



**JARAMOGI OGINGA ODINGA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**DOCUMENT : PROCEDURE FOR ESTATES MANAGEMENT**

**DOC. NO : JOOUST/PAF/CS/20**



**AUTHORIZED BY : DEPUTY VICE-CHANCELLOR SIGNATURE: **  
**PLANNING, ADMINISTRATION AND FINANCE**

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**2.0 DOCUMENT CHANGES**

<b>DATE</b>	<b>CHANGES</b>	<b>APPROVED BY</b>
27/4/2012	Added timelines. Rephrased & revised methods, Deleted Clause 6.2.3, 6.5.3 & 6.5.8	
6/6/2012	Restructured 6.5 and added 6.6	

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29/04/2013 Procedure review to reflect the change of status from BUC to JOOUST.



30/04/2015 Procedure reviewed for adequacy



1.0 **Purpose** : This procedure is to establish a framework to ensure efficiency and effective provision of central services.

2.0 **Scope** : This procedure shall cover all aspects of cleanliness, repairs and maintenance.

3.0 **References:**

- 3.1 ISO 9001:2008 Standard
- 3.2 JOOUST Quality Manual
- 3.3 JOOUST Statutes
- 3.4 Occupational Health and Safety Standards
- 3.5 Public health standards
- 3.6 Fire Safety & Statutory Compliance
- 3.7 Government Circulars

4.0 **Terms and Definitions**

- 4.1 **BUC:** Bondo University College
- 4.2 **JOOUST:** Jaramogi Oginga Odinga University of Science and Technology
- 4.3 **HoD :** Head of Department
- 4.4 **Head of Estates:** The administrative head of Estates section within Central Service Department.
- 4.5 **MO:** The head of the maintenance unit in the estates section
- 4.6 **Caretaker:** The officer charged with the responsibility of ensuring the lawns and offices are cleaned, overseeing surveillance and preparing rooms for meetings and events.

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- 4.7 Electrician:** The officer charged with the responsibility of ensuring effective power and lighting services in JOOUST.
- 4.8 Water Technician:** The officer responsible for the delivery of safe water and effective treatment of effluent.
- 4.9 IT:** Information Technology
- 4.10 User:** The officer identifying and reporting the non conformity, defects or the department/section's need.
- 4.11 WRF:** Work Requisition Form
- 4.12 OM & SAF** Office Movement & Space Allocation Form.
- 4.13: SRN** Stores Requisition Note

**5.0 Responsibility:**

The Head of Estates shall be responsible for the implementation and effective supervision of this procedure.

**6.0 Method**

**6.1 Maintenance Works**

- 6.1.1 The User shall fill in the WRF at least 2days earlier and forward it to the Maintenance Officer.
- 6.1.2 The MO shall visit and verify the defects or services needed and notify the Head of Estates within 12 hours for comments.
- 6.1.3 The Head of Estates shall comment and seek approval from the HoD for commencement of work.
- 6.1.4 The MO shall upon approval by the Head of Estates, engage the appropriate personnel to carry out the work
- 6.1.5 The personnel contracted shall complete the task sheet within 24 hours (if it is not of a technical nature) and record the work done along with any follow up actions required.
- 6.1.6 The User shall upon verification of work done sign the task sheet to confirm completion of work to specification

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- 6.1.7 The Personnel contracted shall notify the MO upon work completion
- 6.1.8 The MO shall return the task sheets to the estates clerical staff for onward processing and update of register within the estates section.
- 6.1.9 The Head of Estates shall review maintenance costs and downtime every three months and make appropriate recommendations to the HoD.

**6.2 Office Equipment Movement Procedure**

- 6.2.1 The User shall duly initiate and fill in the OEMF to be forwarded to the caretaker 24hours before the activity in question
- 6.2.2 The Caretaker shall verify the services needed and notify the Head of Estates for comments and approval.
- 6.2.3 The Caretaker shall upon approval, allow the space in request to be used or engage the personnel to assist in the movement.
- 6.2.5 The Caretaker shall complete the task sheet to record the furniture movement and the duration.
- 6.2.6 The User shall sign the task sheet to confirm satisfaction of the exercise or regret in the event of request disapproval.
- 6.2.7 The Caretaker shall record all the daily activities within the department.
- 6.2.8 The Caretaker shall return the task sheets to the estates clerical staff for onward processing in the estates section.
- 6.2.9 The Head of Estates shall review office movement date at interval of not exceeding three months and making recommendations to the HoD.

**6.3 Emergency Measures on Electricity and Water Supply**

- 6.3.1 The in-charge shall inform the immediate supervisor of any emergency in the supply of water, power or lighting.

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- 6.3.2 The supervisor shall verify the anomaly and advice on corrective measures immediately.
- 6.3.3 The supervisor shall record the incident and corrective action on the occurrence book.
- 6.3.4 The supervisor shall inform the Head of Estates of such emergencies where immediate corrective action requires consultation.
- 6.3.5 The Head of Estates shall inform the HoD and ensure the emergency is attended to within 24hours of reporting.
- 6.3.6 The Head of Estates shall review all the emergency data at an interval of three months and make recommendations to the HoD for action.

**6.4 General Cleaning, Lawns, Hedges and Ground Attendance**

- 6.4.1 The Caretaker shall duly fill in the WRF to be forwarded to the respective supervisor.
- 6.4.2 The supervisor shall verify the service need and forward to the head of estates for comments.
- 6.4.3 The Head of Estates shall comment and forward to HoD for approval
- 6.4.4 The supervisor shall upon approval, engage the personnel to assist in the required works.
- 6.4.5 The supervisor shall complete the task sheet to record the work done, the number of personnel and the duration taken to complete the task on a daily basis
- 6.4.6 The Caretaker shall sign the task sheet to confirm satisfaction of the exercise or regret in the event of request disapproval.
- 6.4.7 The Supervisor shall enter all the activities recorded in the department on a daily basis.
- 6.4.8 The Supervisor shall return the task sheets to the Estates clerical staff for onward processing within the estates section
- 6.4.9 The Head of Estates shall weekly review cleaning, lawns, hedges and ground attendance data and make recommendations to the HoD.

**6.5 Water Treatment**

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- 6.5.1 The Treatment Plant Attendant shall notify the Water Technician to fill in the requisition form water chemicals whenever necessary.
- 6.5.2 The Water Technician shall verify the quantity needed, complete the chemical data sheet, and forward to the HoD for approval.
- 6.5.3 The Water Technician shall upon approval, fill in SRN for the chemicals.
- 6.5.4 The Water Technician shall upon dosing the water fill in the Water Treatment Monitoring Schedule.
- 6.5.5 The Water Technician shall test the water for chlorine and turbidity on a weekly basis fill in the Water Testing Schedule as per KS-05-459 Part 1:1996.
- 6.5.6 The Water Technician shall forward Water Treatment Monitoring Schedule and the Water Testing Schedule to the HoD on a weekly basis.
- 6.5.8 The HOD shall forward water samples to the Certified Water Testing Bodies on a quarterly basis as per the statutory requirements.

**6.6 Sewerage Treatment**

- 6.6.1 The Water Technician shall collect the effluent samples quarterly to verify compliance of the sewage treatment.
- 6.6.2 The Water Technician shall forward the effluent samples to the relevant sewerage testing centre for analysis on a quarterly basis.
- 6.6.3 The Water Technician shall verify the results for effluent tests and make recommendations to the HOD for further action.

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