

ASTH211

Organise the maintenance and repair of property



Overview

This standard covers the competences required to organise the maintenance and repair of property. It applies to both planned maintenance and contingency work.

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Performance criteria

- You must be able to:*
- P1 obtain all necessary background information concerning the work, including inspection reports and identify the nature and scale of the work to be done
 - P2 clarify the responsibilities of customers in relation to the maintenance of property and their liability to certain costs of repair
 - P3 determine who has responsibility under the agreement for carrying out the work
 - P4 contact the relevant person or specialist when required action is outside your responsibility
 - P5 liaise with the relevant people to identify any safety and security issues
 - P6 work in accordance with your organisational and legislative requirements
 - P7 authorise maintenance and repair work within the limits of your authority
 - P8 liaise with customers and others to arrange a convenient time for work to take place
 - P9 follow organisational procedures for costing maintenance and repair work
 - P10 communicate the programme to the work team clearly and within appropriate timescales
 - P11 regularly check progress, identify any deviations from the programme and take appropriate action
 - P12 check that the work has been completed according to the specification and take the appropriate action to deal with any problems with the completed work
 - P13 sign off the work when it has been completed in accordance with requirements
 - P14 keep records which are clear and accurate

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Knowledge and understanding

You need to know and understand:

- K1 how to identify the nature and scale of the work which is required
- K2 the responsibilities of all relevant parties with respect to the condition of the property, including customer liability for certain costs
- K3 the factors to be taken into account when prioritising action to carry out work
- K4 the outline requirements of health and safety in relation to the need for maintenance and repair
- K5 emergency repairs requiring prompt action to avoid health and safety risks
- K6 your organisation's procedures for actioning maintenance and repair work
- K7 your own level of authority and responsibility with respect to initiating work
- K8 who to refer problems to when they are beyond your authority and responsibility
- K9 the requirements of any relevant regulations and legislation
- K10 organisational procedures for checking work
- K11 the actions available to deal with deviations from programmes of work
- K12 organisational procedures for signing off work when it has been completed
- K13 procedures for recording repairs and maintenance

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