

Maintenance associate – best-practice guide

The 'maintenance in a van' (MIV) service is an important tool for achieving the company objective of excellently maintained pubs. However, several tasks completed by MIV can also be completed by a maintenance associate, employed by the company.

This brief provides a guide on the dos and don'ts for the maintenance associate.

Maintenance associate

The role of the maintenance associate (MA) is to provide an ongoing and continual approach to the maintenance of a pub and/or hotel by keeping up to date with day-to-day jobs which can form a big impression with customers, guests and staff, eg fixing broken toilet door locks, making safe trip hazards, painting walls etc.

The MA can respond to maintenance issues quickly, without the need to wait for a contractor to attend.

The MA can be either based at one pub or shared among more than one. If the position is at more than one location, best practice would be an agreed rota to ensure that the MA and the pubs know those days when the MA will be attending, for example:

Monday–Wednesday:	pub A
Thursday:	pub B
Friday:	pub C

It is vital that the MA tasks be assigned in accordance with the dos and don'ts list in this brief – to ensure that completed work is:

- undertaken to the right standard.
- in line with legislation.
- covered by insurance.
- in line with health and safety standards.

If the maintenance job is on the 'don't' list, always raise a call-out on WISDOM under the appropriate trade type and contractor.

Benefits of a maintenance associate

- Fewer contractor call-outs for individual tasks
- An understanding of each pub's requirements, providing a consistent approach
- General maintenance addressed regularly, reducing the risk of larger issues arising and minimising health and safety risks
- Achieving 'excellently maintained pubs'
- Ability to complete other tasks, eg taking in deliveries and managing WISDOM
- Can work in multiple pubs within a geographical area

Maintenance associate – dos and don'ts guide

Customer area

- ✓ Make safe and secure hazards such as loose stair-nosing, carpet-edging strips and mat well edges.
- ✓ Tighten up hinges on the coffee station.
- ✓ Fix door locks and closers.
- ✓ Complete small decoration jobs – any larger decorating jobs or high-level work should be undertaken by the PAD facility via WISDOM.
- ✓ Replace finger guards.
- ✓ Secure screws of seat pads and chairs (no additional fixings to be added).
- ✓ Secure table numbers to tables.
- ✗ Replace/repair flooring (including floor tiles).
- ✗ Repair or replace glazing.
- ✗ Undertake any work on bars.
- ✗ Install shelving or bottle steps.
- ✗ Change chair parts and/or install additional strengthening brackets.
- ✗ Undertake any gas or electrical work.



Toilets

- ✓ Fix toilet-roll-holders, seats, WC pans and flush handles.
- ✓ Silicone seals on all sanitaryware (toilets, sinks and urinals).
- ✓ Fix/secure access handrails.
- ✓ Ensure that there are no trip hazards.
- ✓ Replace cubicle locks and closers.
- ✓ Replace ceramic tiles or infill holes with appropriate material.
- ✓ Replace basin wastes.
- ✓ Replace urinal traps.
- ✓ Tighten taps.
- ✓ Replace finger guards.
- ✗ Undertake any larger plumbing work.
- ✗ Replace any sanitaryware.
- ✗ Undertake any electrical work.



Painting and decorating

- ✓ Repairs to walls, including minor repairs (using filler) and larger repairs (with a plaster skim).
- ✓ Ensure that barriers are in place and the area safely cordoned off.
- ✓ Routine decorating repairs on walls and ceilings.
- ✗ Change any colour schemes.
- ✗ Complete varnishing work.
- ✗ Undertake major redecoration work.

Back of house

- ✓ Delivery routes free from obstruction and all necessary protection secure.
- ✓ Complete minor decoration work.
- ✓ Fix door locks and closers to staff areas.
- ✓ Replace or resecure any ceiling tiles.
- ✓ Replace coded locks on back-of-house doors.
- ✗ Repair any cellar equipment.
- ✗ Undertake any gas or electrical work.
- ✗ Repair or replace any flooring.



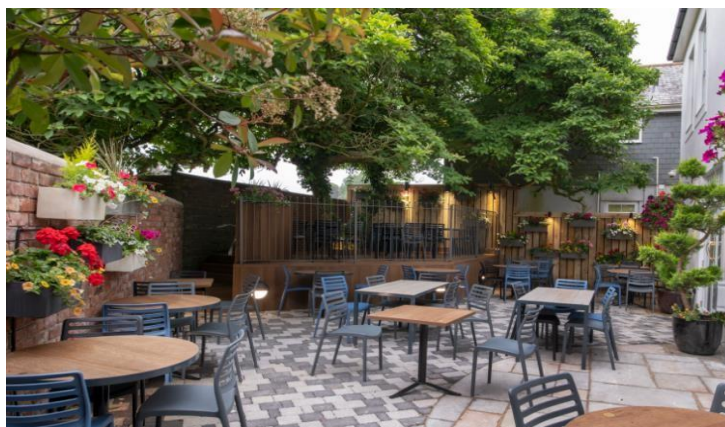
Kitchen

- ✓ Replace individual broken kitchen tiles.
- ✓ Ensure that high-impact corner areas' corner edge protection strips/angle irons are in place.
- ✓ Secure/replace soap and blue roll dispensers.
- ✓ Secure existing stainless-steel sheets, along cook line.
- ✓ Replace fridge and freezer door seals.
- ✓ Ensure that seals for waste and supply pipes are in place and correct brackets in use.
- ✓ Replace or secure any ceiling tiles, as required.
- ✗ Repair any kitchen equipment.
- ✗ Undertake any gas or electrical work.
- ✗ Repair or replace any flooring.



External areas

- ✓ Remove any trip hazards.
- ✓ Ensure that rainwater pipes are fixed to walls and that correct brackets are in place.
- ✓ Undertake minor planting or gardening.
- ✓ Remove weeds and overgrown shrubbery.
- ✓ Remove any low-level blockages and ensure that gulley covers are in place.
- ✓ Jet washing.
- ✓ Low-level painting work.
- ✓ Secure table numbers to tables.
- ✓ Paint fences and walls.
- ✓ Window-cleaning.
- ✗ Replace/install hanging baskets or integrated watering systems.
- ✗ Repair, sand or varnish any external furniture.
- ✗ Replace paving or decking.



Anywhere in the pub and/or hotel

- ✓ Fix/replace ironmongery (including fire escapes).
- ✓ Secure/replace locks and keypads.
- ✓ Secure/replace door closers.
- ✓ Secure/replace damaged frames.
- ✓ Ensure that any cracked glass is secure and a separate order raised on WISDOM for immediate replacement.
- ✓ Manage WISDOM call-outs and assist the management team in chasing contractors.
- ✓ Assist with deliveries.
- ✓ Replace digital locks.
- ✗ Repair any equipment (lifts/catering/dispense).
- ✗ Undertake any gas or electrical work.
- ✗ Replace any type of flooring.
- ✗ Undertake high-level work, without an assistant present.
- ✗ Repair/replace glazing.
- ✗ Repair CCTV systems.
- ✗ Repair lighting and sound systems.
- ✗ Undertake any roofing repairs.



Facilities

- ✓ Accepting and putting away deliveries.
- ✓ Completing weekly line-cleaning.
- ✓ Bin store-cleaning and management.
- ✓ Use of carpet- and upholstery-cleaning machine.
- ✓ Furniture repairs.
- ✓ Cleaning and replacing light bulbs/lamps.
- ✓ WISDOM management:
 - Raising WISDOM jobs.
 - Managing contractors while on site.
 - Reviewing completed work and signing off WISDOM.

Hotels

- ✓ Make safe/secure hazards such as loose stair-nosing, carpet-edging strips and mat well edges.
- ✓ Tighten up hinges on cabinets.
- ✓ Fix doors' locks and closers.
- ✓ Undertake minor decorations – any larger decorating jobs or high level work should be undertaken by the PAD facility.
- ✓ Replace finger guards.
- ✓ Fix toilet-roll-holders, seats, WC pans and flush handles.
- ✓ Silicone seals to all sanitaryware (toilets, basins, bath/showers).
- ✓ Fix/secure access handrails.
- ✓ Ensure that there are no trip hazards.
- ✓ Replace ceramic tiles or infill holes with appropriate material.
- ✓ Replace basin wastes.
- ✓ Tighten taps.
- ✓ Replace door locks to rooms and communal areas.
- ✓ Assist with bed layout changes.
- ✗ Undertake larger plumbing work.
- ✗ Replace shower screens/bath panels.
- ✗ Replace any sanitaryware.

- ✗ Undertake any electrical work.
- ✗ Replace/repair flooring (including floor tiles).
- ✗ Repair/replace glazing.
- ✗ Replace magnetic hold-open devices.



SOPs

Task	SOP
Painting and decorating	MA002
Bathroom maintenance	MA003
Deliveries	CO014 – Taking in a bar delivery K0008 – Receiving a DHL delivery OF0041 – Handling a roll cage CF0013 – Use of a power-operated cellar hoist and goods lift
Line-cleaning	C0006 – Wine line-cleaning C0004 and C0004a – Keg line-cleaning C0005 – Traditional ale line-cleaning
Jet washing	CL0012 and OF0038 – Using jet washes and hoses
Bin store management/cleaning	B0027 – General waste management
Upholstery-cleaning	B0079 – Use of the Vaelensa carpet- and upholstery-cleaning machine OF003 – Dealing with a spillage B0080 – Use of the Henry carpet- and upholstery-cleaning machine B0076 – Use of the carpet- and upholstery-cleaning machine
Replace fridge and freezer door seals	K0021 – Cleaning and use of service fridges and freezers
Wisdom management	OF0131/OF0131/OF0132/OF0133/OF0134/OF1035/OF1036/OF0137/OF1038/OF1085/OF1086/OF1087
Cleaning the beer garden	B0019 – Cleaning the beer garden CL0011 – Cleaning the beer garden and pub's exterior