



Report

Officer: Rachel Follette
Date: 14th September 2023
Meeting: Town Council Meeting – Tuesday 19th September 2023

General Property and Toilets Update

Background

- A new role of Property Manager has been in place within the organisation since August 2023
- The Property Manager has been fact finding and visiting all buildings to understand the current condition of each asset of the Town Council
- Work has taken place to understand the processes and procedures in place for the maintenance staff

Discussion/Comment

1. Public Toilets

Background Information

The Town Council manage three public toilets within the parish area. These are listed below including the opening and closing times:

Listley Street	Fox Corner	Innage Lane
9am – 4pm (7 days a week)	Unlocked (24 hrs)	Unlocked (24 hrs)
Free to use	Free to use	Free to use

Listley Street - a purpose-built brick building with non-operational turnstiles, separate mens and ladies toilets, each have cubicles and men's with urinals.

Fox Corner – a purpose-built brick building with a single use toilet and a single use disabled toilet. Access is using a credit / debit card but free to use.

Innage Lane – a purpose built single building with a single closed metal unit. The remainder / previous toilets are not used and closed to the public. Access is using a credit / debit card but free to use.

- Opening and closing times - previous manager had changed these times due to regular episodes of vandalism. Previously open 8am to 7pm.



- Innage Lane toilet is currently closed due the entrance door being vandalised and is currently unsafe. Healthmatic are awaiting parts for repair to self-cleaning mechanism and door.

General Information

- The Town Council has previously held a contract with Healthmatic, this contract included all cleaning, maintenance, and bills for Public Toilets
- In 2021 the contract was renewed with Healthmatic but the contract was negotiated to provide a different service level agreement. This change was the Town Council would be responsible for all maintenance and utility bills including water and electric, etc.
- The Town Council has received feedback from toilet users that informs the users are disappointed with the level cleanliness and facilities within the toilets
- The Town Clerk and the Property Manager have met with Healthmatic, to discuss the service level agreement within the contract and provide feedback on the cleanliness of the facilities. During this meeting, all sites were visited and a list of the maintenance works required for each site was produced.
- Healthmatic have confirmed that part of their SLA with the Town Council is to provide the Property Manager with monthly reports of toilet checks and their deep cleans

First Inspection of the Facilities

The Property Manager has completed the first inspection of the toilet provision and detailed below is the information on what was found:

- First Aid box found which had been out of date since 2015
- Fire Extinguisher were not in situ as per legal requirements. It has been identified that under the new contract this is the responsibility of the Town Council - The Property Manager is arranged for new Fire Extinguishers to be added to the current contract. There will be an additional cost for this, as well as year on year increase in provision.
- Fire exits within the storage areas of the buildings had been blocked with the storage of cleaning products - The Property Manager has instructed Healthmatic to provide suitable storage away from fire exits.
- Emergency Lighting - No records can be found detailing any Emergency lighting checks completed after the new contract was negotiated.

Maintenance Team

- The Maintenance Team have now been updated and informed with regard to their responsibility and the information regarding the change in maintenance responsibilities for these facilities



Maintenance Actions to be completed

Detailed below is the list of actions to be completed by the BTC Maintenance team, these tasks were identified at the first inspection of the facilities. These works are on-going but please note they may have an implication on the maintenance budget.

Listley Street	Innage Lane	Fox Corner
Repair leaking pipes	Realign and adjust closed Disabled Toilet unit	Clear back area of rubbish
Repair/ replace broken locks	Align door at the same time	Add weeding to DLF list
Extractor fans not working – no ventilation	Clear back area of rubbish	Empty drains and gutters
Heaters by front door and in toilets, not working. Repair/ replace.	Attend to loose electrical wire in back area situated close to pipes	Attend to door repairs
Front door secured by chain and cannot be locked	Empty drains and gutters	New pull cord for Disabled Toilet
Wooden doors in poor condition – repair/replace		
New signage required		
Add weeding to DLF list		
New signage required with opening times		
New wall mounted baby changing unit		
New pull cord for Disabled Toilet		
Empty gutter and downpipes		

Further inspections by the Property Manager will take place on-going and work identified through these inspections will be added to the maintenance schedule but Councillors are asked to note that some of the works required will involve procurement and using external contractors where the maintenance team are unable to complete the works IE electrical works. Please note they may have an implication on the maintenance budget.

Finance

The Current budget for public convenience is £2,000.00 for 2023/24. There will be insufficient budget to cover the current works identified as part of the first inspection complete by the Property Manager.



- Work is being undertaken to collate information regarding costs for work required and further information will be provided at a future Town Council meeting.

2. Buildings Update

2.1 Town Hall

The Property Manager has completed an inspection of the building and worked with the maintenance staff to complete some initial repairs to the facility, as detailed below:

- Fitting of a new wall mounted refillable soap dispenser and toilet roll holder.
- Repair hand dryer
- Fit new internal key safe
- Adjust door to Council Chamber which was sticking
- Complete the fitting of pigeon spikes

2.2 College House

The Property Manager has completed an inspection of the building and worked with the maintenance staff to complete some initial repairs to the facility, as detailed below:

- Fit new centre feed roll for hand drying in kitchen (Covid 19 H&S does not allow for the use of tea towels to dry hands in kitchen areas due to the transfer of infection)
- Fit new internal door lock
- Fit new skirting in kitchen

2.3 Castle Hall

The Property Manager has completed an inspection of the building and worked with the maintenance staff to complete some initial repairs to the facility, as detailed below:

- Complete work on fitting new lintel towards the rear of Castle Hall
- Clear guttering and drains
- Fit new piece of wider guttering to back of Castle Hall
- Fit new lightbulbs
- Fit lock to water meter in Meeting Room
- Fit new wall mounted refillable soap dispensers in all toilets
- Fit new hand towel dispensers

2.4 Community Hall

The Property Manager has completed an inspection of the building and worked with the maintenance staff to complete some initial repairs to the facility, as detailed below:

- Fit three new lightbulbs
- Fit new soap dispenser in Gents toilet
- Fit new internal key safe



2.5 Other Areas

- Repair door on kitchen cupboard in Annexe
- Refit shelving in cupboard in Annexe
- Fit new pane of glass to window in Listley Street toilets
- Fix lock on door in Castle Grounds
- Secure cover to lamppost nine on Castle Walk
- Adjust timing on clock for floodlights St Leonard's Church

Other Information

2.6 PAT Testing

There is no legal requirement for PAT testing (portable appliance testing) the law simply requires an employer to ensure that their electrical equipment is maintained in order to prevent danger,

The Town Council have a PAT test completed each year to identify and prevent danger,

2.7 Fire Alarm Checks

There is a legal requirement for business premises to have an appropriate fire detection system. This means that if there is a fire, there needs to be a way for that fire to be easily detected and occupants can be warned easily.

The Town Council have fire alarm systems in each of their buildings where there is staff located and/or is in public use.

There are six monthly Building Fire Alarms checks in place.

There is an annual Fire Safety check completed by an external company at each of these buildings and the Property Manager has been reviewing these reports to ensure that any actions or recommendation are included on the schedule of works required for the buildings.

2.8 Sash Window Repair – College House

The tenant at College House has identified with the Property Manager an issue with the sash window on the first floor.

The Historic environment team have been contacted at Shropshire Council to ensure the works can take place this is due to the building having grade II listed status.



Three quotes have been sought from external contractors for window repair in first floor Office. These works are urgently required due to the window not being operational.

The quotations have been reviewed and the works at £550.00 have been agreed due to the H&S risk to the lease and the works are within the current R&M budget.

2.9 Electrical Work

A meeting took place with electrical contractor to discuss outstanding electrical work. Now awaiting prices for :

- three lights in Annexe (repair/ replace with LED)
electrical repairs in Listley Street toilets
- prices for replacement of broken floodlight or change all to LED
- Please note there are on-going conversations to understand other outstanding work with the electrical contractor.

3.0 Ladder Training

It was identified that a number of staff were unable to work using ladders due to not having any training for ladder safety. Twelve members of staff have completed this training including the Maintenance Team.

3.1 Meetings

A meeting has taken place with the Health & Safety Representative from Shropshire Council to discuss the last Health & Safety Audit that took place in 2018 and services offered as part of our contract

A meeting has taken place with a HSE approved Legionella company to discuss ongoing requirements in our buildings and to understand what the next steps for the Town Council are to ensure the correct testing is taking place within our buildings and the correct process in place for those members of staff undertaking these inspections. The last full legionella review took place in 2016. Further update will be presented to a future Town Council meeting.

3.2 Boiler at Community Hall

It has been identified that the Community Hall requires a new boiler, the current boiler is very old and during the last winter broke down a number of times.

Meetings have taken place with three different contractors to price for a replacement boiler and the Low Town Community Hall committee are aware of these works.

3.3 Roof Repair – Cemetery Lodge



The tenant at Cemetery Lodge has informed of a number of leaks on the flat roof which has caused problems internally and externally to the building. Previously spot repairs had been completed but there is now a requirement for a full review and evaluation of the whole flat roof.

The Town Council's insurance company has been informed and they require further information. Contact has been made and quotations sort from wo external contractors to price up for the roof repairs for insurance purposes.

3.4 Bookings

The Town Council hire out a number of rooms to individuals and organisations.

The Property Manager has been making contact with these hirers to introduce themselves and discuss any requirements or problems. At the same time, the Property Manager has been tackling the issue of storage with those who have this within the Town Council buildings. (Asked to tidy up or reduce items).

The property Manager has been making new contacts / forging new relationships within the community to increase bookings for the buildings, these include:

Nock Deighton are bringing a Property Auction to Castle Hall, Wednesday 27th September. The purchase of a WIFI booster and carpet cleaning in Meeting Room has taken place in preparation for it. A regular quarterly booking is possible if they consider it a suitable venue. If this happens, we may want to consider the fitting of a more permanent WIFI booster at this hall.

A fundraising performance is to take place on Saturday 14th October with all proceeds going to Severn Hospice. The show is to commemorate the 60th anniversary of Edith Piaf's death in October 1963 and the lady performing has toured with the show for 3 years culminating in a run in the West End.

Discussions with local amateur dramatics to use Castle Hall stage for end of year performances, etc.

Discussions with local performing arts companies for end of year performances, etc.

Summary

The new Property Manager has begun to review current works and legal requirements for the asset and property portfolio of the Town Council and continues to identify ongoing work across the wide sphere of property maintenance tasks.

Recommendations

It is recommended that the Town Council note the report and the work being undertaken.