

**WRITTEN QUESTION TO THE MINISTER FOR INFRASTRUCTURE  
BY DEPUTY D.J. WARR OF ST. HELIER SOUTH  
QUESTION SUBMITTED ON MONDAY 1st JULY 2024  
ANSWER TO BE TABLED ON MONDAY 8th JULY 2024**

**Question**

“Will the Minister detail –

- (a) the number of maintenance requests made by business tenants of Jersey Property Holdings for each of the last 3 years;
- (b) his department’s annual expenditure on minor and major works for each of the last 3 years; and
- (c) explain how requests are prioritised, including those relating to health and safety?”

**Answer**

- (a) the number of maintenance requests made by business tenants of Jersey Property Holdings for each of the last 3 years;

Since Jan 2021 – YTD there have been 102 helpdesk requests (classified as reactive works) across the portfolio for the properties classified as ‘cafes’.

Helpdesk calls are received both internally and externally by the public, building users, internal JPH staff or via 3<sup>rd</sup> parties so it is difficult to determine whether they are direct from the business tenant as the work requests are input by the JPH administration team.

However, it is estimated that 80% of the reactive helpdesk calls came from the business tenant.

The number of helpdesk calls received/logged has been documented by site below.

Site	Number of Helpdesk calls Jan 21 – Jul 24
Plemont Bay Cafe	4
Le Braye Cafe	0
First Tower (Lookout) Cafe	1
Old Station Cafe (Millbrook)	1
Driftwood Cafe	2
Greve de Lecq Cafe Groundsite (Colleen's)	0
St Aubin's Promenade Cafe and Public Toilets	36
Gunsite Cafe & Bunker	3
Liberty Wharf - Move On Café	0
Havre des Pas Bathing Pool and Cafe	55
La Fregate Cafe	0
Seaside Cafe and Car Park	0

- (b) his department’s annual expenditure on minor and major works for each of the last 3 years;

The expenditure can be separated into 3 distinct categories, Reactive, Planned Preventative Maintenance (PPM) and Project Delivery.

There were 302 Works orders created between Jan 21 – Jul 24, totalling a spend of £553,051.

The split is shown below by year:

	Reactive	PPM	Project delivery
2021	£173,950	£1,043	£108,205
2022	£9,109	£1,832	£22,877
2023	£56,761	£3,526	£1,105
2024	£75,593	£14,240	£84,810
Total	£315,413	£20,641	£216,997

It can also be shown by site:

Site	Sum of Commitment
Havre des Pas Bathing Pool and Cafe	£356,000
Greve de Lecq Cafe Groundsite (Colleen's)	£106,819
First Tower (Lookout) Cafe	£24,021
St Aubin's Promenade Cafe and Public Toilets	£17,081
Old Station Cafe (Millbrook)	£18,300
Plemont Bay Cafe	£13,647
Le Braye Cafe	£2,054
Liberty Wharf	£1,237
Gunsite Cafe & Bunker	£1,015
Plemont Bay Café	£300
Driftwood Cafe	£276
Seaside Cafe and Car Park	£30
La Fregate Cafe	£18
Greve de Lecq Former Cafe Groundsite (Parking)	£12,259

(c) explain how requests are prioritised, including those relating to health and safety?"

Pre-Planned Maintenance schedules are in place to ensure our sites are compliant and scheduled in a way to ensure our statutory obligations are achieved. JPH manages c.8,250 PPM activities a year across the portfolio.

However, reactive and projects works order will be prioritised by the allocated site maintenance officer.

Criteria considered will include building use, operational impact, public use, reputational impact and, most importantly, consideration of the health & safety of site users.

The various priorities and split from Jan 21 – Jul 24 is shown below:

Priority Type	Emergency - In core hours (9-5)	5 workin g days	10 working days	15 working days	30 working days	90 working days	Planned	Projects
Number of Work Orders	30	72	31	6	17	2	142	20