



SAMAJ PREMISES MAINTENANCE MANUAL

PREAMBLE

This manual is aimed at providing a guideline to officials of the Samaj on the protocols to be followed in the management and maintenance of Samaj premises in Laudium as well as that of the Samaj Marabastad Centre.

This manual must be read in conjunction with the following documents:

Caretaker's Duties list

Cleaners Work Schedule

Duties of Administrators

Duties of Cleaning and Security staff

Application to Hire Samaj Premises

Hiring of Utensils

Décor Rules

Samaj Asset Register

Security Instruction Guide

Caretaker Maintenance Report

Complaints, Compliments & Suggestions Register

CLEANERS WORKING TIMES

The working hours of the cleaning staff are as follows:

8:00 to 4:00pm during week days and 8:00 to 13:00 on Saturdays. In addition to these work hours, cleaners must be willing to work overtime as and when needed. The hourly rate for overtime work will be determined annually by the head of facilities management.

CLEANING OF PREMISES & UTENSILS

A proper work schedule must be drawn up by the supervisor (caretaker) that reflects the following cleaning regime:

- * Auditorium floor & stage are cleaned twice a week as well as before and after every function;

Samaj Premises Maintenance Manual – First Edition, November 2014

- * Dining room floor & mini-stage are cleaned four times a week as well as before and after every function;
- * Kitchen must be cleaned once a week as well as before and after function;
- * Classroom floors are to be cleaned every day, except Sunday
- * Classroom tables & chairs are to be cleaned every day; the trestle tables and auditorium chairs once every three months or more frequently if needed as well as during school holidays;
- * All windows are to be cleaned every two months, except for dining room windows which need to be cleaned every two weeks;
- * School toilets must be cleaned three times a day during school times and twice a day during school holidays; Auditorium toilets must be cleaned once a week and before and after every function;
- * Samaj mandir (temple) must be cleaned twice a week (vacuuming & mopping); kitchen dishes must be washed after every function; temple windows three times per annum (prior to Easter, Diwali & Shraavan)
- * Utensils must be washed before functions i.e. before being hired out;
- * All walls must be cleaned three times per year;
- * Corridors, including temple veranda and steps must be cleaned four times per week;
- * Administrators office & boardroom must be cleaned once a week. The boardroom must be cleaned before and after every meeting;
- * Roof gutters & downpipes must be cleaned annually, preferably in winter months;
- * Kitchen gas stove burners must be serviced annually;
- * The Balmandir playground area must be cleaned four times a week;
- * The Samaj Marabastad Centre mandir must be spring cleaned twice a year
- * The auditorium must be cleaned twice a week and before and after functions
- * The entire premises must be fumigated to control pest infestation at least once a year. A one year guarantee certificate must be obtained and proof of fumigation must be attached to kitchen wall.
- * Weeding of pavements, courtyard, outside the hall, car park must be done once every two months

- * Drains are to be cleaned every two months
- * Three first aid kits must be acquired, namely for the school, office and kitchen. These must be maintained annually and placed appropriately for easy access.

MAINTENANCE / SERVICING OF EQUIPMENT

The following items should be serviced as follows:

- * Air conditioners and blowers must be serviced annually, preferably in winter;
- * The diesel generator used as back-up power must be serviced annually.
- * Fire extinguishers must be serviced annually; A compliance certificate must be obtained;
- * Diesel must be filled in the generator every time it has been used so as to ensure it has been topped up. Simultaneously, oil and water levels of the generator must be checked.

BOOKINGS OF PREMISES

It is important that the bookings of premises are done fairly and transparently and ensure that the general public are aware of the rules & regulations pertaining to hiring Samaj premises. The following must be done:

- All bookings must be in writing by means of completion of the “Application to Hire Samaj Premises” form;
- Bookings are done on a strictly first come first served basis. This rule may not be waived for any reason, including if the venue is required by Trustees or Executive Committee members;
- The Samaj Boardroom is not to be hired to any outside organisation, without the express approval of the President;
- No deviation from approved hire charges is permitted without permission from Head, Facilities Management. Any deviation must be reported to Executive Committee and the head of Facilities Management will need to motivate reason for deviation;
- Interaction with community members must be in a firm but respectful manner. Samaj personnel are discouraged from entering into arguments or debate. Complainants should be advised to direct all complaints in writing to the Head, Facilities Management;
- A copy of the “Application to Hire Samaj Premises” form must be given to every applicant who is required to sign receipt and acknowledge he/she has read through it and is willing to abide by it;
- The hirer must sign an undertaking to replace any damages;
- The hirer must complete the evaluation section of the form which must make provision for complaints, compliments and general suggestions. The office must file every form and include the complaints, compliments & suggestions in the Administrators Report to be presented monthly to the Executive Committee.

Samaj Premises Maintenance Manual – First Edition, November 2014

- A refundable deposit must be collected within one week of booking. The office administrators must follow up with applicant if this is not paid by informing the party that the booking will automatically lapse within a further week if deposit is not received;
- In the event the venue is required by a third party, the original hirer must be notified and must be given two days to confirm their booking, failing which the venue will be given to the third party. The original hirer must be informed that cancelling the booking after confirming it, will lead to loss of deposit;
- Full payment must be made 8 weeks prior to function. The amount paid must be in addition to the deposit paid;
- In the case of bookings for a function that will take place in less than 60 days, full amount including deposit must be paid at time of booking;
- The deposit can only be refunded after the function has taken place and only once a clearance certificate has been signed by caretaker/administrator;
- All major events & trade show hirers must sign off that they have read and accepted the written Samaj rules and regulations for use of premises.

PROCEDURE WHEN HIRING SAMAJ EQUIPMENT/UTENSILS

Under no circumstances may Samaj tables and chairs be hired out to the public.

The following procedure must be followed by the caretaker/administrators when hiring out kitchen utensils:

- The requisite “Hiring of Utensils” form must be completed by the applicant;
- The caretaker must ensure that every item hired out is recorded and signed for;
- Both parties must acknowledge that the correct amount has been returned once the function is over;
- The hirer is required to clean the utensils immediately after the function.

DECORATORS

It is important that decorators are given clear guidelines on what they may or may not do when decorating. Of especial importance is the tendency of decorators to damage the stage when putting up “mandips “and when draping the auditorium. To avoid this, decorators must be given a written copy of décor rules. This must be appropriately signed off. Decorators, who constantly ignore the rules, must be refused access to the premises.

ANNUAL AUDITS

An annual audit of equipment and utensils must be conducted during the mid-year school holidays and the outcome is to be captured in the Samaj Asset Register.

SECURITY

It is imperative that all security personnel are familiar with the Samaj Security Instruction guide. The following must be adhered to:

- All security personnel must be provided with a copy of the Security Instruction Guide whenever assuming duty. This guide must be explained to him/her to ensure understanding;
- Additional security hired for whatever reason must be given clear instructions on their duties
- Security personnel must deal firmly but politely with public. Trespassers, vandals, unauthorised parking and activities must be stopped
- Security personnel must report all suspicious and unacceptable behaviour to management

PARKING

The following arrangements for parking within Samaj premises apply:

- No official, employee or member of the public may park his/her vehicle anywhere on Samaj premises, except in designated areas;
- A designated parking area is the area behind the kitchen/eastern side of auditorium;
- Hirers are allowed a maximum of 2 cars in the allocated parking area, depending on availability;
- Contractors who have been hired to fulfil specific functions, will be allowed to park within Samaj premises as a short-term measure, provided the nature of the jobs require closer access and prior permission was obtained from the caretaker/office. At all times the safety of children and staff is a paramount consideration;
- VIP's / special guests of Samaj can be allowed to park within premises during Samaj functions, provided special permission has been sought and approval granted by the head of facilities management.

MAINTENANCE SCHEDULE

- The caretaker is required to draw up a monthly maintenance schedule that details the maintenance / cleaning work that will be done monthly based on the outputs listed in this manual. These schedules must be submitted to the office at the beginning of the year.
- The monthly maintenance report to be submitted to the office for presentation to the executive committee must report on whether the schedule was fully implemented and if there were deviations/exceptions, the reasons thereof.

MAINTENANCE REPORTING

The following procedure should be followed with respect to reporting of maintenance matters:

Samaj Premises Maintenance Manual – First Edition, November 2014

- The caretaker is required to complete and submit a report once a month to the office using the Caretaker Maintenance Report forms. This report should cover progress being made on matters receiving attention and new matters requiring attention;
- The office administrators are required to inform the head of facilities management of any issues requiring his attention and to include these matters in the Administrators Report.
- Urgent maintenance issues should be reported immediately to the office and/or the head of facilities management for urgent attention.
- All maintenance requests must be referred to and dealt with by the Portfolio Head, Facilities Management
- A maintenance report of the Samaj Marabastad Centre must also be submitted monthly by the nominated volunteer to the Samaj office.

EMERGENCIES

The following should happen in emergencies:

- The caretaker and Office personnel are required to exercise their discretion and take immediate action to safeguard life and property;
- The caretaker is required to report all after hour emergency situations e.g. burst pipe, to the appropriate local government department as well as to the office administrators and Head, Facilities Management.
- An emergency evacuation plan must be drawn up and placed in every classroom, auditorium, dining room, kitchen and office.

COMPLAINTS, COMPLIMENTS & SUGGESTIONS

It is important for the Samaj officials to receive accurate feedback from staff and community members on issues of concern as well as compliments. To facilitate this, the following is required:

- At least two boxes for suggestions/complaints/compliments must be provided on the premises in easily accessible spots (together with pen & paper);
- These boxes must be emptied once a month i.e. at least a week before the next scheduled Executive Committee meeting
- The office is required to maintain a Suggestion, Complaints and Compliments (SCC) register wherein all SCC issues are recorded.
- The office is required to report monthly all suggestions, complaints and compliments to the executive committee;

MARKETING

The Samaj premises, especially the auditorium, should be marketed on a regular basis to ensure a steady stream of income. To this end, the following should be done:

- A marketing plan should be drawn up;
- Partnerships should be sought that ensures that we can provide cost-effective services e.g. enter into an agreement with a caterer for catering at a wedding, etc;

- Proactively engaging with trade show and special event organisers to encourage them to book Samaj facilities

COMPLIANCE WITH LOCAL REGULATIONS

It is important that the Samaj premises meet all safety and hiring requirements that are promulgated by the local authority from time to time.

SUPERVISION OF CONTRACTORS

The Head, Facilities Management must ensure that an Office Administrator and/or Caretaker is assigned the duty to supervise the work of all contractors, including contractors with long term contracts such as garden services. The contractor must be informed of this arrangement.

DUTY LIST

All general workers / security guards / cleaners must be issued with a written duty list.

SPHSS EXECUTIVE