

Originator: Michele Kelly

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Report of: Property Services Manager

Meeting: Strategic Management Team

Date of meeting: 29 October 2009

SUBJECT: Void Management/ Risk Assessment Procedure

This Report is for:

Discussion Only



Information Only



Advice/consideration prior to taking a decision



1.0 Purpose of the Report

- 1.1 To seek approval from Strategic Management Team for the new Void Management/ Risk Assessment Procedure to commence from 1 November 2009.

2.0 Background Information

- 2.1 Void Management has been handled a number of different ways by the different sections which now make up Corporate Property Management. A review of all the systems and software currently used has led to the creation of the new process which is to be a fully auditable Quality Process using the best of the systems.

3.0 Main Issues

- 3.1 The procedure has been streamlined and merges the void management process with the risk assessment process. This ensures that each property is handed over to CPM in a suitable condition. Consultation will have been held between the Service and the Responsive Maintenance team and the UNiform database will be updated.
- 3.2 A new Void Inspection/ Risk Assessment sheet has been created which will be signed off at Risk Assessment Level 2 (Pre-handover) and Risk Assessment Level 3 (Handover) which allows for planning and organization for the handover and ensures that every party is aware of the risks on site and any protective equipment/ clothing that may be required for each visit.
- 3.3 A Void Management Screen has been created and will be filed in the appropriate electronic building file until the creation of a User Defined Screen has been completed within the UNiform database.
- 3.4 It is proposed to commence the new process from 1 November 2009 and review after three months, ensuring the process is functioning correctly before auditing later in 2010.

4.0 Legal and Resource Implications

- 4.1 It is a requirement of LCC's insurance provision that all void property is inspected at regular, pre-determined intervals.

- 4.2 It is a health and safety requirement to ensure that any employee inspecting the property is fully aware of any risks attached and takes any protective equipment or clothing they may require for the visit.
- 4.3 No additional resource requirements have been identified as the Property Services Team will create and store the Void Management/ Risk Assessment paperwork and inspections are already ongoing within the Responsive Maintenance team.
- 4.4 The new process simplifies the existing processes and releases the use of multiple software packages, some of which are no longer viable running from Lotus Notes.
- 5.0 Recommendation**
- 5.1 The Chief Officer, Corporate Property Management, approves the implementation of the new Void Management/ Risk Assessment process with effect from 1 November 2009.

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VOID PROPERTY MANAGEMENT

Authorised by:

Nature and location of the latest change to the procedure

Appendix Revision Control:

Appendix	1	2
Revision	0	0

CORPORATE PROPERTY MANAGEMENT

OPERATING PROCEDURES MANUAL

PROPERTY MANAGEMENT

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TITLE: VOID PROPERTY MANAGEMENT

PURPOSE: The purpose of this procedure is to detail the method used to ensure void management is efficiently transferred to Corporate Property Management and managed effectively.

SCOPE: Environmental Issues and Monitoring Procedure

RESPONSIBILITY: The Responsive Maintenance Manager is responsible for ensuring Risk Level 3 is achieved for each property and that regular inspections are carried out in accordance with the frequency set when Risk Level 3 achieved. The Property Services Manager is responsible for ensuring that all newly void properties are set up and have Risk Level 1 in place.

APPENDICES: UNiform "User Defined Screen" Appendix 1
Risk Assessment/ Appendix 2
Monitoring Inspection Form

PROCEDURE:

1.0 Property surplus to Service's operational requirements

- 1.1 Service no longer has any operational requirement for the property, once this decision has been reached the Service the Directorate Property Manager will co-ordinate the preparation of a Report and Delegated Decision Notice which is signed off by the Service Chief Officer.

- 1.2 The Directorate Property Manager forwards a copy of the report and Delegated Decision Notice to the CPM Property Services Team and updates either the Office Accommodation Review Group or Property Review Group papers, these groups will agree on the most appropriate future use of the property/ space.

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2.0 Risk Level 1 (Desktop)

2.1 CPM Property Services team will update the database records and create a void management file for the property using the information and dates given in the Service report. A **Stage 1** risk assessment (desktop assessment of building without a visual witness) is prepared for the property by CPM Property Services Team using a copy of the Risk Assessment/ Monitoring Inspection Form for a base line assessment.

3.0 Risk Level 2 (Pre-Handover)

- 3.1 At the pre-handover meeting (4-6 weeks before formal handover) the Risk Assessment is reviewed on-site by the Maintenance Officer and the Responsive Maintenance Manager or the Assistant Responsive Maintenance Manager, in liaison with the Service and updated to **Stage 2** (informal visual inspection).
- 3.2 The pre-handover meeting enables CPM to advise the Service of any requirements/ work they need to undertake before CPM can formally accept the property as a void (eg removal of fixtures and fittings, condition of property etc - dependent upon the proposed future of the property).
- 3.3 Required works eg termination of utilities, level of security required will be decided at this stage.
- 3.4 The Responsive Maintenance Manager updates the paperwork and hands back to CPM Property Services team for updating the database and void records.

4.0 Risk Level 3 (Handover)

- 4.1 When the formal handover date has been confirmed the Maintenance Officer and a member of the CPM Property Services team will meet the Service on site. The **Stage 3** Risk Assessment is completed noting security arrangements in place for the building and any PPE or equipment required for future monitoring visits.
- 4.2 The Stage 3 Risk Assessment is reviewed and signed off by the Responsive Maintenance Manager (acting as the Risk Assessment Manager).

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4.3 The Responsive Maintenance Manager sets the inspection frequency at this time (weekly, monthly, bi-monthly, quarterly).

5.0 Monitoring

5.1 When the formal handover paperwork is returned to the CPM Property Service team, an email notification is sent out to all interested parties** advising of the change of responsibility. A new void property/ land cost centre is allocated (03548 – property or 03557 – land) by Finance. Database is updated.

** Business rates, Land records, Council Tax, Energy Unit, Finance and Insurance are included in the circulation.

5.2 A void property report will be run monthly by the CPM Property Services team and emailed to the Maintenance Officers to enable them to inspect the property and the Responsive Maintenance Manager for information.

5.3 After each void inspection the Maintenance Officer updates UNiform directly with the inspection date and notes if any works have been requested.

5.4 When a property is demolished the CPM Property Services team will update UNiform to reflect it is now void or miscellaneous land along with the date of demolition.

5.5 When a property or land is sold/ disposed of the CPM Property Services team will update the database with the date of disposal and issue an email to interested parties informing them of the disposal.

5.6 City Development Land Records creates a disposal record in UNiform on receipt of formal confirmation from Legal Services of the disposal.

6.0 Quality Records

6.1 The quality records are maintained in accordance with the requirements of operating procedure COP 02 (see section 6.0).

Quality Record	Location	Minimum Retention Period	Disposal Method
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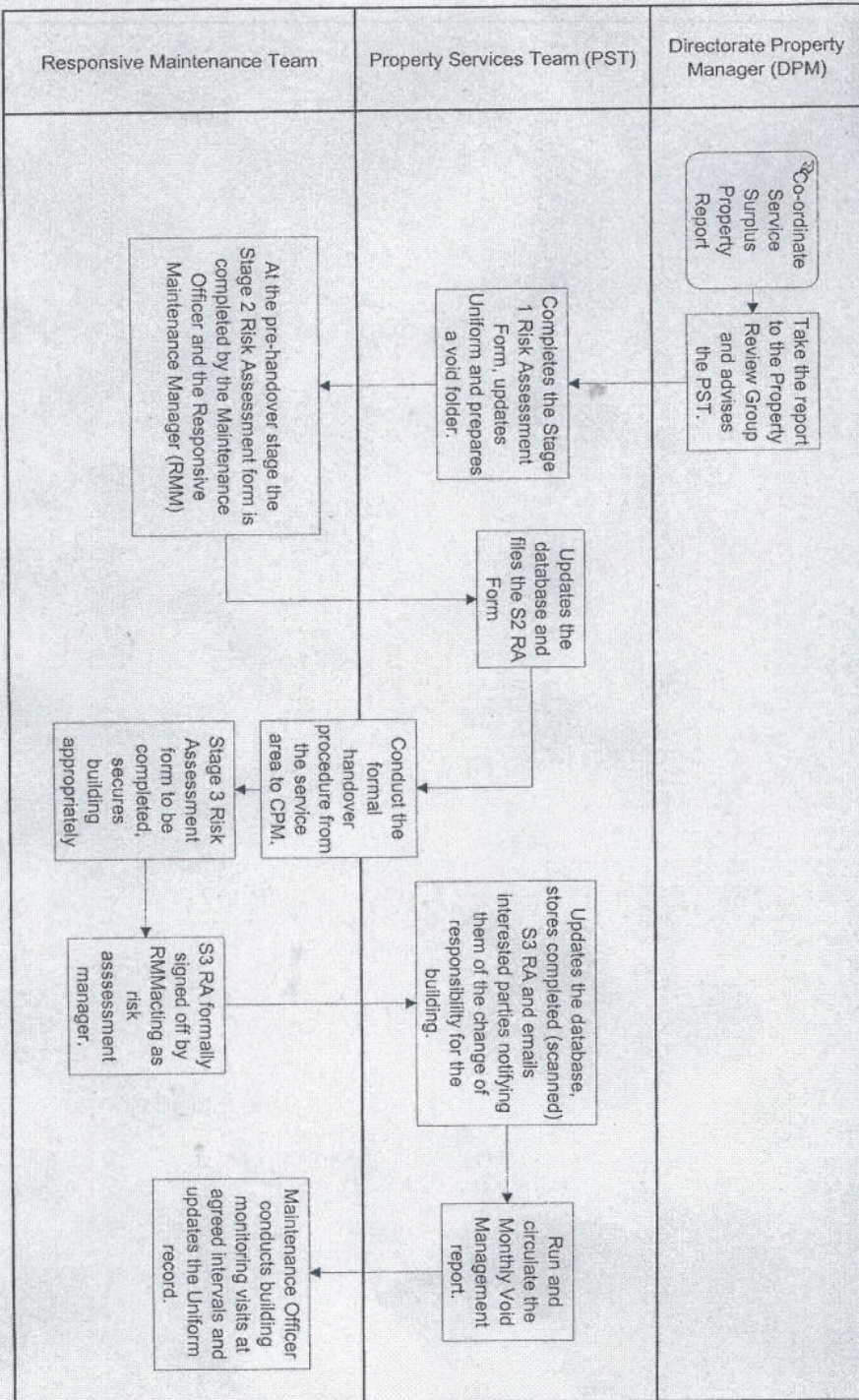
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		Whilst applicable	Destroy
		Whilst applicable	Destroy
		Whilst applicable	Destroy

DRAFT

Void Properties



UNiform Void Management User Defined Screen

UNiform Asset No: ASSET/1129/BLDG

Lodge 1
The Hollies
Weetwood Lane
Weetwood
Leeds LS16 5NZ

Service DDN & Report NA

Date Signed: P&C Non Operational Property Review 2006

Risk Assessment Level 1	(Desktop)	<u>Date Reviewed</u>	27/10/2009
Risk Assessment Level 2	(Pre Handover)		00/00/0000
Risk Assessment Level 3	(Handover)		00/00/0000

CPM Officer:

City Development Case Officer:

Void Inspection Frequency:

PPE required for inspection visit:

Key Location/ Requirements to access property:

Security Alarm: Void Status:

CPM DDN & Report Date Signed 00/00/0000

Notes:

Last Inspection Date TBC 10 November 2009	Inspected by: Andy Ross/ Terry Rhodes Andy Ross/ George Seedhouse	Reason for visit: Pre Handover Handover Management Inspection Vandalism Other (state reason in notes area)
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Void Inspection/ Risk Assessment

Property Address:	Lodge 1, The Hollies Park. Weetwood Lane, Leeds, LS16	UNiform Asset Ref:	ASSET/1129/BLDG
Last known use:	Residential (Service Tenant)	Risk Level:	<input checked="" type="checkbox"/> Level 1 (desktop)
Last Date Occupied:	Due to vacate 10/11/09.		<input type="checkbox"/> Level 2 (pre-handover)
			<input type="checkbox"/> Level 3 (final handover)

GENERAL

Date of Visit: (Levels 2 and 3 only)		Inspecting Officer:	
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Access to property:	<input type="checkbox"/> Key	Has there been prior police involvement:	Yes / No
	<input type="checkbox"/> Alarm	Has the property been fully cleared by Service? <small>If not state reason:</small>	Yes / No
	<input type="checkbox"/> Joiner (sheeted building)		
	<input type="checkbox"/> Locksmith		

SECURITY

Security Alarm installed:	Yes / No	Access Code:		Maintained by:	
Manufacturer:					

CCTV installed	Yes / No	Maintained by:	
Manufacturer:			

Fire Alarm installed:	Yes / No	Maintained by:	
Manufacturer:			

Building Boarded:	Yes / No	Type:	Steel / Timber	Full/ Part
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Security Requirements for formal handover (to be agreed between Responsive Maintenance Manager and CPM Officer at Pre-Handover):	
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SERVICES/ UTILITIES

Gas:	<input type="checkbox"/> NA	<input type="checkbox"/> Connected	<input type="checkbox"/> Disconnected	Date:	
Electric:	<input type="checkbox"/> NA	<input type="checkbox"/> Connected	<input type="checkbox"/> Disconnected	Date:	
Lifts:	<input checked="" type="checkbox"/> NA	<input type="checkbox"/> Connected	<input type="checkbox"/> Disconnected	Date:	26 October 2009
Water:	<input type="checkbox"/> NA	<input type="checkbox"/> Connected	<input type="checkbox"/> Disconnected	Date:	
Telecoms:	<input type="checkbox"/> NA	<input type="checkbox"/> Connected	<input type="checkbox"/> Disconnected	Date:	

Meter Readings (To be completed at RA Level 3 only by Property Services Team)

Gas:				
Electric:				
Water:				

Void Inspection/ Risk Assessment

CONDITION - External

Chimney Stacks/ Parapet:	<input type="checkbox"/> NA	<input type="checkbox"/> Sound	<input type="checkbox"/> Damaged	<input type="checkbox"/> Dangerous
Roof:	<input type="checkbox"/> NA	<input type="checkbox"/> Sound	<input type="checkbox"/> Damaged	<input type="checkbox"/> Dangerous
Walls:	<input type="checkbox"/> NA	<input type="checkbox"/> Sound	<input type="checkbox"/> Damaged	<input type="checkbox"/> Dangerous
Fall Pipes/ Gutters:	<input type="checkbox"/> NA	<input type="checkbox"/> Sound	<input type="checkbox"/> Damaged	<input type="checkbox"/> Dangerous
Windows (if not boarded):	<input type="checkbox"/> NA	<input type="checkbox"/> Sound	<input type="checkbox"/> Damaged	<input type="checkbox"/> Dangerous
Fences/ Hedges:	<input type="checkbox"/> NA	<input type="checkbox"/> Sound	<input type="checkbox"/> Damaged	<input type="checkbox"/> Dangerous
Trees:	<input type="checkbox"/> NA	<input type="checkbox"/> Sound	<input type="checkbox"/> Damaged	<input type="checkbox"/> Dangerous
Outbuildings/ Garages:	<input type="checkbox"/> NA	<input type="checkbox"/> Sound	<input type="checkbox"/> Damaged	<input type="checkbox"/> Dangerous
Gates:	<input type="checkbox"/> NA	<input type="checkbox"/> Sound	<input type="checkbox"/> Damaged	<input type="checkbox"/> Dangerous

CONDITION - Internal

Walls/ Plaster:	<input type="checkbox"/> NA	<input type="checkbox"/> Sound	<input type="checkbox"/> Damaged	<input type="checkbox"/> Dangerous
Ceiling:	<input type="checkbox"/> NA	<input type="checkbox"/> Sound	<input type="checkbox"/> Damaged	<input type="checkbox"/> Dangerous
Floors:	<input type="checkbox"/> NA	<input type="checkbox"/> Sound	<input type="checkbox"/> Damaged	<input type="checkbox"/> Dangerous
Staircases:	<input type="checkbox"/> NA	<input type="checkbox"/> Sound	<input type="checkbox"/> Damaged	<input type="checkbox"/> Dangerous
Attics:	<input type="checkbox"/> NA	<input type="checkbox"/> Sound	<input type="checkbox"/> Damaged	<input type="checkbox"/> Dangerous
Cellars:	<input type="checkbox"/> NA	<input type="checkbox"/> Sound	<input type="checkbox"/> Damaged	<input type="checkbox"/> Dangerous

RISK AWARENESS

	Observed	Likely	Location/ Notes
Hypodermic Needles:	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Pigeon Droppings:	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Blood Spillages:	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Excrement:	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Broken Glass:	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Pests:	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Smoke Damage:	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Fire Damage:	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Asbestos:	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Animal/ Human Remains:	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Sewage:	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Timber Defects:	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Loose, Trailing, Exposed Wiring	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Photographs Taken: Yes No Location Stored: _____

RISK ASSESSMENT - LEVEL 2 (PRE-HANDOVER)

Signed:		Position:	Risk Assessment Manager (Responsive Maintenance Mgr)
Print Name:		Date:	

RISK ASSESSMENT - LEVEL 3 (HANDOVER)

Signed:		Position:	Risk Assessment Manager (Responsive Maintenance Mgr)
Print Name:		Date:	