

Corporate Landlord Policy

Newport City Council - outline



Introduction

Newport City Council owns the property assets from which services are delivered or are supported. The Council, in its Corporate Plan and Strategic Asset Management Plans, has adopted the corporate landlord model in respect of the delivery of property services. This role is supported by the Council's property services partner Newport Norse acting as the client agent to the Council. The joint venture company shares the management of Council buildings with the Council's appointed premises managers.

To ensure the estate is managed effectively, all decisions affecting property assets will be considered from a corporate perspective. Service occupiers will not be free to make independent decisions regarding the use or utilisation of Council premises. The corporate landlord model applies to all Council premises including local authority controlled schools regardless of whether premises related budgets are centralised or devolved.

Service departments and schools are effectively "tenants" within the premises they occupy and will have defined responsibilities for the premises they occupy. The introduction of the corporate landlord model is to ensure good stewardship of the Council's property assets and it is important that service occupiers and schools understand the roles they have to play in the process.

Newport Norse will ensure that the premises related budgets (which it holds) are used wisely and effectively to provide best value; meet legislative requirements, are maintained having regard to available budgets, and accessible to service users. The desired outcome is enhanced service delivery through 'fit for purpose' buildings which contributes to customer satisfaction with the service received.

The Corporate Landlord will take responsibility for providing a corporate and consistent policy/standards approach to:

- Acquisition and disposal
- Space standards and utilisation
- Repair and maintenance
- Premises related Health and Safety requirements
- Statutory inspections
- Security, caretaking and cleaning
- Disabled access requirements
- Insurance – buildings and building works
- Energy efficiency and sustainability issues

This document initial agreed in 2016 provides guidance on the respective roles and responsibilities of all stakeholders.

Responsibilities – Landlord (Newport Norse acting as Client Agent and Service Provider)

Client Agent

- Advising the Council on its property strategy and optimisation of the use of property assets in support of service delivery
- Implementing the Corporate Asset Management Plan
- Acting as consultant on all property matters (where appointed)
- Acting as the Council's agent and assisting the Council in ensuring Council policy is communicated, adopted and complied with
- Advise on all strategic building related issues such as estates management (where appointed)

Service Agent

- Provision of technical support services to assist with the routine operation of the building including;
 1. Building surveyors
 2. Mechanical and electrical engineers
 3. Asbestos and Fire Safety officers
 4. Design and contract management officers (including project management)
 5. Estates/portfolio surveyors
 6. Strategic asset management officers
 7. Facilities Management officers (including cleaning)
- Manage requests for planned, statutory maintenance and cyclical maintenance for the building
- Manage requests for response maintenance in accordance with the maintenance strategy and current SLAs
- Full design services and project management for major refurbishment/improvements (where appointed)
- Surveys/reports in connection with asset management and legislative requirements such as condition surveys, asbestos and Legionella
- Undertake statutory maintenance to ensure compliance with legislation including: boiler plant servicing, fire alarm testing/servicing, electrical inspection/testing, emergency lighting testing/servicing, lift maintenance and duties surrounding the Regulatory Reform (fire safety) Order 2005 and Control of Asbestos Regulations 2012
- Provision of an emergency response to 'out of hours' building maintenance related issues
- Plan and organise office moves (where appointed)
- Hold the centralised budget maintenance budget for the non-school buildings for premise related matters – repairs, maintenance, rates, utilities etc
- Undertake surveys prior to occupation and on leaving the building - damage beyond fair wear and tear caused by the occupier may be recharged on departure from the building

- Ensure that buildings are clean for day to day use e.g. clean toilets, Hoover, empty bins etc. (where appointed).

Occupier (Service Area or School) – Tenant

To ensure compliance and optimum use of assets, all decisions affecting property assets will be considered from a Corporate perspective. Service occupiers will not make independent decisions regarding the use or utilisation of Council premises.

Responsibilities of the Tenant (Service/ Premises Managers)

- Occupying the premises in accordance with Council policy and procedures.
- Ensure a nominated person is appointed to act as the Premises Manager for all building related issues. Contact details to be held by Newport Norse and any changes must be reported to Newport Norse helpdesk.
- Operational management of the building on a day to day basis. This includes elements of statutory maintenance work including, weekly fire alarm checks, weekly flushing of sentinel taps and little used outlets and quarterly asbestos in situ checks.
- To report building maintenance issues to Newport Norse helpdesk in a timely manner in accordance with the procedure.
- To ensure compliance with all Health and Safety legislation in connection with the normal operation of buildings.
- To act as key holder and be totally responsible for security of the building. Contact details for the key holder and an alternative must be provided to the Newport Norse helpdesk and kept up to date at all times.
- To be responsible for energy consumption and energy use, providing meter reading information to the Council as and when required.
- To ensure the building is maintained to an acceptable standard.
- Consult with and where necessary obtain written approval from Newport Norse prior to committing resources for any intended alterations, change of use or improvement works. For non-school premises Newport Norse will arrange all works. For school premises, schools have the option to use their own contractors, but will require formal approval from Newport Norse before any work is carried out.
- Liaise with Newport Norse for all proposed office moves/relocations.
- Liaise with Newport Norse on all Landlord and Tenant matters. e.g. shared accommodation with others
- Assignment or sub-letting is strictly prohibited without the prior written consent of Newport Norse
- Ensuring that all duties surrounding the Regulatory Reform (fire safety) order 2005 are met and that the Council's policies and procedures are complied with.
- Ensuring that all duties around the Control of Asbestos Regulations 2012 are complied with.