

Morley Town Hall Briefing

Work Programme Supplementary



1. Roofing issues – service disruption

Areas that were affected by the theft of lead on 2 separate occasions at Morley were:

- a chimney breast wall in housing through to DST – no service areas affected as it was dealt with asap and no complaints were forwarded through to me.
- the IT Suite – dealt with asap by CPM and contractor to minimise damage and prevent leak exelling through the ceiling.
- The court room – main area of concern. FM staff provided interim precautions over the weekend and then CPM and contractors set to work to prevent further leaks. Tarpaulin was put on to prevent leaking and then CPM staff actually went up again and weighted it down to prevent further exposure as this had not been done by the contractor.

2 a) Boiler Issues

Consideration of users surrounding Morley Town Hall Boiler Servicing

1. Firstly, this was replacement and not servicing and this was due to follow on from the initial planned maintenance for the windows and roof programme. The initial date set for completion of those was the 8/6/12. This overran and was completed on 3/8/12 with the scaffolding removed on 6/8/12.
2. A price was received from Property Maintenance in mid-July for the replacement of the boilers, but under CDM Regulations the works couldn't commence until the principal contractors from the first project had left site. As stated above the project overran.
3. On 21/8/12 the Chief Officer gave approval for the works on the boiler and the order was raised on the 24/8/12 for Property Maintenance to do the works.
4. A start date was then awaited from Property Maintenance although the order was received by them w/c 27/8/12. Property Mtce did try get one of the old boilers to work but it failed completely.
5. Property Maintenance did not submit a program of works for the replacement boilers through to CPM and hence they did not have the information to pass to Carl Sawyer.

Users not being informed of an apparent problem with the boilers and lack of heating

1. Issues raised from an FM point of view with Property Maintenance during week commencing 17.9.12 through helpline by Morley TH staff. This was then escalated by complaints from clients on 21.9.12 and Property Maintenance provided the 2 bar free standing heaters in error.
2. I had the free standing heaters removed on 24.9.12 as they were a fire risk. As they were removed myself and Gerry Batty went round explaining why they were being removed and the plans to provide alternative sources of heating. The oil filled radiators were to be delivered on 25.9.12 to replace the five free standing ones. We would then need to carry out further building tests before providing any further additional heating as we were conscious of the capacity before the electrical systems would become overloaded.

3. Electricians attended site on 25.9.12 to do tests and then provided further heating that day. 10 additional radiators were provided and that took us up to capacity. Mark Hudson attended site on the afternoon of 25.9.12 and personally went round with me to every user and took temperature readings in offices and also spoke to staff and answered any questions staff had. All offices were of a comfortable temperature and staff seemed happy with explanations given.
4. I then liaised with staff on a daily basis to update on any developments.
5. The boilers were delivered on to site on Monday 1/10/12 after several attempts as temp road closure notices had to be sought and also the boilers had to be craned in due to the weight and the size. They were then put together by the manufacturers and Property Maintenance then set to work on the commissioning of one of the boilers. This was eventually up and running by 14.00pm on Friday 12.10.12 following intervention from Les Reed who became involved on the 8/10/12

Lessons learned

1. An issue that has been highlighted is the lack of information sharing between Property Maintenance and CPM and that PM did not submit a plan of works through to CPM (P Sweeney and T Orrah) for them to then submit through to the DPM. CPM have now put measures in place and are now going to be more vigilant with chasing for schedule of works and also requesting revised submissions should project deviate from the original plans in future.
2. CPM have stated that the ideal time to replace boilers is May when the heating goes off, but unfortunately as the boilers weren't working and the progression of the backlog maintenance project prevented it being done to the timescales hoped. CPM will give further consideration to planning of these projects in the future.
3. FM endeavoured to keep staff as updated as possible and feel that this was done to a satisfactory level although any recommendations where justified would be taken and acted upon where necessary.
4. It shouldn't take the intervention of Heads of Service to get people to realise there's a serious issue and to get people to react. CPM have recognised that there communication channels need to improve.

Relevant Information

Current situation is as follows:

Although there was a hiccup earlier this week the boiler is working ok now. The boiler that is up and running is working on a temporary flue that will be replaced by a permanent flue on 1/11/12. Then Property Maintenance will attend and do the necessary works required to complete. The second boiler is built but has not yet been commissioned by Property Maintenance. The permanent pipe works will be installed and then work will commence to replace a temporary flue (as with the first boiler) with a permanent one. There has been no specified date for the works on the second boiler given yet.