

Facilities Management

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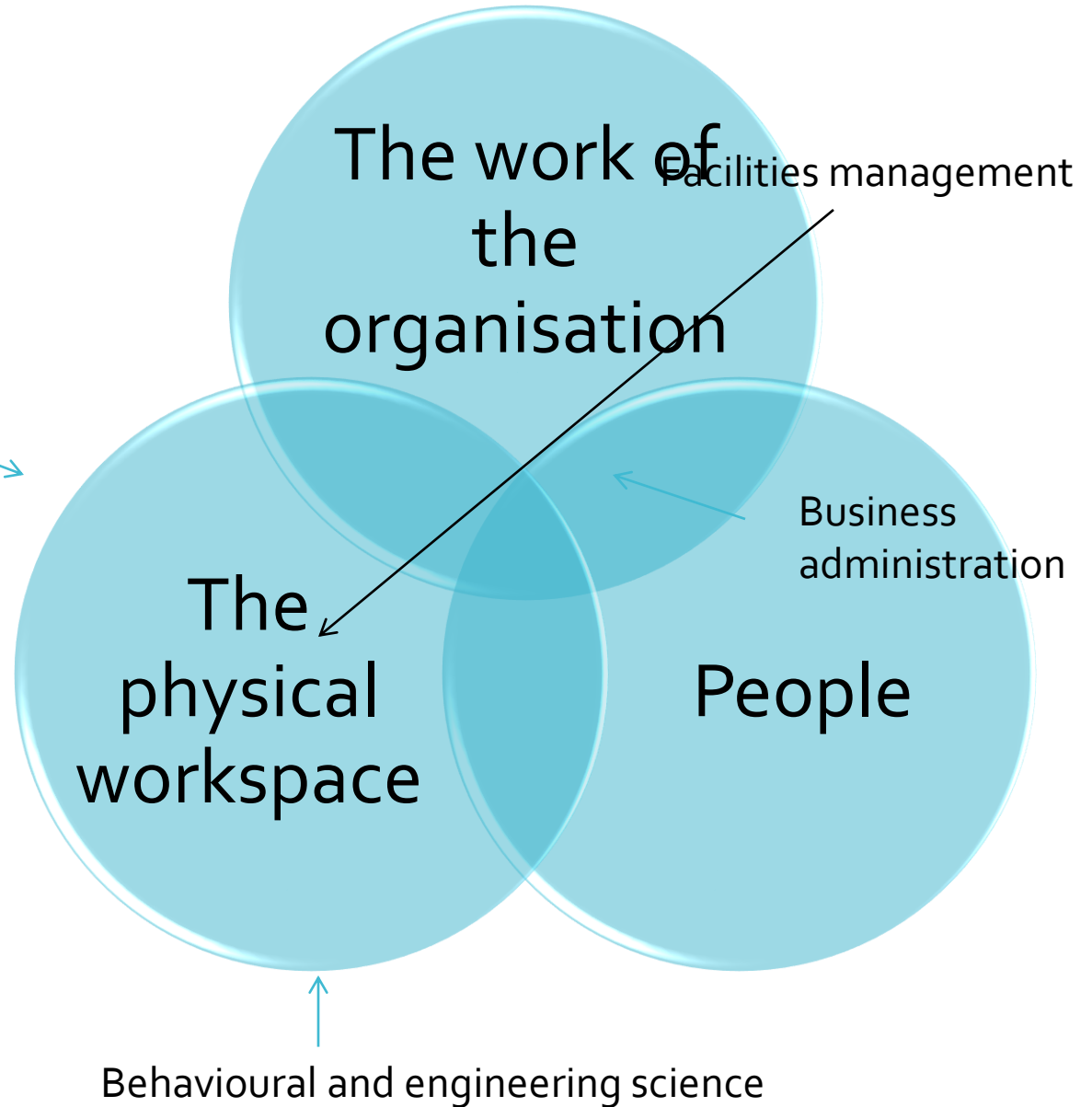
- Concept and scope of Facilities Management
- Value of facilities management in hotels
- Why Facilities management has developed
- Identify trends in the continuing development of facilities management.

What is facilities management?

The practice of co-ordinating the **physical workspace** with the **people** and **work of an organisation**, it integrates the principles of *business administration, architecture* and the *behavioural and engineering sciences*.

The overview
of facilities
managemen
t

Architecture



Property Management

Facilities management comes of more a vital necessity which augurs the longevity of the property in question.



What value does facilities management have to hotels?

Customers might require:

- A source of information;
- Privacy;
- Secretarial assistance;
- Porterage;
- Car-parking space;
- Ramp access;
- Lifts;
- Personal laundry service;
- Sleeping facilities.

Accommodation



Development of facilities management

- Facilities management as a practice has its roots in the USA where development took place during the 1980s;
- It is evolving from a property based discipline concerned with reactive, operational aspects of property management, services and maintenance (including cleaning, caretaking, waste disposal, and catering) into a much more proactive strategic role.

Evolution of facilities management

Reactive, operational property management issues

- Repairs and maintenance
- Cleaning and waste disposal,
- Refits to meet change of need,
- Changes of services to meet change in demand patterns.



Pro-active , strategic facilities management

- Property purchase and design for target market;
- Property valuation to determine use;
- Policies on space utilisation and staffing implications;
- Policies on planned management of all physical assets.

Facilities
management
must consider
the needs of
all building
users:

- Shareholders;
- Employees;
- Customers;
- The local community;
- Reliable suppliers



Responsibility

Ownership for a defined time;

A home away from home.

Different forms of property management

Managing a yacht marina.





Property management

Residential homes:

Shopping Malls



Office
rental



Factors attributing to the development of facilities management

- In response to the rising awareness of property costs, attempts have been made to forecast total ownership of costs of buildings (Life cycle costs) at the planning stage.
- ***Initial (fixed costs) + Operational costs + Residual costs (e.g. demolition or sale).***

Initial Costs:

- Largest single cost (>30%)
- Forte Group was considered the fourth largest “Property company” in the UK in terms of assets held, prior to its acquisition in 1995.

Operating Costs:

- If these are available at the premises purchasing stage, they provide an excellent planning tool.

Difficulties arising for predicting costs:

- Lack of appropriate data on which to base forecast;
- Changes in technology;
- Historical data does not represent current needs;
- Since there are so many probabilities involved

Operation Costs:

- Cleaning (internal and external);
- Maintenance;
- Utilities;
- Administrative (Wages, salaries, insurance; attendants, laundry, portorage, security, rubbish disposal; property management and overheads such as property insurance and rates)

Residual costs:

- Disposal cost, (selling or demolition)
- The high cost of space, by lease, construction, or upgrading is forcing detailed analysis of true space needs and space costs within organisations and the management of space has become an area of specialism.
- Competition has compelled business to develop policies for the efficient use of space, equipment and furniture.

Property Management

Rent collection;
Mortgage and utility payments;
Accounting services;
Leasing;
Security deposits;
Inspections of property;
Repair and maintenance services





Thank you!