

Total Efficiency in practice: Coventry University

Client: Coventry University | **Project:** Ten Year Planned Preventative Maintenance Survey |
Value: circa £70,000.00 | **Sector:** Public - Higher Education | **Services:** Building Surveying and Engineering Services |
Start date: March 2010 | **Completion date:** May 2010

CHALLENGES

Understanding client requirements.

 Working in and around occupied premises.

 Working to a tight programme and university semester period.

 Accessing security controlled areas.

 Amalgamating data collection from building surveyors and mechanical and electrical engineers.

 Properties surveyed of varying ages and sizes, including a number which shared central M&E services.

 To provide consistent pricing and condition ratings for items of repair.

SOLUTIONS

Developed a detailed client brief and undertook a pilot survey to ensure client brief was understood by the project team.

 Updated client schedule of rates with accurate BCIS and SPONS rates.

 Monthly review of progress and performance with client.

 Developed draft programme and agreed survey dates with client; all occupants informed of impending surveys.

 Developed survey pro-forma for all surveyors to adopt and populate.

RESULTS

Successful completion of surveys in agreed timeframe.

 Client provided with detailed ten year maintenance liabilities for their properties.

 Consistent report output due to understanding of the brief and requirements.

 Inaccessible areas remained at a minimum and in-line with client expectations.

REFLECTIONS

Continual dialogue between single point of contact for surveyors and client assisted with progress.

 Important to engage with all team members to ensure the correct approach is adopted for the duration of the project.

 Planning of programme to commence at the earliest opportunity to provide maximum accessibility to all areas.

 Scheduling of client meetings to discuss portfolio prior to commencing surveys provided maximum information to surveyors.



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