k

7. Please provide details in the format below of all roles employed to deliver premises compliance, maintenance and facilities management, including any administrative roles.

Job title	Number of full time equivalent staff (FTE)	Bottom of salary scale	Top of Salary scale
Property Services Manager	1	53,458	70,403
Building Surveyor	1	32,141	41,775
M&E Surveyor	1	32,141	41,775
Office Administrator	1	24,979	32,386

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office  
Wycliffe House, Water Lane  
Wilmslow  
Cheshire SK9 5AF

Telephone: 01625 545700

Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services