



YORK DIOCESAN BOARD OF EDUCATION

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Simon Quartermaine
School Buildings Officer

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Dear Colleague,

Total Property Management



An alternative to your current provider which can reduce your costs by 20%

Over the coming year you will have many challenges in school not least of which will be balancing the budget. Therefore, I thought this would be a good time to write to introduce our Total Property Management Scheme which has a proven track record for saving schools money.

Initially launched nearly 20 years ago in just 16 schools, TPM today provides a high quality, efficient service to over 320 schools of every type and category across the North of England.

Similarities with LA schemes and others

TPM is similar to many LA and other schemes in that it provides a building consultant; all the arrangements for statutory services and compliance; a 24/7/365 service for emergency repairs and maintenance; all the necessary documentation and audit trail to ensure you are compliant with regulations; professional support for the ongoing improvement and development of the building; and an advice service for any matter relating to property management. We also now provide a secure web-based portal through which each school can keep track of the costs it has incurred, the services it requires, quotes requested, etc. It also has a facility which allows floor plans, asbestos registers and other such documents to be uploaded.

Differences with LA schemes and others

The TPM service is bespoke to each school. We believe every school is unique and the package of services we put in place is specially designed to meet individual school needs. Whilst we have negotiated contracts to provide every possible service we are very happy to include contractors who the school prefers to use. If they are currently not on our list we will assess their service and charges against the ones we have already negotiated and advise you on how they compare. Quite often contractors come onto our approved list because they are already working in a school which joins us.

At the beginning of the year we estimate the cost of all the services you need to maintain your school plant and equipment ensuring you remain statutorily compliant. At the end of the year we provide you with a detailed breakdown of the cost of each of those services. What you pay is whatever the services have actually cost.

The only charge for this service is the annual management fee of between £250 and £1,000 depending on the size of school or where a school only needs a small number of services.

A member of DBE Services: serving schools in the dioceses of Blackburn, Carlisle, Chester, Liverpool, Manchester & York

We do not make any additional charge for managing reactive maintenance. Some organisations charge a flat fee which may or may not be good value depending on how much work you need in a year. Others add a percentage to every invoice. In some places that can be over 20%. We send you the contractors invoice so you can see exactly how much the repair has cost. If we get quotes for work then you know exactly what the cost will be before the work is done.

Why consider TPM?

- We know it will save you money and believe we can reduce your costs by about 20%. If you are interested in putting this claim to the test please put a ✓ against all the services you require on the enclosed Annual Services Contract and return it to us. Any additional information you can supply, such as numbers of TMVs (the temperature control valves on radiators) or the approximate number of portable electrical appliances requiring PAT testing, will help us provide a more accurate estimate.
- **We know it offers value for money. In our most recent survey of all the schools currently in the scheme 93% agreed that overall it was good value for money.**
- We know it provides a high quality service. Over 90% said that they were happy with the management of the regular servicing, reactive and emergency maintenance.
- **We know we meet our aim to have staff who provide quality advice. 99% said that TPM staff were helpful and kept them informed on the progress of work.**
- We know we respond quickly to requests for reactive and emergency work. We monitor our response time – a request for work, is placed with a contractor within 23 minutes.
- **We ask schools for feedback after every reactive job via an online survey.**
- We believe the service should stand or fall by what it delivers so, unlike most other schemes, some of which have 12 month notice period, there are no notice periods - you can leave or join at any time.

TPM is owned by six educational charities, so all our resources are used to support schools to provide the best education they can to the young people in their care. We are not a public company which has to satisfy shareholders with ever increasing dividends.

If you are interested in finding out more about the scheme detailed information can be obtained from the TPM4 Schools website (tpm4.com). Alternatively, please feel free to ring me.

Yours faithfully,



Simon Quartermaine