MUAST

MARONDERA UNIVERSITY
OF AGRICULTURAL SCIENCES AND TECHNOLOGY

MAINTANANCE POLICY

POLICY NO.MP/34/26

MUAST

MARONDERA UNIVERSITY
OF AGRICULTURAL SCIENCES AND TECHNOLOGY

TITLE	MARONDERA UNIVERSITY OF AGRICULTURAL SCIENCES AND TECHNOLOGY MAINTENANCE POLICY FOR DEPARTMENT OF WORKS AND ESTATES
POLICY NUMBER	
COMPILED BY	DEPARTMENT OF WORKS AND ESTATES
APPROVED BY	
DATE	

PREAMBLE

Marondera University of Agricultural Sciences and Technology (MUAST) is a modern institution of higher learning established through an Act of Parliament [Chapter 25:29], with a mandate centered on teaching, research, extension, innovation and industrialisation. The University is guided by the values of Excellence, Diversity, Innovation, Ethics, Ubuntu, Integrity and Sustainability.

The University recognises that safe, functional, reliable and sustainable infrastructure and building-services infrastructure are essential to the continuity and quality of teaching, learning, research, administration, student services and other University operations.

MUAST commits to adhere to anti-corruption circulars, policies and measures as directed to the attention of the University by other agencies of the State. The policy shall also abide by growth, prosperity and inclusive development to the country in prompting good governance buttressed by transparency, accountability, integrity and rule of law. This policy also acknowledges the responsibility to lead by example in the fight against corruption and to ethically render services with integrity

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. DEFINITION OF TERMS

Asset: A University-owned or managed physical infrastructure or building-services item for which Works and Estates has maintenance responsibility.

Building Services: Infrastructure Installed systems serving University buildings and facilities, including electrical, plumbing, water, sewerage, mechanical and related services under Works and Estates.

Condition Survey: A systematic assessment used to establish the physical condition, defects, risks and maintenance needs of University infrastructure and facilities.

Corrective Maintenance: Maintenance undertaken to restore an asset or service after a defect or failure has occurred.

DOWE: Department of Works and Estates.

Emergency Maintenance: Immediate maintenance intervention required to address an actual or imminent threat to life, safety, property, critical services or essential University operations.

Facilities: University buildings, structures, grounds and associated infrastructure managed by Works and Estates.

Maintenance Backlog: Identified maintenance work that remains outstanding and is monitored through the University's Building Condition Survey and maintenance planning processes.

Maintenance Programme: The approved MUAST Maintenance Programme through which planned maintenance activities are scheduled and monitored.

Preventive Maintenance: Planned maintenance performed at defined intervals or conditions to reduce the likelihood of failure and extend useful service life.

Planned Maintenance: Maintenance activities scheduled in advance according to condition, risk, criticality, statutory requirements, manufacturer requirements and available resources.

Plant Operational: machinery and fixed service equipment maintained by Works and Estates, including relevant generators, pumps, substations, transformers and similar systems.

Procurement: The University's formal process for acquisition of works, goods and services in accordance with applicable procurement requirements.

Stores: The University function responsible for custody, issue, stock control and reconciliation of maintenance materials and stores.

User Department: Any University department, unit, residence, school, faculty or other organisational area occupying or using infrastructure or facilities.

Work Order/Job Card: The authorised record used to initiate, assign, execute, record, verify and close a maintenance task.

Works and Estates: The University department responsible for management and maintenance of infrastructure, facilities and building-services infrastructure within its Routine Maintenance: Low-complexity, low-risk work normally executable by authorised internal personnel.

Corrective Maintenance: Restoration of an existing service or asset following a defect or failure.

Refurbishment/Renovation: Substantial renewal or restoration of an existing facility beyond routine repair.

Upgrade/Rehabilitation: Improvement, replacement or restoration that materially changes capacity, performance, condition or service life.

Major/Capital Works: New construction or intervention of sufficient value, complexity, risk or scope to require project-level governanceapproved mandate.

1. PURPOSE

The purpose of this Policy is to establish a consistent framework for managing maintenance of University infrastructure and building-services infrastructure;

1.1 maintain facilities at safe, functional and sustainable standards;

1.2 support planned, preventive and corrective maintenance;

1.3 promote legal and technical compliance; optimise lifecycle costs;

1.4 and support the University's teaching, research, innovation and service mandate.

2. OBJECTIVES

The objectives of this policy are to:

2.1 Maintain safe, reliable and functional University infrastructure and building-services infrastructure.

2.2 Target at least 95% availability of critical utilities and designated critical teaching spaces, subject to established baselines and measurement methodology.

2.3 Reduce reactive maintenance progressively toward less than 30% of total maintenance workload, subject to baseline assessment and asset condition.

2.4 Extend useful asset life through planned and preventive maintenance, with improvement measured against established baselines.

2.5 Ensure compliance with applicable safety, health environmental, building, procurement, financial and other statutory requirements.

2.6 Promote transparent, accountable and economical use of maintenance resources.

2.7 Maintain reliable maintenance records, condition information and performance reports.

3. GUIDING PRINCIPLES

3.1 Safety first.

3.2 Risk-based prioritisation.

3.3 Preventive and proactive maintenance.

3.4 Asset preservation and functionality.

3.5 Service continuity.

3.6 Value for money and accountability.

3.7 Quality and standards compliance.

3.8 Sustainability and environmental stewardship.

3.9 Innovation and appropriate use of technology.

3.10 Inclusivity, Ubuntu and stakeholder engagement.

3.11 Continuous improvement.

4. SCOPE AND APPLICATION

4.1 This Policy applies to University infrastructure and building-services infrastructure managed or maintained by the Department of Works and Estates, including:

4.1.1 buildings and associated services;

4.1.2 electrical infrastructure;

4.1.3 water and plumbing systems;

4.1.4 sewerage and drainage;

4.1.5 roads;

4.1.6 painting,

4.1.7 carpentry,

4.1.8 grounds and other infrastructure and operational services falling within the approved mandate of Works and Estates.

4.2The Policy does not transfer responsibility to Works and Estates for assets or systems formally assigned to another University department, outsourced under an approved contractual arrangement, or outside the Department's approved mandate.

5. REGULATORY AND INSTITUTIONAL FRAMEWORK

Implementation shall comply with applicable Zimbabwean legislation, regulations, standards, local authority requirements and approved University policies and procedures, including, as applicable:

5.1 Constitution of Zimbabwe Amendment (No. 20) Act, 2013.

5.2 Marondera University of Agricultural Sciences and Technology Act [Chapter 25:29].

5.3 Public Finance Management Act [Chapter 22:19].

5.4 Public Procurement and Disposal of Public Assets Act [Chapter 22:23].

5.5 Regional, Town and Country Planning Act [Chapter 29:12].

5.6 Model Building By-Laws, 1977.

5.7 National Building Standards, including SAZS 724:2018

5.8 Factories and Works Act [Chapter 14:08]

5.9 NSSA Act [Chapter 17:04].

5.10 Environmental Management Act [Chapter 20:27]

5.11 Roads Act [Chapter 13:18],

5.12 Labour Act [Chapter 28:01].

5.13 MUAST policies, standards and procedures.

6. ASSET MANAGEMENT, CONDITION ASSESSMENT AND BACKLOG

6.1 Works and Estates shall maintain an appropriate asset information system for infrastructure and building-services assets within its mandate. Asset records should, where applicable, identify the asset, location, condition, criticality, maintenance requirements, history and relevant technical information.

6.2 The University's established Building Condition Survey Programme shall remain the primary mechanism for systematic condition assessment, identification of defects, determination of condition, identification of statutory or safety concerns, and monitoring of maintenance needs and backlog.

6.3 Maintenance backlog shall be identified and monitored through the Building Condition Survey and used to inform the MUAST Maintenance Programme, budget submissions and prioritisation.

6.4 Condition rating shall be considered together with safety risk, service criticality, operational impact, asset value and available resources when determining intervention priority.

7.0 MAINTENANCE CLASSIFICATION AND PRIORITISATION

7.1 Maintenance requests shall be assessed and assigned a priority according to:

7.1.1 safety;

7.1.2 service continuity;

7.1.3 operational impact,

7.1.4 asset criticality;

7.1.5 extent of damage and other relevant risks.

7.2 The response and completion targets are service-management targets, not a substitute for technical judgement, procurement requirements, statutory controls or safety procedures. Where completion cannot reasonably occur within the target, the responsible officer shall record the reason and revised action plan on the Job Card.

8. MAINTENANCE MANAGEMENT FRAMEWORK

8.1 Faults and maintenance needs shall be recorded using the approved MUAST Job Card mechanism.

8.2 Each job card shall be assessed for priority and assigned to the appropriate technical section.

8.3 Closed job cards shall form part of the maintenance history for the relevant asset/facility.

9. WORK CLASSIFICATION AND DETERMINATION FRAMEWORK

9.1 The DOWE shall use a documented work-classification assessment when determining the nature, route and level of control required for a proposed intervention. Professional judgement remains applicable, but decisions shall be supported by objective criteria.

9.2 The DOWE shall establish thresholds and decision rules in the Maintenance Procedures Manual. The highest applicable criterion shall normally determine the level of control unless the DOWE documents a justified professional determination

10. CONTRACTOR MANAGEMENT

10.1 Where external contractors are required, Works and Estates shall manage the technical aspects of the contractor lifecycle while Procurement shall conduct the formal procurement and appointment process.

10.2 Contractor appointment, contracting, purchasing and payment shall remain subject to the University's approved procurement and financial control systems.

11. HEALTH, SAFETY AND ENVIRONMENTAL MANAGEMENT

All maintenance work shall be undertaken in accordance with applicable legislation, University SHE requirements and approved safe systems of work.

12. EMERGENCY MAINTENANCE AND ESCALATION

12.1 Emergency maintenance shall prioritise protection of life, safety, property and critical University operations.

12.1 Emergency intervention shall not bypass statutory, SHE or procurement requirements except to the extent permitted by applicable emergency provisions and delegated authority. Emergency expenditure shall be documented and regularised through the appropriate financial and procurement controls.

13. BUDGETING, FUNDING AND FINANCIAL CONTROLS

13.1 The annual maintenance budget shall be informed by the;

13.1.1 Asset register;

13.1.2 Building Condition Survey;

13.1.3 Maintenance backlog;

13.1.4 Risk,

13.1.4 Criticality;

13.1.5 Historical performance;

13.1.6 Planned maintenance requirements and

13.1.7 Available University resources.

13.2 The University shall seek to prioritise planned and preventive maintenance while retaining sufficient provision for corrective and emergency interventions.

13.3 Budget allocations shall not be treated as a rigid fixed percentage where asset condition, risk or operational requirements justify a different allocation.

13.4 Virement between approved budget lines shall be undertaken only with the required approvals under University financial procedures.

13.5 Works and Estates shall maintain appropriate technical records to support expenditure requests, while financial processing shall remain subject to University finance and procurement controls.

14. MATERIALS AND STORES INTERFACE

14.1 Works and Estates shall determine and record the materials required to execute maintenance work.

14.2 The approved Job Card shall provide the link between the maintenance activity and materials used.

14.3 The Stores Department shall remain responsible for custody, issue, stock control, reconciliation and other stores-management functions in accordance with University Stores procedures.

14.4 Works and Estates shall record materials actually used on the relevant Job Card where required for maintenance history, costing, accountability or audit purposes.

14.5 Works and Estates shall not duplicate the Stores stock-control system.

15. MAINTENANCE RECORDS AND DOCUMENTATION

15.1 The approved MUAST Job Card shall serve as the principal work-order record.

15.2 Maintenance records shall be maintained in accordance with approved University records-management requirements.

16. MAINTENANCE PROGRAMME

16.1 Planned maintenance shall be implemented through the approved MUAST Maintenance Programme.

16.2 The Programme shall provide the operational schedule for planned maintenance and shall be informed by:

16.2.1 the Building Condition Survey;

16.2.2 asset criticality;

16.2.3 risk, statutory requirements,

16.2.4 maintenance history,

16.2.5 backlog and available resources.

17. This Policy shall not duplicate the detailed annual maintenance schedule contained in the MUAST Maintenance Programme.

18. MONITORING, EVALUATION AND PERFORMANCE MANAGEMENT

18.1 Works and Estates shall monitor maintenance performance using defined indicators and report performance through the University's approved management and governance structures.

18.2 Targets shall be interpreted against an approved baseline.

18.3 Changes in estate size, asset condition, service demand, funding or exceptional events shall be documented when interpreting performance.

19. USER DEPARTMENT AND OCCUPANT RESPONSIBILITIES

19.1 Report defects, damage and unsafe conditions promptly through the approved maintenance reporting mechanism.

19.2 Provide reasonable access for inspection, maintenance and emergency intervention.

19.3 Use University facilities and infrastructure responsibly and for their authorised purpose.

19.4 Protect University property and report suspected misuse, vandalism or unsafe conditions.

19.5 Avoid undertaking unauthorised alterations to infrastructure or building-services systems.

19.6 Cooperate with maintenance schedules and temporary service interruptions.

19.7 Confirm completion or restoration of services where required.

19.8 Participate in feedback and service-performance processes.

20. DAMAGE, MISUSE AND NEGLIGENCE

20.1 DOWE shall train its staff and to use equipment and infrastructure before implementing negligence issues

20.2 MUAST shall maintain a fair and documented process for addressing damage, misuse and negligence affecting University infrastructure and facilities.

20.3 Works and Estates shall document the technical nature and estimated cost of damage, while disciplinary, financial or recovery action shall be handled by the relevant University authority.

20.4 Recurring damage shall be analysed to identify preventive measures such as training, redesign, access control or improved supervision.

20.5 Detailed investigation, notification, recovery and disciplinary processes shall be established in the MUAST Maintenance Procedures Manual and aligned with applicable University policies.

21. UNAUTHORISED ALTERATIONS

21.1 No University department, employee, student, contractor or other user shall alter, extend, remove, connect, disconnect or modify University infrastructure or building-services systems without the required technical approval from Works and Estates and any other approvals required by University procedures.

21.2 This includes, where applicable, structural changes, electrical installations, plumbing connections, building alterations, roof works, external structures, service connections and changes affecting life-safety systems.

21.3 Works and Estates shall assess unauthorised alterations and recommend corrective, remedial or regularisation action through the appropriate University process.

22. SERVICE STANDARDS AND USER INTERFACE

22.1 Works and Estates shall maintain a clear service interface for reporting, tracking and escalating maintenance requests. The approved priority matrix shall provide the basis for response and completion targets.

22.2 The Department shall progressively establish and communicate a Maintenance Service Charter or Service Level Framework setting out reporting channels, service expectations, responsibilities, escalation arrangements and feedback mechanisms.

22.3 Service standards shall be reviewed using maintenance performance data and user feedback.

23. NON-COMPLIANCE

23.1 Failure by University employees, departments or contractors to comply with this Policy may result in corrective action under applicable University procedures, contractual provisions or disciplinary processes. Safety, financial or regulatory non-compliance shall be escalated to the appropriate University authority.

24. POLICY INTERPRETATION

24.1 Questions relating to interpretation, implementation or application of this Policy shall be referred through the University's established governance channels, with the DOWE providing technical interpretation and the Registrar's Office, Legal Services or other competent authority being consulted where institutional, legal or governance interpretation is required.

25. IMPLEMENTATION AND SUPPORTING DOCUMENTS

25.1This Policy shall be implemented through supporting institutional documents and systems. The following shall be treated as supporting instruments:

25.1.1 MUAST Maintenance Procedures Manual - detailed operational procedures.

25.1.2 MUAST Building Condition Survey Programme - condition assessment and maintenance backlog identification.

25.1.3 MUAST Maintenance Programme - annual/planned maintenance scheduling and monitoring.

25.1.4 Approved MUAST Job Card and related maintenance records.

25.1.5 University Stores procedures - material custody, issue, stock control and reconciliation.

25.1.6 Applicable SHE procedures and permits.

25.1.7 Approved procurement and financial procedures.

25.1.8 Supporting documents shall be consistent with this Policy. Where a supporting procedure requires amendment, it shall be reviewed through the appropriate University authority.

26. REVIEW

This Policy shall be reviewed every four years, or earlier where required by changes in legislation, University governance, institutional structure, asset-management requirements, significant operational experience or other material circumstances.

27. APPROVAL AND EFFECTIVE DATE

27.1 This Policy shall take effect upon approval by the University authority and shall apply to maintenance activities from the effective date, subject to any approved transitional arrangements.

Recommended..... Date 02/11/2026

Chairperson, Vice Chancellor's Executive Committee.

Recommended..... Date 02/11/2026

Chairperson, Senate

Approved..... Date.....

Chairperson, Council