

Reactive Maintenance Policy

Lead Officer (Post):	Campus Services and Facilities Manager
Responsible Office/Department:	Facilities
Responsible Committee:	Operations and Estates
Review Officer (Post):	Vice Principal (Operations)
Date policy approved:	09/03/2026
Date policy last reviewed and updated:	N/A
Date policy due for review:	01/03/2029

Accessible versions of this policy are available upon request.

Policy Summary

Overview	Sets out a structured approach to managing reactive maintenance, ensuring faults, failures, and defects are addressed efficiently, safely, and consistently across UHI Shetland facilities.
Purpose	Establishes clear processes, roles, and responsibilities for identifying, reporting, prioritising, and resolving reactive maintenance issues to maintain safe, compliant, and operational environments.
Scope	Applies to all UHI Shetland campuses, buildings, and infrastructure under organisational control, including facilities, utilities, and estate-related assets.
Consultation	Operations and Estates, Senior Management Team (SMT)

Implementation and Monitoring	Implemented through established reporting and maintenance processes, communicated via SH Staff Resources, and monitored by the Vice Principal (Operations) to ensure performance, compliance, and continuous improvement.
Risk Implications	Failure to manage reactive maintenance effectively may result in health and safety risks, disruption to operations, financial pressures, and potential reputational impact.
Link with Strategy	Supports UHI Shetland's Vision by maintaining safe, high-quality learning environments. Reflects UHI Shetland's Values by: • Working together – enabling effective collaboration between staff, estates teams, and contractors • Working for Shetland – maintaining facilities that support learning and community needs • Working sustainably – promoting efficient use of resources and asset longevity • Working to become resilient – ensuring continuity of operations through responsive maintenance • Working with partners – working with contractors and stakeholders to deliver effective maintenance solutions

1. Policy Statement

- 1.1 This policy outlines how UHI Shetland manages **reactive maintenance** (the response to unplanned faults, failures, and defects) to ensure facilities remain safe, compliant, and operational. It defines the scope of what is covered, distinguishes reactive work from planned maintenance, and sets out clear roles and responsibilities for staff, contractors, and users.

The procedure establishes a structured process for reporting faults, assessing risk, prioritising issues, and delivering timely repairs based on urgency and impact. It also sets response and resolution targets, ensures

appropriate safety and procurement controls, and requires performance and financial monitoring.

Overall, the policy ensures that unexpected maintenance issues are handled efficiently, safely, and consistently, while supporting business continuity and continuous improvement across all campuses.

1.2 Relationship to Annual Maintenance Plan

Reactive maintenance complements the Annual Maintenance Plan by addressing:

- Unexpected equipment failures between scheduled services
- Emergency safety issues requiring immediate attention
- Damage caused by accidents, weather, or vandalism
- Newly identified defects discovered through inspections

Issues reported by staff, students, or visitors

2. Definitions

2.1 Reactive Maintenance: Unplanned maintenance activities required to rectify an emergent issue and return equipment or facilities to normal operating condition. Reactive maintenance is typically non-discretionary and demand driven.

2.2 Fault: Any defect, breakdown, or deterioration that affects the functionality, safety, or compliance of college infrastructure or equipment.

2.3 Response Time: The maximum time between fault notification and commencement of remedial action.

2.4 Resolution Time: The maximum time between fault notification and completion of repairs to restore normal function.

2.5 Emergency Callout: Immediate response required for safety-critical or business-critical failures occurring outside normal working hours.

2.6 Temporary Fix: A short-term measure to make an area safe or maintain minimal functionality pending permanent repair.

2.7 Backlog Maintenance: Accumulation of reactive maintenance tasks awaiting resource allocation or funding approval.

3. Purpose

This procedure establishes the framework for managing reactive maintenance activities at UHI Shetland. Reactive maintenance addresses unplanned faults, failures, and defects that occur outside the planned annual maintenance programme and require prompt attention to maintain safe, compliant, and operational facilities.

4. Scope

This procedure applies to all UHI Shetland campuses, centres, and facilities including:

Inclusions:

- College-leased building infrastructure (fabric, roofing, windows, doors, access routes, grounds)
- Utility service infrastructure under college control (electrical systems, lighting, water supply, drainage, HVAC, ICT infrastructure)
- Furniture, fixtures, and fittings
- Department-specific infrastructure (e.g., workshop extraction systems, specialist equipment installations)

Emergency breakdowns requiring immediate response

5. Exceptions

Exclusions:

- Planned maintenance covered by the Annual Maintenance Plan
- Curriculum equipment under departmental management
- Utility infrastructure owned by third-party providers
- Capital projects and major estate developments

Equipment under active warranty (though coordination may be required)

6. Notification

This policy and attached procedures will be readily available on SH Staff Resources > Quality Matters > Policies and Procedures

7. Roles and Responsibilities

7.1 Vice Principal Operations

- Overall accountability for reactive maintenance service delivery
- Authorization of expenditure in accordance with financial delegations
- Approval of emergency callouts and non-compliant procurement
- Resource allocation and prioritization decisions
- Regular performance review and reporting to Senior Management Team
- Escalation of significant issues affecting safety or business continuity

7.2 Campus Services and Facilities Manager

- Day-to-day management of reactive maintenance requests
- Initial assessment, categorization, and prioritization of reported faults
- Allocation of work to estates staff or contractors
- Monitoring progress and updating requestors
- Coordination with planned maintenance activities
- Maintenance of fault logging system and performance data
- Regular reporting to Vice Principal (Operations) on outstanding issues

7.3 Facilities Team

- Response to allocated reactive maintenance tasks
- Carrying out repairs within competency level
- Identification of faults requiring specialist contractors
- Implementation of temporary safety measures when required
- Accurate recording of work undertaken, time, and materials used
- Reporting of additional faults discovered during repair activities
- Maintaining tools, equipment, and stock for reactive repairs

7.4 Finance Team

- Processing of reactive maintenance invoices
- Monitoring expenditure against reactive maintenance budget
- Monthly financial reporting on reactive maintenance costs
- Advice on procurement compliance requirements

7.5 All Staff, Students, and Visitors

- Reporting of faults and defects through designated channels
- Cooperation with estates staff during repair activities
- Compliance with temporary restrictions or cordons
- Not attempting DIY repairs without authorisation

8. Legislative Framework

This procedure operates in compliance with all relevant UK and Scottish legislation, including the Health and Safety at Work etc. Act 1974 and supporting regulations, as well as Scotland-specific requirements such as the Fire (Scotland) Act 2005 and Building (Scotland) Act 2003.

- **Health and Safety at Work etc. Act 1974** – Establishes the overarching duty to ensure, so far as is reasonably practicable, the health, safety, and welfare of employees, students, and others affected by college activities.
- **Management of Health and Safety at Work Regulations 1999** – Requires risk assessment, safe systems of work, and effective management of health and safety arrangements.
- **Workplace (Health, Safety and Welfare) Regulations 1992** – Sets standards for the maintenance and condition of workplaces, including lighting, ventilation, and facilities.
- **Electricity at Work Regulations 1989** – Requires electrical systems to be maintained to prevent danger.
- **Gas Safety (Installation and Use) Regulations 1998** – Covers safe installation, maintenance, and use of gas systems and appliances.
- **Control of Asbestos Regulations 2012** – Requires the management of asbestos-containing materials.
- **Control of Substances Hazardous to Health (COSHH) Regulations 2002** – Addresses safe handling and control of hazardous substances.
- **Provision and Use of Work Equipment Regulations 1998 (PUWER)** – Ensures work equipment is maintained and safe to use.
- **Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)** – Covers maintenance and safe operation of lifting equipment.

- **Fire (Scotland) Act 2005 and Fire Safety (Scotland) Regulations 2006** – Set requirements for fire safety, risk assessment, and maintenance of fire precautions.
- **Building (Scotland) Act 2003** – Governs building standards and maintenance requirements in Scotland.
- **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)** – Requires reporting of certain incidents arising from maintenance activities.

This policy also aligns with relevant **Approved Codes of Practice (ACOPs)** and guidance issued by the Health and Safety Executive (HSE), including **Legionella control (ACOP L8)**, and any applicable Scottish Government and Scottish Water guidance.

10. Version Control and Change History

Version	Date	Approved by	Amendment(s)	Author
0	09/03/26	Operations and Estates	New policy	Stephen Martin / Gemma MacGregor / Geoff Young