MNQUMA LOCAL MUNICIPALITY

BUILDING MAINTENANCE POLICY

MNQUMA MUNICIPALITY
P.O. BOX 36, BUTTERWORTH 4960
2025 -05- 29
MUNICIPAL MANAGER

Directorate: Infrastructural Development

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Contents

BUILDING MAINTENANCE POLICY 1

1. DEFINITIONS 3

2. PREAMBLE 4

3 OBJECTIVES OF THE POLICY 5

4 CONSULTATION 5

5 SCOPE OF THE POLICY 5

7. PUBLIC REQUESTS, COMPLIMENTS / COMPLAINT 1

8. RESPONSE TO COMMUNICATION 1

9. POLICY AUDIT AND REVIEW 1

10. APPROVAL OF THE POLICY 1

11. AUTHENTICATION 1

ANNEXURE: 1 2

MNQUMA MUNICIPALITY
P.O. BOX 36, BUTTERWORTH 4960
2025 -05- 29
MUNICIPAL MANAGER

1. DEFINITIONS

Physical assets:	Means immovable property of the Municipality including office building, community halls, public toilets, parks buildings, municipal houses, etc.
Building:	Includes any structure attached to the soil, any building or structure or part thereof which is in the process of being erected or any prefabricated building or structure not attached to the soil.
Building Maintenance:	Includes keeping Council owned building assets Includes any structure attached to the soil, any building or structure or part thereof which is in the process of being erected or any prefabricated building or structure not attached to the soil.
Building Maintenance:	Includes keeping Council owned building assets in working, efficient, safe and healthy order to prolong the life span through different approaches including preventive, reactive and predictive / maintenance.

MNQUMA MUNICIPALITY
P.O. BOX 36, BUTTERWORTH 4960
2025 -05- 29
MUNICIPAL MANAGER

2. PREAMBLE

WHEREAS the policy seeks ensure buildings are fit for purpose and meet the clients operational needs

WHEREAS the policy seeks to ensure buildings and their services meet all statutory requirements

WHEREAS the municipality undertake maintenance work necessary to maintain the value of property assets

Be it enacted by council of Mnquma Local Municipality as Building Maintenance Policy

MNQUMA MUNICIPALITY
P.O. BOX 36, BUTTERWORTH 4960
2025 -05- 29
MUNICIPAL MANAGER

3 OBJECTIVES OF THE POLICY

3.1 The key objectives of this policy are:

3.2 To specify the minimum requirements for the management of maintenance of municipal buildings.

3.3 To ensure that buildings are adequately maintained.

3.4 To ensure that the risks associated with building maintenance are effectively managed.

3.5 To ensure that health and safety objectives are met.

3.6 To ensure the delivery of effective building maintenance at a directorate

3.7 To ensure that council has the necessary information for monitoring maintenance, condition and performance of building assets.

3.8 To develop a maintenance management of the Council owned building assets so that capital investment is protected; asset life cycle and service output costs are optimised.

3.9 To provide guiding principles on the management framework for the maintenance and repair of Council owned assets.

3.10 To provide a consistent approach to the planning, management and reporting of building maintenance issues.

4 CONSULTATION

Relevant stakeholders shall be consulted in development and review of this policy, namely; Directorates, Management, SAMWU, IMATU and Council.

5 SCOPE OF THE POLICY

The policy covers the maintenance of the building assets owned by Council including:

5.1 Office buildings

5.2 Community halls

5.3 Public toilets

5.4 Parks buildings

5.5 Municipal houses

MNQUMA MUNICIPALITY
P.O. BOX 36, BUTTERWORTH 4960
2025 -05- 29
MUNICIPAL MANAGER

6 RESPONSIBILITIES

6.1 It is the responsibility of the Directorate of Infrastructural Development through its Building and Housing Division to develop a maintenance plan that will encompass all periodic maintenance activities and to ensure that each building asset is maintained in a manner that is consistent with this policy.

6.2 It is the responsibility of each Head of Directorate to ensure that buildings are maintained in a manner consistent with the policy.

6.3 Directorates should record and report all maintenance requests to the Directorate Infrastructural Development

6.4 Infrastructure Development shall be responsible for prioritisation of all maintenance requests

6.5 The Directorate of Corporate Services is tasked with a responsibility to clean office buildings and administer building assets.

6.6 It is the responsibility of Municipal Manager to approve any construction, maintenance or repairs to any municipal property in line with the maintenance plan and the supply chain management policy of Council.

6.7 The occupants of the buildings are responsible for:

6.7.1 Ensuring that facilities are kept in a safe and tidy condition.

6.7.2 Reporting building related faults to the relevant directorate.

6.8 Review of Facilities / Buildings

6.8.1 The Directorate of Infrastructural Development shall conduct a minimum of one (1) review of each facility annually prior or not later than the budget review process.

6.8.2 A property maintenance report shall be compiled by the Infrastructural Development Directorate and submitted to the Municipal Manager, specifically detailing the following:

6.8.2.1 The overall condition of each building asset

6.8.2.2 All areas requiring maintenance or repairs

6.8.2.3 Estimated costs of repair of each deficiency specified

6.8.2.4 Recommendations on the disposition of such repairs (e.g. internally or by a contractor)

6.8.2.5 Any additional information that the inspector of the facility deems necessary should provide a complete status of the facility.

MNQUMA MUNICIPALITY
P.O. BOX 36, BUTTERWORTH 4960
2025 -05- 29
MUNICIPAL MANAGER

6.9 Maintenance Standards

Each facility will be allocated an importance rating from 1-5 and these will vary according to the importance of the facility as per the guide below:

6.9.1 Not important (carry out only essential maintenance)

6.9.2 Low importance (defer non-essential maintenance where possible)

6.9.3 Fair importance (carry out maintenance, based on risk assessment)

6.9.4 Important (maintain to the best standard that resources allow)

6.9.5 Very important (maintain to a very high standard and these will sometimes be very urgent based on emergencies where personal injury or severe property damage may occur if it is not dealt immediately.)

6.10 Maintenance Categories

The maintenance standards in 6.8 above shall be allocated to each category of maintenance to ensure that available funding is utilised in terms of priority. **Maintenance will be categorised according to the following guide:**

6.10.1 **Preventative Maintenance** – maintenance which is carried out to prevent an item from failing or wearing out by providing systematic inspection, detection and prevention of incipient failure. Preventative maintenance is usually programmed.

6.10.2 **Statutory Maintenance** – maintenance that is carried out in compliance with the legislation such as Occupational Health and Safety Act No. 85 of 1993. This includes maintenance of fire extinguishers, lifts, air conditioning as required by legislation.

6.10.3 **Corrective Maintenance** – maintenance required to bring an item back to working order when it has failed or worn out.

6.10.4 **Backlog Maintenance** – maintenance that is necessary to prevent the deterioration of an asset or its function, which has not been carried out on a specified period.

6.11 Funding

6.11.1 The Directorate of Infrastructural Development shall be responsible for providing budget for all maintenance of the Council owned buildings

MNQUMA MUNICIPALITY
P.O. BOX 36, BUTTERWORTH 4960
2025 -05- 29
MUNICIPAL MANAGER

6.11.2 **Funding will cover but not be limited to the following:**

6.11.2.1 Lighting replacement
6.11.2.2 Interior touch-up paint
6.11.2.3 Carpeting cleaning
6.11.2.4 Repainting of building exteriors
6.11.2.5 Roof replacements
6.11.2.6 Complete carpet replacements
6.11.2.7 Large scale paving projects

6.11.3 The above-mentioned maintenance activities and projects may be outsourced to qualified service providers in the event the internal capacity is not sufficient

6.12 Maintenance Priorities

6.12.1 The Directorate shall prioritise maintenance requests received based on the category the requested work falls into.

6.12.2 Each priority has a response time, which is the time it takes the Directorate to first respond to the work request and not the actual work completion time

6.12.3 Completion of work may be affected by a number of factors such as the procurement processes for parts and materials or appointment of a service provider

6.12.4 Priorities are listed on a 1- 4 rating with 1 being the highest priority and 4 being the lowest priority. This is explained in the table below:

MNQUMA MUNICIPALITY
P.O. BOX 36, BUTTERWORTH 4960
2025 -05- 29
MUNICIPAL MANAGER

Priority	Objective of Priority	Category	Time Frame
1.	• Make safe and minimise damage. • To be attended as soon as possible	◊ Serious safety and environmental hazard ◊ Irreplaceable or catastrophic backlogs to service delivery ◊ Serious asset damage ◊ Serious threat to information loss / theft	Within 1 hour during office hours and 2 hours after hours
2.	• To attend to it as is practicable possible	◊ Low risk safety hazard ◊ Replaceable loss of service delivery time ◊ Malfunction of equipment	Within 2 working days
3.	• To attend to it as is practicable possible	◊ Requires maintenance ◊ Not urgent ◊ Minimum risk to service delivery	Within 5 working days
4.	• Attend to it as per the maintenance programme or as and when there is a need.	◊ Routine maintenance ◊ Programmed work	No specified time frame / as per maintenance plan

MNQUMA MUNICIPALITY
P.O. BOX 36, BUTTERWORTH 4960
2025 -05- 29
MUNICIPAL MANAGER

7. PUBLIC REQUESTS, COMPLIMENTS / COMPLAINT

Any member of the public who wishes to make special service request, compliments or complaints should either:

7.1 Email by sending a message for the attention of The Director, Infrastructural Development or write to, The Director, Infrastructural Development or Municipal Manager.

8. RESPONSE TO COMMUNICATION

8.1 Only the Director or a subordinate delegated by the Director should respond to any of the aforementioned communication from the public.

8.2 Should any unauthorised employee respond in writing without the authority of the Director, to the Public, an appropriate disciplinary measure will be taken by the Director.

9. POLICY AUDIT AND REVIEW

The policy requires monitoring and its effectiveness will be audited on a quarterly basis and the policy will be reviewed annually in order to ensure it remains responsive and relevant.

10. APPROVAL OF THE POLICY

This policy was adopted by the Council on the **29 May 2025** As per resolution number **SCM7/25/007.1.3.3**.

11. AUTHENTICATION

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MR. S. MAHLASELA
MUNICIPAL MANAGER

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CLLR. T. MANXILA NKAMISA
EXECUTIVE MAYOR

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ANNEXURE: 1

MNQUMA LOCAL MUNICIPALITY

DEPARTMENT..... DATE: .....

BUILDING NAME: ..... OFFICE NO.: ..... LOCATION: .....

TYPE: OFFICE ☐ HALL ☐ BUILDING ☐ STADIUM ☐

JOB CARD DETAILS:

No.	Description/Nature of Problem	Follow up required	Completion required

No.	Material used description	QTY	Comment

SERVICE RENDERED/WORK DONE

- .....
- .....
- .....
- .....
- .....

ACKNOWLEDGEMENT OF SERVICE RENDERED: OFFICIAL RESPONSIBLE FOR OFFICE

WORK COMPLETED: YES ☐ NO ☐

Initials & Surname: .....

Contact Number: .....

Position: .....

Signature: .....

COMMENTS ON STATUS	SIGNED BY MAINTENANCE OFFICIAL
.....	....
	NAME & SIGNATURE DATE
COMMENTS ON STATUS	CERTIFICATION BY SUPERVISOR
.....	....
	NAME & SIGNATURE DATE

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MUNICIPAL MANAGER