

NATIONAL PENSION & PROVIDENT FUND



MAINTENANCE GUIDELINES, 2017

REAL ESTATE DIVISION

MAINTENANCE GUIDELINES, 2017.

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1 Background

As an important part of investment mandate, NPPF has been acquiring land and undertaking several real estate development projects for residential and commercial purposes, wherever feasible.

Till date, NPPF owns around 50 acres of land and over 92 residential buildings spread across four Dzongkhags (Thimphu, Chhukha, SamdrupJongkhar and Samtse), and is one of the biggest real estate developers and real estate managers in the country. With the increasing demand for affordable houses both for rental and ownership, NPPF has a huge role to play in the near future especially in the real estate business. NPPF aims to create niche market especially in Real Estate business and wants to be a pioneer in the areas of quality, architecture, real estate management and facilities. The total annual rental income is approximately Nu 52 million constituting around 4%.of the total annual income.

In testimony of the NPPF's need and enthusiasm to continue investing in real estate, a planning and design unit with a team of engineers and architects has also been established. The long term plan is to undertake most construction projects departmentally and work towards the Center of Excellence in construction sector. Towards this, besides normal construction projects, NPPF has embarked on undertaking departmental construction projects, and commendable achievement has been made.

Accordingly, the focus of the real estate development has been changed from a kind of fulfillment of a corporate social responsibility of building residential building to more revenue generating projects. The major thrust is on building state-of-the-art office spaces and commercial centers to maximize returns.

Apart from acquiring land and building commercial houses, NPPF makes equal focus and attention to improve building/colony management systems for greater economy and efficiency. Towards this, formulation of repair and maintenance operating system is essential. The system will not only extend life of property, such as building, but would also increase returns and inculcate the sense of ownership of tenants. Cost sharing of the maintenance expenses in respect of the respective rental units with the tenants is another phenomenal aspect of partnership. More importantly, the system would clarify the rights and responsibilities of both tenants and owner in respect of the tenancy.

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2. Title and Commencement

2.1 Title

This guideline shall be called **THE MAINTENANCE GUIDELINES, 2017.**

2.2 Commencement

This guidelines shall come into force from 1st March 2017.

3. Objectives

The guideline is a strategy based on which which decision on repair and maintenance are taken. Alternatively, it may be defined as the ground rules for the allocation of limited resources (human/machine, materials and money) between the alternative types of maintenance actions that are available to the management. In order to make a rationale allocation of resources, the benefits of those action to the organization as a whole must be identified and related to the cost invovled.

The main objectives of developing maintenance guideline are:

- a. To ensure that rental properties are safe and secure, meet minimum acceptable community standards, protect the value of the rental housing assets, and provide a consistent and equitable level of service within the available resources;
- b. To optimize the returns and maintain repair and maintenance cost at maximum of 15% of the annual rental income;
- c. To maximize the useful life of the existing structures, like building, infra-structure and equipment;
- d. Prioritize maintenance plans and programs based on the type of repair and maintenance;
- e. To give equal treatment to all the valued tenants;

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- f. To reinforce responsibility to promote safe, healthy and decent living;
- g. To inculcate a sense of belongingness to the rental units/colony.
- h. Identify the types of services and materials that are being provided by owner (NPPF) vis-a-vis by tenants.
- i. Standardize maintenance service delivery standards and procedures;

4. Legal Framework

This guideline is formulated in consonance with the relevant provisions of the following laws and regulations:

1. ***Tenancy Act of Kingdom of Bhutan 2004.***
2. ***Bhutan Building Rules 2002, clause-15.***

“The owner of the building shall ensure regular maintenance of the building, including painting. Complaints from neighbors or tenant on the unsatisfactory water supply and sanitary conditions, improper/deteriorated septic tank and soak pit, surface drains and surrounding environment shall be repaired/replaced /rectified by the owner of the property.”

3. ***National Pension and Provident Fund Housing Management Rules and Regulations, 2013.***

Clause-15- “The NPPF shall be allowed to inspect the housing unit if the view of the NPPF there is sufficient indication that the housing unit is not being maintained properly or being altered without approval of the NPPF”.

Clause -16.1- “The tenant shall be liable to repair/replace damaged structure and any fixtures, electrical or sanitary items listed in the Entry Condition Report (Annexure-II), caused due to his/her negligence”

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Clause-16.2—“If the tenant fails to repair/replace damaged structure and any fixtures, electrical or sanitary, the cost of such repair/replacement of damages shall be realized from the security deposit. If the security deposit is not adequate to cover the cost of repair/replacement, the tenant shall be required to pay the balance amount.

Clause-16.3 -In case the security deposit does not cover the cost of repair/replacement, and the tenant does not pay the balance amount, the NPPF shall recover such amount from the PF account of the tenant.

5. Category of Maintenance

Basically maintenance is the combination of all technical and associated administrative actions intended to retain an item in, or restore it to, a state in which it can perform its required function.

5.1 Maintenance is broadly classified into three categories:

1. Proactive / Routine Maintenance

Both the general maintenance need in respect of the external building/peripheral structures and internal structures of rental units shall be assessed through regular monitoring and inspection exercise by the maintenance team. In addition, repair and maintenance services inside the rental units shall be provided based upon the complaint/requests of the tenants.

2. Planned Maintenance: Subsequent to above, major/minor maintenance works shall be carried out as per the annual plan.

3. Ad hoc Maintenance: Any maintenance work that are carried out based on importance and/or emergency to correct unforeseen breakdown, damages and service disruptions.

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6. General Maintenance Service Schedule and standards

In order to ensure that the life of buildings and infrastructure is optimized through regular inspection and maintenance, NPPF shall follow a set of minimum standards of maintenance schedule for buildings, parking, drainage, internal roads, etc.

SL/No	Activities	Schedule	Remarks
1	Building Roof and Exterior Wall painting	Every Five Years	
2	Road and Parking Repair	Every Five Years	
3	Drainage		
4	General Building Inspection (External)	Every Year (January)	
5	General Building Inspection (Internal)	Every Year (January)	
6	Attend to Complaints/Requests	Within three working days	The maintenance section shall follow the standard maintenance service procedures.
7	Emergency/Disaster	Promptly	For emergency complaints/incidents, the maintenance unit shall respond /attend to promptly. Depending upon the gravity of the situation, the relevant agencies such as RBP, Disaster Management Section, BPC, etc shall be informed and coordinated for further necessary actions/services.
8	Building amenities, such as lifts, VRF,	Twice a year/ As per the annual	All such equipments shall be covered under

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	Generator, etc.	maintenance schedule.	annual maintenance contract with a competent service provider, and shall be maintained according to the maintenance schedule/break down.
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7. Mode of lodging complaints.

Tenants may submit their complaints/requests through any of the following modes as per the need and convenience:

- i. Online/emailing to maintenance head/ staff;
- ii. Written application in a prescribed format (Annexure-1);
- iii. Direct contacting the maintenance head/staff during emergency;
- iv. All the complaints submitted through any mode shall be recorded in the online system by the designated maintenance staff.
- v. All the complaints shall be attended to as per the standards outlined under 'General Maintenance Service Schedule and standards'.

8. Maintenance Complaints Management

8.1 Recording and Monitoring of service requests/complaints.

The complaints/requests received by maintenance unit shall be sorted out into four categories.

- a. **Emergency Complaints:** The complaint includes those services that warrant immediate attention such as blockage of sewer lines,

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- disruption of water and electricity supply, and any other emergency services related to tenancy;
- b. **Routine Complaints:**the complaints include day-to-day activities that includes replacement of fittings and fixtures, carpentry, plumbing and masonry work and colony cleanliness, etc.
 - c. **General Complaints of Periodical Repairs:** Repairing like white washing, distemping, etc, falls under this category.
 - d. **Other Requests:**This category of requests includes those services, such as,installation/repair of geysers, provision of additional electrical power points, etc.

9.Procedure for providing repair and maintenance services (routine)

Upon receipt of the complaints/requests, maintenance unit shall sort out and register based on nature of complaints/requests. Subsequently, the unit shall follow the following procedures to attend to such complaints/requests:

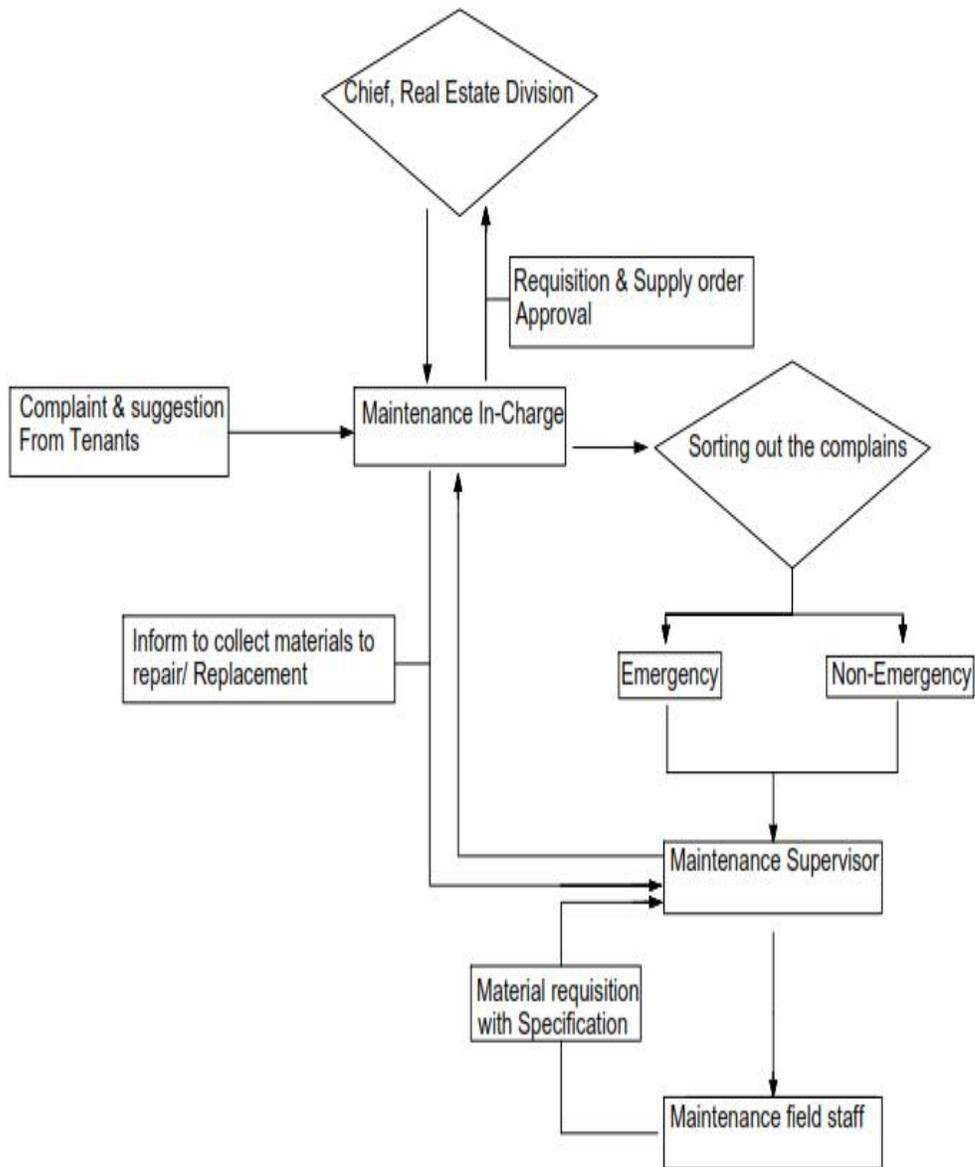
- a. The maintenance unit shall maintain proper records of complaints/requests in the system/ standard form;
- b. Maintenance staff concerned/designated staff/ in-charge shall inspect and verify the need for repair and maintenance service;
- c. Maintenance staff concerned/designated staff/in-charge shall assess the situation or establish the cause of the damage and submit a report to the in-charge;
- d. Maintenance staff concerned/designated staff/supervisor shall estimate the cost of the repair/replacement;
- e. The chief of the division shall approve the repair services including the budget, procurement and payment, in line with the Delegation of Authority;
- f. The work supervisor/in-charge shall supervise and monitor the work and its quality till the completion; and
- g. The head of the unit shall maintain proper record of maintenance job assignment in the log book/system and submit a quarterly report to the chief of the division;

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- h. The head of the unit shall maintain proper record of the maintenance/replacement of items in respect of each flat.
- i. The tenants who may be affected by the maintenance program shall be notified in advance.

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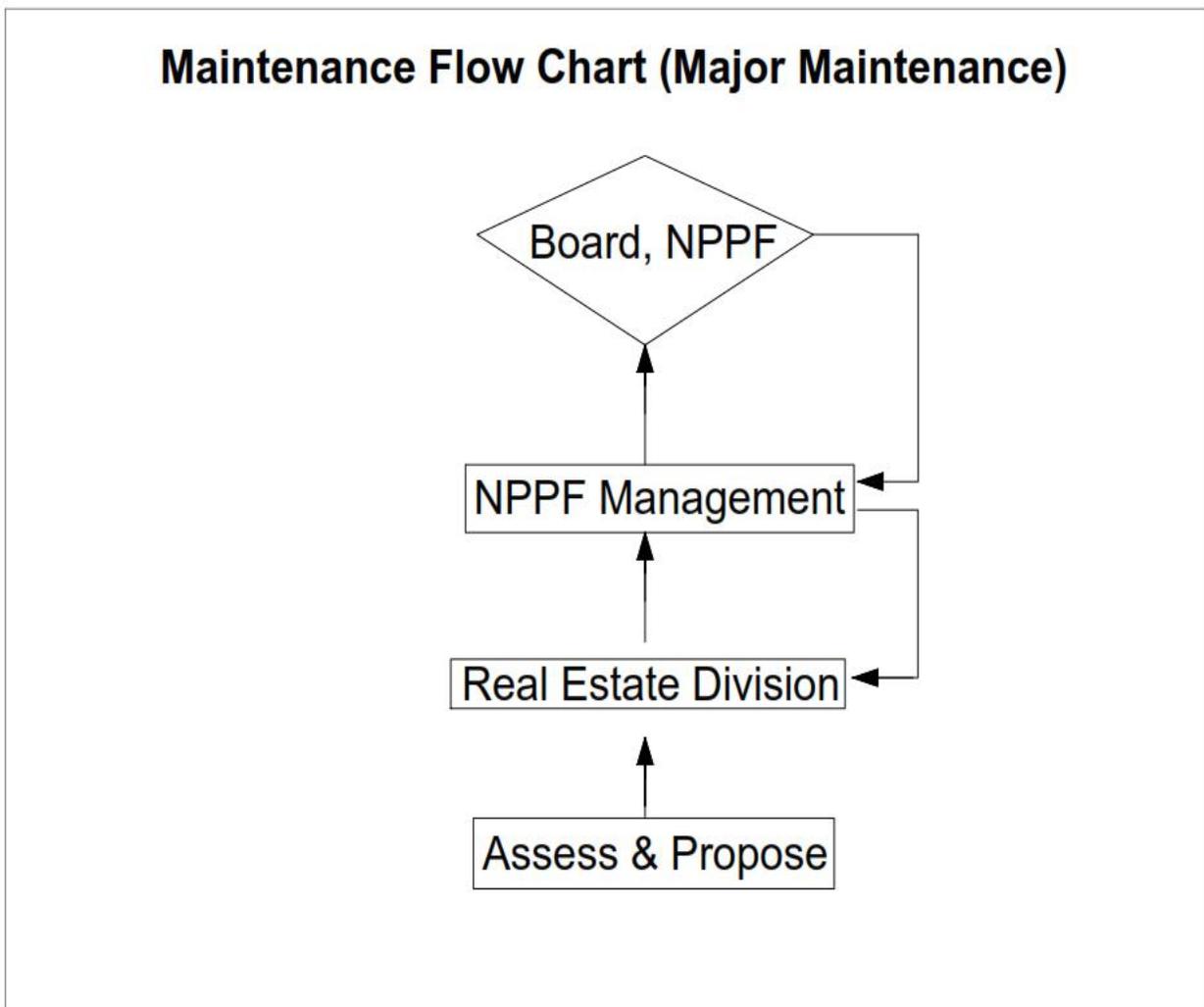
Maintenance Flow Chart (Routine)



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10. Procedure for providing major repair services (projects).

The maintenance engineer, in consultation with the respective regional heads shall assess the major repair and maintenance needs of the all the regions. Such proposals shall be included in the annual work plan of the Real Estate Division. All major repair and maintenance projects shall be executed following the general procurement norms, and such costs shall be capitalized and accounted accordingly for the valuation of the property. The following figure represents the general work flow of the major repair and maintenance projects.



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11. Responsibilities of NPPF

NPPF, as owner is, amongst others, responsible for the following:

- a. Prepare and enter into a rental agreement with the tenant before occupation of the rental unit or on the commencement of the tenancy;
- b. keep the rental units fit for safe and decent living;
- c. provide rental units and premises with all necessities in line with the health and safety rules and regulations;
- d. Repair suo moto or on the complaints/requests of the tenant, the rental unit and the premises as per the terms and conditions of the agreement;
- e. keep all the common areas safe, clean and free from hazards; and
- f. Attend to tenants' emergency complaints/requests promptly.

12. Duty and responsibilities of tenant

The following are the roles and responsibilities for tenants:

- a. Use the rental unit and the premises for the specified purpose with due care;
- b. Not commit nuisance and annoyance to the neighbours and other tenants nor shall use the premises for the unlawful purposes;
- c. Dispose garbage in proper place and also live hygienically;
- d. Inform the owner about the known fact, on which the tenant has and the owner has no knowledge, any danger likely to happen to the rental unit or premises;

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- e. Be liable for any damage caused to the rental unit or the premises due to his negligence except for the normal wear and tear;
- f. Not alter the structure or add temporary/permanent structures to the original structure of the rental unit or premises without the consent of the owner;
- g. Hand over the rental unit and premises for the inventory list/entry condition report (*Annexure-II*) in good condition as taken over except for the normal wear and tear; and
- h. Complete all administrative formalities and clear outstanding dues, if any, prior to releasing of the retirement benefits, if applicable.

13. Responsibilities for replacement of fittings and fixtures

As a means to enhance the responsibility of the tenants and to introduce the culture of cost sharing in order to build the sense of ownership, it is imperative to share the responsibilities to replace fittings and fixtures.

Nature of Works	Fittings and fixtures to be provided prior to occupancy	Fittings and fixtures to be provided by NPPF during Tenancy	Fittings and fixtures to be provided by Tenants during Tenancy	Remarks
Electrical Works	Bulbs, Tubes, Holders, Chokes, Starters, Ceiling Rose, fans, wall Brackets ceiling fittings, mirror light fittings compound light fittings, street lights fittings, etc.	Common areas and street lighting only.	Bulbs, Tubes, Holders, Chokes, Starters, Ceiling Rose, fans, wall Brackets ceiling fittings, mirror light fittings, etc.	
	switches, sockets, PVC/Teak wood boxes, machine	Only in common area.	switches, sockets, PVC/Teak wood	

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	Screws, etc.		boxes, machine Screws, etc.
	conduit pipes, casing capping, union, Tee, Elbows, Bends, saddles, screws, nails, wires, cables, cables joints etc.	For major maintenance, rewiring re-electrification only.	If any replacements need is caused by the negligence of the tenants, the concerned tenants shall be charged the cost of the replacement.
	MCBs, RCCBs, MCCBs, SFUs, DBs, MCPBs, Fuses, Energy Meters, etc.	For major damages of control Gears for common use only- MCBs, RCCBs, SFUs, DBs, MCPBs and Energy meters etc.	
	Earthing, Lighting Arrester	To provide & maintain	
	Water Pumps, water tank water meter etc.	To provide & maintain	
Civil, Plumbing & Sanitary Works.	Cleaning and disinfecting of water storage or distribution tanks, water main line etc.	Cleaning and disinfecting of water storage or distribution tanks, water main line etc.	

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	<p>Bib cocks, Pillar cocks, stop cocks, Gate valves, wash basins, toilet paper holders, water closets, cisterns, connection pipes, couplings, shelves, Towel rails, washing mirrors, showers, floating valves, ball cock, Pipe, Sockets, unions, Elbows, Tees, Nipples, Bends, Reducers, Kitchen sinks, Tiles, Flanges, Man hole covers etc.</p>	<p>Bib cocks, Pillar cocks, stop cocks, Gate valves, wash basins, toilet paper holders, water closets, cisterns, connection pipes, couplings, shelves, Towel rails, washing mirrors, showers, floating valves, ball cock, Pipe, Sockets, unions, Elbows, Tees, Nipples, Bends, Reducers, Kitchen sinks, Tiles, Flanges, Man hole covers, etc.</p>	<p>The tenants shall bear the cost of the repair and maintenance if the breakages is due to carelessness.</p>	
	<p>Cleaning of manholes/Gully Chamber/Inspection Chambers, & flushing of building sewers, Sock pit, Septic tanks.</p>	<p>Cleaning of main holes/Gully Chamber/Inspection chambers, and flushing of building sewers, sock pit, Septic</p>		<p>Whenever required as per the proper inspection only.</p>

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	tanks, etc.		
Burst or leakage from pipes etc.	Maintaining burst or leakages from main pipes, etc. i.e. from water main line.		
Cleaning of storm water drain etc.	For major/mass cleaning only.		
PCC/Timber flooring, Doors, Windows, Frames & shutters, ceilings, Roofing, Plinth, Drains, Plastering, Glasses, Hinges, Latches, I-hooks, Tower bolts, Hydraulic door closes, safety grills, curtain rods, skirting, walls etc.	Window Glasses, Hinges, Latches, I-hooks, Tower bolts, Hydraulic door closes, safety grills, curtain rods, skirting, walls etc. floorings, Doors, Windows, Frames and Shutters, ceilings, Roofing, Plinth Drains, Plastering, safety grills.	The tenants shall bear the cost of the repair and maintenance if the damages is due to negligence.	

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	Paintings both External & Internal	External	Paints for internal painting shall be provided by NPPF.	
	Roof Leakages	Shall provide & maintain		
	Fencings and gates internal and external those NPPF properties that share or have common boundary with private and/or government properties, and from roadways and pathways.	For major damages of fencing and gates internal and external those NPPF properties that share or have common boundary with private and/or government properties, and from roadways and pathways.		

14. Maintenance Team

NPPF shall maintain a group of competent maintenance team with right aptitude and team spirit. Except for ESP personnel including wet cleaners, all technical employees such as carpenter, mason, plumber, and electrician should possess a minimum formal qualification of class X with VTI certificate. For the existing staff without the requisite qualification and skills, NPPF shall provide regular training and skills development programs so that they can cope with the NPPF service standards and expectations of the tenants. They shall be provided with adequate proper uniforms and protectives. The team shall be headed by an officer level maintenance in-charge and supported by maintenance supervisor.

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15. Occupational Health and Safety

The NPPF shall follow health and safety measures all time in line with the Labour and Employment Act of Bhutan 2007 and Regulation on Occupational Health, Safety and Welfare 2012 and other relevant rules and regulations. Further, NPPF shall ensure that maintenance staff:

1. be insured as per the laws and regulations;
2. be fully equipped with necessary tools;and
3. use necessary protectives and safety gears at work site.

16. Amendment

This maintenance guideline may be amended from time to time by the NPPF.

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17. Repair and Maintenance Complaints Registration Form

Annexure--I

Sl. No	Building No/Flat No/ Shop No.	Complaint No. and the details of Complaints	Sign of M.E/ Supervisor	Complaint attended by and date	Sign of the tenant	Approximate expenses	Remarks
1							
2							
3							
4							
5							
6							

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Annexure-II(a)

18. Condition Inspection Report *(The same form shall be used for taking over of the flat)*

Flat No:

CIVIL FITTINGS

SI No.	Description of item	Kitchen	M/toilet	Common toilet	Allotment Remarks	Taking over remarks(Eg. Recovery from the tenant and other issues).
1	Mirror					
2	wash basin					
3	CP pillar cock					
4	Angle stop cock					
5	Soap dish					
6	CP bib cock (long body)					
7	CP bib cock (short body)					
8	Concealed stop cock					
9	CP Sower head with arm					
10	Toilet paper holder					
11	PV C Waste pipe					
12	PVC Connection pipe					
13	PVC Cistern					
16	CP Grating					
17	CP towel rail					
18	Steel sink					
19	PVC Waste pipe					
20	CP sink coupling					
Handed over by (NPPF staff): Signature: Name:		Date:		Tenant's name and sign		
Taken over by (NPPF staff): Signature: Name:		Date: :		Tenant's name and sign		

Annexure-II (b)
ELECTRICAL FITTINGS MAINTENANCE GUIDELINES, 2017.

SI.No.	Description of items	Qty	Units	Allotment Remarks	Taking over Remarks(Eg. Recovery from the tenant and other issues)
1	Switch(6A)				
2	Bell push switch				
3	Socket outlet(2pin)				
4	Fan Regulator				
5	Ceiling Fan				
6	Tube lights(4' long)				
7	Mirror lights(2' long)				
8	Wall Bracket				
9	Ceiling light				
10	S/S combined socket(16 A)				
11	Bell buzzer				
12	MCB(6A)				
13	MCB(16A)				
14	TPN MCB(32 A)				
15	TPN DB (6 ways)				
16	Exhaust fan				
17	Angle Holder				
Handed over by (NPPF staff): Signature: Name: Date: Tenant's name and sign					
Taken over by (NPPF staff): Signature: Name: Date: Tenant's name and sign					

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19. Contact Details:

1. Pema Cheda (Civil Engineer) : 77190117/17860960
2. Sangay Thinley (Electrical Engineer) : 77631229
3. Nima Dorji (Electrician) : 17545418
4. Sangay Tenzin (Electrician) : 17862886
5. Choki (Plumber) : 17758776