

Overview

This NOS is for community wardens and sets out the skills, knowledge and understanding required to identify, assess and action maintenance requirements to maintain the physical environment of estates.

This NOS covers the following activities:

- Identify and assess maintenance requirements
- Carry out maintenance activities

Performance criteria

You must be able to: **Identify and assess maintenance requirements**

1. identify maintenance activities that need to be undertaken using reliable information
2. prioritise maintenance activities in line with your organisation's policies and procedures
3. decide whether maintenance activities are within the scope of your job role or whether to involve others
4. arrange for assistance of others or outsourcing in line with your organisational procedures when maintenance is outside the scope of your job or experience
5. maintain accurate, clear and complete records of maintenance requirements in line with your organisation's policies and procedures

Carry out maintenance activities

6. carry out maintenance activities that are within the scope of your job role
7. obtain materials, equipment and tools required to carry out maintenance activities from appropriate sources in line with organisational procedures
8. protect yourself and others while undertaking maintenance activities in line with health and safety procedures
9. respect the property and privacy of community members whilst carrying out maintenance activities in line with organisational procedures
10. dispose of waste or debris in accordance with environmental legislation and your organisation's policies and procedures
11. use equipment and tools as specified in manufacturers' instructions
12. identify and initiate follow-up action required in accordance with scope of your job role and organisation's policies and procedures
13. maintain accurate, clear and complete records of maintenance activities in accordance with organisation's policies and procedures

Knowledge and understanding

You need to know and understand: **Legal and organisational requirements**

1. current relevant legislation, regulations, codes of practice and guidelines relating to estate maintenance
2. your organisation's procedures when arranging for the assistance of others or outsourcing
3. your organisation's policies and procedures for maintaining records of maintenance requirements

Maintenance

4. reliable sources of information relating to maintenance activities
5. the different types of maintenance activities and how to schedule and prioritise them including repairs, seasonal maintenance, cleaning and removal of dangerous items and materials
6. scope of your job role, your responsibilities and your skills and experience in relation to maintenance
7. maintenance services provided by other agencies and specialists

Equipment and tools

8. the materials, equipment and tools needed to carry out maintenance activities
9. what to do in the event of equipment failure or replacing damaged tools

Manage the maintenance of estates

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Suite Community Wardens

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