



Falkirk Council | Corporate Property

Service Charter



We have now introduced a new approach to the management of property from 1 April 2025

Benefits of Corporate Property:

- › Enables services to focus on service delivery
- › Improves cost efficiencies
- › Eliminates duplication across services
- › Ensures a strategic and integrated approach to property management
- › Enables prioritisation of investment
- › Supports identification of opportunities for rationalisation, modernisation and improved utilisation
- › Improves scrutiny of property performance

Our vision for our property:

A corporate portfolio that is fit for service delivery, adaptable to a changing climate, energy efficient and sustainable, meets the needs & aspirations of citizens and services alike, and is affordable to the Council.

Purpose of Corporate Property:

To ensure an effective and efficient property portfolio through a centralised approach to property management.

What you can expect from Corporate Property - our commitment to services

- Leading on the scope and direction of this Property Asset Management Plan;
- Responsibility for ensuring that services use property assets effectively and efficiently;
- Prioritising and managing the deployment of revenue resources for all aspects of property management, including statutory compliance, cyclical and reactive maintenance, energy and utilities, facilities management and non-domestic rates etc;
- Prioritising and managing the deployment of capital resources to support and undertake planned improvements, statutory compliance works, and to deliver new Property projects;
- Managing the capital disposals and acquisitions;
- Providing professional services to the Council relating to the management of Property assets;
- Operational and facilities management of the Council's corporate and partnership buildings;
- Managing the Council's tenanted non-residential property (TNRP) portfolio including the Commercial Property Portfolio (CPP);
- Managing the Council's privately funded contracts and projects (NPDO);
- Leading on Corporate Asset Management initiatives.

The role of services in delivering Corporate Property

- Acting as Premises Manager and ensuring compliance with handbook;
- Ensuring compliance records are maintained on site and updated as required in liaison with new Compliance Team;
- Through the role of Premises Manager ensuring reactive repair, compliance actions and required management activities are undertaken timeously and tracked to completion (in liaison with Maintenance and Compliance teams);
- Ensuring properties are used for activities that support service delivery and corporate plan priorities;
- Ensuring service use is appropriate for the type and size of property available;
- Preventing use that represent a reputation, financial or legal risk to the Council or the property;
- Not undertaking works other than those expected as part of normal janitorial services to any property, without consulting Construction Services;
- Not relocating, moving or altering occupancy of properties without the consent of Property Management;
- Not entering into any contracts conveying property interests without consent of Property Management.

Service standards and what success looks like:

- Property Statutory compliance is prioritised to ensure the safety of building users and staff;
- A corporate approach to the management of property assets is adopted across all services;
- The ongoing review, challenge, improved utilisation, modernisation and rationalisation of property are embedded in the Council's modernisation culture;
- Comprehensive and consistent management arrangements are embedded and adopted across the Council;
- Decision making on investment in property is prioritised corporately based on clear evidence/data and supported by business cases & whole life appraisal approaches which support effective decision making;
- Accurate and comprehensive performance information for our land and property assets covering compliance, condition, suitability, utilisation, capacity, sustainability, accessibility, whole life costs / financial and service modernisation requirements are centralised, readily available, easily analysed and benchmarked externally;
- A robust and comprehensive approach to reactive and planned maintenance is in place which is focused on improving asset performance;
- The Council's property expenditure emphasis moves from being reactive to proactive with the focus on planned and preventative maintenance to support the reduction in reactive maintenance;
- We have sufficient and skilled professional and technical staff resources deployed to effectively and efficiently manage the portfolio, improve its performance and manage investment programmes and projects;
- Progress is made towards a resilient, low carbon and energy efficient property portfolio;
- There is recognition that property assets are a visible demonstration of the Council's performance with a high level of public perception based on their condition and use. We should look to ensure they are maintained in good condition and use is maximised.

Corporate Property Structure

To support the implementation of Corporate Property, the following units have been established within the Corporate Property Structure to deliver key functions:

Building Design Unit:

The unit carries out full pre and post contract construction professional services including full architecture, conceptual design, tender design, contract design, application for statutory approvals such as Planning and Building Warrant, onsite contract management and inspection. Full construction financial services such as budget costs, pre contract cost appraisals, production of tender documentation, tender evaluation, advice on contractual issues, construction stage financial management including payment evaluation and certification, final accounting.

Strategic Projects:

This section leads on the delivery of high impact, place shaping initiatives that support the council's corporate priorities, economic growth and net zero ambitions. The team identifies, develops, and manages capital and regeneration projects and programmes to ensure they are viable, deliverable and aligned with local and national policy. The Strategic Projects team brings together the property, infrastructure and design teams to deliver the council's strategic ambitions for the economic development of the Falkirk area.

Maintenance:

The Unit is responsible for the Provision of full hard FM services to Councils non-housing property portfolio, including reactive maintenance services, assisting with statutory compliance works, implementation and management of term contracts for statutory compliance and other repairs. Property inspection services, Building Energy Management Systems management, mechanical and electrical advice and design for minor projects. Contract procurement and management of smaller project work as part of pre-planned maintenance.

Property Compliance:

The Property Compliance team is responsible for delivering a programme of works to ensure Council operational properties are compliant with statutory requirements such as legionella, asbestos & fire safety. Additionally, we manage the Proffess system which covers repairs & maintenance requests, contractor payments and provides performance data on these areas.

Property:

The Unit is responsible for providing professional property advice to the Council to meet its statutory and financial accounting requirements, commercial property portfolio management activities and undertake property transactions including sales, acquisitions and leases to support service and project development and delivery.

Corporate Asset Management and Climate:

The Corporate Asset and Climate Unit is responsible for developing and implementing strategies and investment programmes focused on asset management (specifically property assets), overseeing the delivery of the Council's net zero targets and property modernisation projects. The Unit ensures delivery of the Council's asset management performance aims and objectives and in ensuring that processes and governance are in place to ensure a corporate approach to asset management across the Council.

Corporate Property Governance

There is a need to ensure there is effective engagement across all services and transparency on the implementation and ongoing management arrangements for Corporate Property. Corporate Property is supported by the below governance structure:



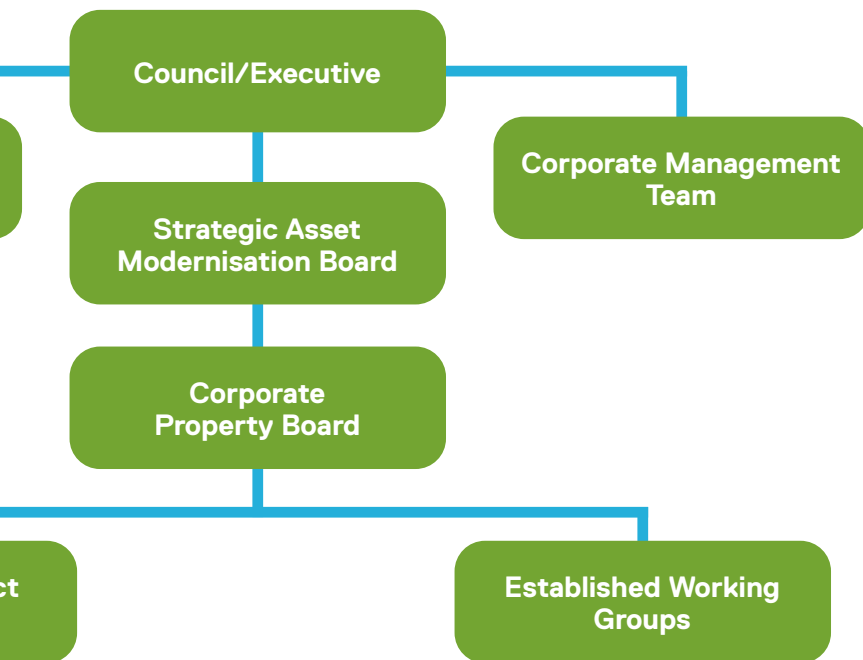
Council of the Future



Established Project Boards

Property Compliance Group

Establishment of a corporate / cross service approach to the management of compliance and providing support to premises managers. This has also included the recruitment of key compliance officers for Legionella, Asbestos and Fire Safety. This group has also led on the refresh/updating of the Premises Managers Handbook, rolled out compliance training and put in place systems for the undertaking and recording of risk assessment and actions tracking.



Corporate Property Board

Reporting to the Strategic Asset Modernisation Board, this group has oversight on the implementation and establishment of Corporate Property and coordinates the activities across all business units and the property compliance and modernisation programmes sub-groups.

Custodian meetings

Under Corporate Property, individual Council Services will be regarded as custodians and will continue to have a role to play in the management of property. This will be as the operational custodians of property they use for the delivery of services. They will for instance, continue to be the premises managers for the majority of properties occupied. Regular Custodian Service meetings take place to oversee this.

Contact

For general enquiries relating to Corporate Property that are non-maintenance related, please email corporateproperty@falkirk.gov.uk