

# Aff Definitions 04

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Translation of the original Swedish title: Aff-definitioner 04

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Tryck: Elanders Infologistics Väst AB, Mölnlycke 2007  
ISBN 978-91-7333-155-5

## Contents

Preface .....	4
Definitions .....	5
Terms which have been added, removed or materially altered since Aff Definitions 99 <i>(section not included)</i> .....	–
Index Swedish – English .....	17
Diagram of operational and maintenance terms .....	20

## **Preface**

The main purpose of this update, Aff Definitions 04, has been to include terms needed when describing facility services. Aff Definitions 04 thus constitutes the terminological basis for both facility and property management services.

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## **Definitions**

### **ABFF04**

General conditions of Contract for work in Property Management and facility management.

### **Accessibility**

Characteristic of a resource that means that the resource can be used for the intended purpose on the intended occasion.

### **Acquisition**

Process intended to accomplish a delivery of resources.

Acquisition includes contacts with suppliers (in person, by telephone or in writing) to order a delivery to a Work Site and reception and reception inspection. After Acquisition, Deployment and Commissioning may follow.

### **Administration**

Work comprising the processing of information within the framework of an activity.

### **Administrative Duties**

Measures of an administrative nature aimed at maintaining and developing financial, client and authority contacts and the technical status of the Management Object.

Examples of Administrative Duties are found in ADM 99 Facilities for describing administrative duties, and in Aff VT 04 Facilities for describing services related to Facility Management.

### **Agreement**

Binding arrangement between two or more parties.

Compare with Contract.

### **Alteration**

(Alteration to the Contract Works may also contain deductible work only.)

### **Apartment**

Area in a building that in respect of use constitutes an independent unit.

Compare with residential apartments and non-residential premises

An Apartment may be either Non-Residential premises or a Residential Apartment.

### **Attend to**

To Attend to work implies ensuring that a person carries out the work.

## **Basis for Tender**

Documents provided by the Client for preparation of a tender.

Compare Tender Documents.

The work of preparing the Basis for Tender does not include investigation, planning etc but only the compilation of documents relevant for product determination and specific directions, and preparation of directions for the procurement process.

## **Care**

Operational measures that include one or more of the measures for adjustment or care of the Management Object, interior fittings, equipment, and replacement or provision of Consumables.

Compare with Waste Disposal, Operation, Utilities, Cleaning, and Supervision.

Examples of measures that are included in Care are adjustment of doors, burners, Cleaning, Refuse Collection, snow removal, replacement of air filters, refill of charcoal powder in copying machines and updating of files.

## **Cleaning**

Care measures that include Cleansing indoors and in areas associated with buildings and also putting in order fixtures and fittings etc.

Compare with Cleansing.

## **Cleansing**

Removal of pollutants/contamination.

Compare with Cleaning.

Cleansing may involve use of chemicals. Cleansing includes Refuse Collection.

## **Commissioning**

Process intended to put a deployed functional interior fitting or equipment in a state ready for operation.

Commissioning can for example include unpacking, connection to mains systems and installation of operative systems and device drivers on a computer. Acquisition and Deployment may precede Commissioning.

## **Communal Area**

Area intended for several users.

Compare with Utility Service Room, Private Area.

Examples of Communal Areas are staircases, laundry rooms, activity rooms in residential buildings or communication areas in a shopping centre. The definition is not normally used when there is only one tenant in a building. In such a case, the designation of areas is limited to Utility Service Rooms and Private Areas.

### **Consumables**

Materials or items that have to be replaced or replenished at least once a year.

Compare with Utilities.

Consumables for Property Management services are for example air filters, light bulbs, fertilisers, de-icing agents.

Consumables for facility services are for example charcoal powder for copying machines, sanitary products and raw materials for food production.

Utilities, such as electricity, heating oil etc are not, in this context, regarded as Consumables.

### **Contract**

A document that has been signed by the parties and showing the arrangement reached between the parties.

### **Contract Documents**

The Contract together with the documents that are attached thereto or that are referred to therein as applicable to the Contract Works.

Compare Total Works Documents.

### **Contract Meeting**

Meeting regarding the progress of the works relative to the Total Works Contract and for decision-making and general information.

Contract Meetings are usually documented by minutes.

### **Contract Period**

The time during which the Contract is valid.

### **Contract Price**

The total remuneration for the Contract Works as specified in the Contract during the term of validity of the Contract.

Compare with Total Price.

The Contract Price is stated exclusive of VAT.

### **Contract Work**

The work that, according to the Contract Documents, is included in the contractor's undertaking.

### **Corrective Maintenance**

Maintenance carried out to rectify a Function, which, unforeseeably, has reached an unacceptable level.

Compare with Urgent Maintenance, Planned Maintenance.

Unforeseeably refers to the impossibility of foreseeing which Management Object will be affected by the impaired functioning or the time when this will occur.

Corrective Maintenance is divided into Urgent Maintenance and Other Corrective Maintenance. It is normally performed by repair or replacement after a fault report from users, inspection report or alarm.

**Damage Inspection**

Inspection of a Management Object where damage has occurred, aiming at establishing the cause of damage and its extent.

**Demarcation List**

Document stipulating the allocation of work tasks between the contractor and the client and the forms of compensation for performing these tasks.

**Deployment**

Process aimed at movement of interior fittings, equipment or other goods to places for use or storage.

Deployment may involve removal to areas for use or storage and from an area for storage to an area for use.

Deployment may be preceded by Acquisition and be followed by Commissioning.

**Extra Payment**

Payment in excess of the Contract Price.

**Facilities**

Resources that, over and above work performed, are required for the execution of the work without being a part of the work result.

Facilities include, for example, machinery, tools, transportation, office equipment and software.

Hand tools and suchlike are not Facilities. See work performed.

**Fault**

Deviation from Contract implying that part of the Total Works has not been executed or has been executed in a manner not in accordance with the Contract.

**Function**

Usability or quality necessary for usability, which is normally confirmed by means of measurement, testing or use.

Function may for instance have implications for security, technical, aesthetic or comfort aspects.

**Function Check**

Check to verify that an object is able to perform the required Function for the types of Operation that may occur

Compare with Operation Check, Monitoring, Status Check.

**Hazardous Waste**

Types of Waste considered as hazardous are stated in the Waste Ordinance (SFS 2001:1063)

## **Maintenance**

Measures aimed at restoring the function of a Management Object, interior fitting or equipment.

Compare with Operation, Corrective Maintenance, Planned Maintenance.

When performing Maintenance, the function is usually restored to the original level. Maintenance includes work performed, facilities and replacement of material, goods or components. However work that only includes the replacement of Consumables to restore the Function to the original level is regarded as Operation.

## **Maintenance Inspection**

Inspections aimed at determining the need of an object for Maintenance.

Compare with Monitoring, Maintenance.

The result is documented and is used as a basis for maintenance plans.

## **Management Contract**

Contract that, within a Management Object, includes either Administrative Duties or Technical Duties, or both.

Compare with Administrative Duties, Technical Duties.

## **Management Object**

Physical object on which management work is carried out.

A Management Object may include one or more properties or a part of a property. Examples of Management Objects are buildings and plots within a property, the ventilation system in a building, a laundry room or its tumbler drier.

## **Monitoring**

Check to establish if an object or service meets stipulated requirements in one or more respects.

## **Non-Residential Premises**

Apartment intended for other use than residential.

Compare with Apartment.

Examples of categories included as Non-Residential Premises are Apartments intended for usage as shops, offices, storage, handicraft or industrial business etc.

## **Operation**

Measures taken within an expected interval of less than one year, aimed at maintaining the function of a Management Object.

Compare with Function, Supply of Utilities, Supervision, Care, Maintenance.

Operation includes Supply of Utilities, Supervision and Care. The Function that will be maintained is that which at a given time is possible depending on present status with respect to wear, age and capacity of the Management Object, interior or equipment.

### **Operation Check**

Inspection of a Management Object or equipment to establish if it maintains the necessary performance for the intended operation during the time of inspection.

Compare with Function Check, Monitoring, Status Check.

### **Other Contractor**

One of several contractors who, within the same Management Object, but without contracts with each other, carry out Contract Work for the same client.

Compare with Subcontractor

### **Other Corrective Maintenance**

Corrective Maintenance, which is not Urgent Maintenance.

Compare with Urgent Maintenance, Corrective Maintenance.

Examples of Other Corrective Maintenance are replacement of a gasket in a leaking tap, replacement of broken window panes, repair of damage after snow removal, and repair of copying machines.

### **Plan for Payment**

Document prescribing the manner in which payments shall be made.

A Plan for Payment may relate to, for example, performance or time.

### **Planned Maintenance**

Maintenance that is planned with regards to time, type and extent.

Compare with Corrective Maintenance.

### **Private Area**

Area made available to a private tenant

Compare with Utility Service Room, Communal Area.

Examples of Private Areas are apartments in office or residential buildings.

### **Procurement**

Process aimed at purchasing, which begins with an invitation to tender and ends with the signing of an Agreement.

Procurement is normally preceded by an investigation and design and compilation of a Basis for Tender.

### **Property**

Independent legal unit included in or that can be included in the property register.

The land, buildings etc are included in the definition Property.

### **Property Management**

Process where work, capital and knowledge are transformed into operational areas for activities.

**Quality**

All the characteristics of an object or a service, which in combination provide its ability to meet expressed or implied requirements.

See also SS-EN ISO 8402, Quality Management and Quality Assurance -Terminology.

**Quality Assurance**

All planned and systematic measures necessary to provide adequate confidence that an object or service will fulfil stated requirements for Quality.

**Quality Plan**

Document specifying the particular measures affecting Quality, their sequence and the resources to be used.

**Refuse Collection**

Cleaning work including collection of Waste for processing, treatment or deposition.

Compare with Waste, Waste Disposal, Cleansing, Cleaning.

Examples of such waste are garbage, fallen tree branches and leaves, removal of deicing agents, broken and discarded toys etc.

**Removal**

Process aimed at decreasing or removing resources of a certain nature.

Removal may concern, for example, premises or personnel

**Residential Apartment**

Apartment intended for residential purposes.

Compare with Apartment.

Where no misunderstanding can occur, the normal expression in an Aff-agreement is Apartment rather than Residential Apartment.

**Resource**

Concrete or abstract unit required in order to achieve a result.

Examples of resources may include labour, machines, interior fittings, equipment, computer systems, raw materials, consumables, energy and capital.

**Rounds**

Sequence of measures that are performed based on a predetermined schedule.

Rounds are a way of exercising Supervision and Care of a Management Object or monitoring of a Work Site.

The Rounds are often scheduled.

If the definition Rounds is used in an Agreement, its extent should be specified for each specific situation.

**Routine Description**

Document specifying the manner in which an activity is to be performed.

**Service**

Temporally co-ordinated operational and maintenance activities.

Compare with Rounds.

If the term Service is used in an agreement, its extent must be specified in each case.

Service is normally carried out at least once a year, often requires specialist competence and predominantly includes action on installations, interior fittings and equipment, for example copying machines, catering equipment, elevators and ventilation systems.

**Specification**

Document containing requirements concerning the functionality or quality of work included in the Total Works.

**Status Check**

Examination carried out to ascertain the condition and function of an object or service.

Compare with Operation Check, Function Check

Status Check may include Operation Check or Function Check, and may be performed before, during or at the end of the Contract Period for the Total Works and may concern maintenance level of the Management Object, fittings and fixtures, equipment, tenant registers, bookkeeping etc.

**Statute**

An act, ordinance or other binding regulation according to Chapter 8 of the Constitution Act (Regeringsformen).

**Subcontractor**

A contractor executing work for another Contractor within the same Management Object.

Compare with Other Contractor.

**Supervision**

Operational measures that include observation of the Function of a Management Object, of an interior fitting or of equipment and reporting of any deviations.

Compare with Operation, Supply of Utilities, Rounds, Care.

Supervision may include use of measuring devices. Examples of Supervision are reading of oil levels and checking of Cleaning.

**Supply**

To supply something implies making something available for use without separate financial compensation. Supplying includes acquiring, deploying, Commissioning and paying for something.

### **Supply of Utilities**

In Property Management: operational measures including supply of electricity, water, fuel, gas, compressed air, district heating and district cooling as well as TV, radio, telecommunication and computer signals.

Compare with Waste Disposal, Care and Supervision.

### **Technical Duties**

Measures of a technical character to enable Operation and Maintenance of a Management Object.

Examples of Technical Duties may be found in TEKNIK 99, Facilities for the preparation of descriptions of Technical Duties.

### **Tender Documents**

The tender, including the documents attached or stated in one of these as valid for the tender.

Compare with Basis for Tender.

### **Total Price**

The Contract Price adjusted with regard to additions and deductions and, where applicable, an amount in respect to index-linked payment.

Compare with Contract Price.

The Total Price is stated exclusive of VAT.

### **Total Works**

The Contract Works together with Alterations and Additions occurring.

Compare with Management Contract

### **Total Works Documents**

The Contract Documents together with the documents that are added during the Contract Period and are to apply to the Total Works.

Compare with Contract Documents.

### **Unit Price**

Price per unit, which relates to work performed, materials, goods, Facilities or a combination of these, i.e. Work.

Compare with Work, Work Performed.

The Unit Price shall include all costs for the given unit, including payment of the Contractor's fee and including costs for interest rates and central administration.

The Unit Price is given exclusive of VAT. The Unit Price is usually used to calculate additions or deductions from the Contract Price.

### **Update**

Process where data is either added, deleted or corrected within a quantity of data.

## **Upgrading**

Process whereby a Resource is modified to obtain a better performance.

Examples of Upgrading are change to a later version of software in a computer system or change to a more efficient fan motor.

## **Urgent Maintenance**

Corrective Maintenance that needs to be carried out without delay.

Urgent Maintenance which is necessitated by damage or other faults which may either cause personal injury or damage to the property normally needs to be carried out immediately. Corrective Maintenance which is not urgent is designated Other Corrective Maintenance.

## **Utilities**

Utilities delivered to a Management Object or equipment.

Compare with Consumables, Supply of Utilities.

Examples of Utilities include electricity, water, fuel, district heating and district cooling together with TV, radio, telecommunication and computer signals.

## **Utility Service Room**

Area solely used for the Operation of a building.

Compare with Private Area, Communal Area.

Examples of Utility Service Rooms are fan rooms, district heating centres, electrical distribution rooms, cleaning rooms etc.

## **Waste**

Any object, material or substance, which is included in a category of Waste that the client disposes of, or intends to dispose of, or is obliged to dispose of (Waste Ordinance - SFS 2001:1063)

In the Waste Ordinance, a number of waste categories (appendix 1) and a list of waste (appendix 2) are presented to define the term waste. Waste is divided into the following main categories: waste that can be re-used, recycled, deposited or destroyed.

## **Waste Disposal**

Care that includes the handling of collected Waste.

Compare with Waste, Refuse Collection, Cleaning.

## **Work**

Work Performed and also Facilities, and, when such has been agreed, material and goods used.

## **Work Performed**

Input of labour, handtools, measuring instruments, marginal material supply and the necessary transports of personnel.

Handtools are normally defined as tools, implements or machines that it is possible to carry by hand. Marginal material supply refers to, for example, lubricating oil from an oil can, cotton waste and screws.

**Work Site**

A limited area within which an employer carries out work within and for his business. (TNC 95)

**Workplace**

Within a Work Site: Limited area of a Work Site where employees carry out work. (TNC 95).

Examples of Workplaces are areas at a machine or a work table.

**Terms which have been added, removed or  
materially altered since Aff Definitions 99**

*(section not included)*

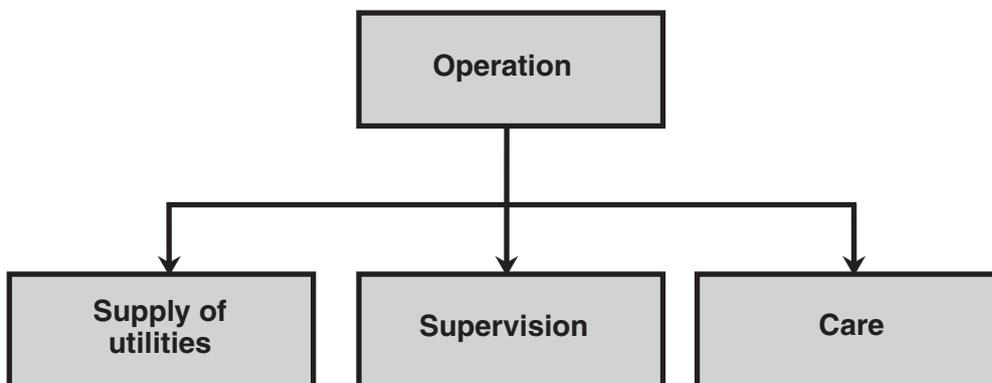
## Index Swedish – English

administration .....	administration
administrativa arbetsuppgifter ...	administrative duties
akut underhåll .....	urgent maintenance
anbudshandlingar .....	tender documents
anskaffning .....	acquisition
à-pris .....	unit price
arbete .....	work
arbetsplats .....	workplace
arbetsställe .....	work site
arbetsprestation.....	work performed
avfall .....	waste
avfallshantering .....	waste disposal
avtal .....	agreement
avveckling .....	removal
beskrivning .....	specification
betalningsplan .....	plan for payment
bostadslägenhet .....	residential apartment
drift .....	operation
driftkontroll .....	operation check
driftsättning .....	commissioning
driftutrymme .....	utility service room
enskilt utrymme .....	private area
entreprenad .....	total works
entreprenadhandlingar .....	total works documents
entreprenadsumma .....	total price
farligt avfall.....	hazardous waste

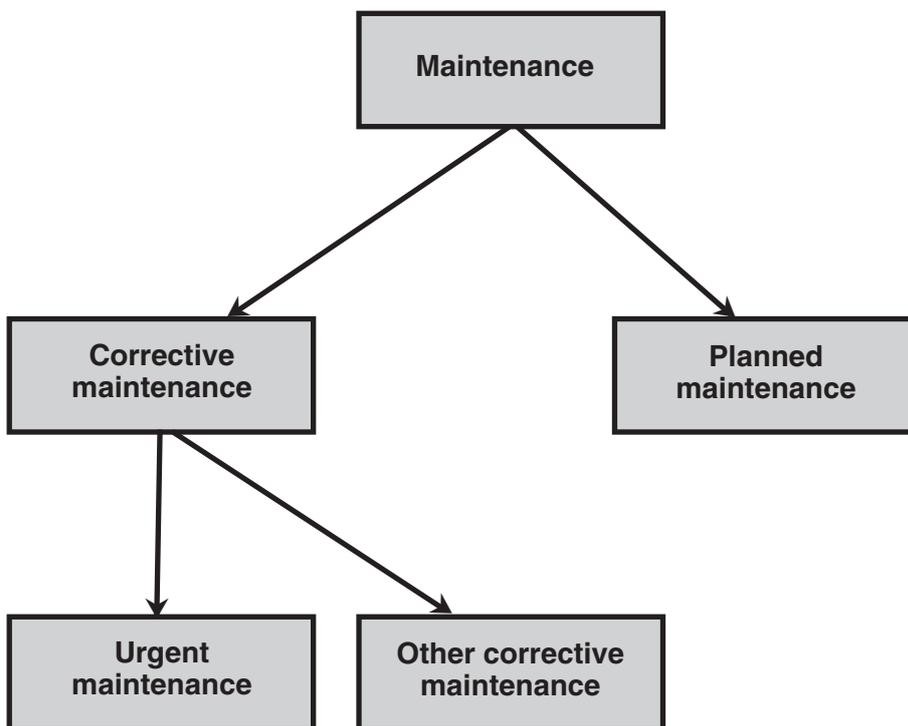
fastighet .....	property
fastighetsförvaltning.....	property management
fel.....	fault
felavhjälpande underhåll.....	corrective maintenance
funktion .....	function
funktionskontroll.....	function check
förbrukningsmaterial.....	consumables
författning.....	statute
förfrågningsunderlag .....	basis for tender
försörjningsmedier .....	utilities
förvaltningsentreprenad.....	management contract
förvaltningsobjekt.....	management object
gemensamt utrymme.....	communal area
gränsdragningslista .....	demarcation list
hjälpmedel .....	facilities
kontrakt.....	contract
kontraktsarbete.....	contract work
kontraktshandlingar .....	contract documents
kontraktsmöte .....	contract meeting
kontraktssumma .....	contract price
kontraktstid .....	contract period
kontroll .....	monitoring
kvalitet .....	quality
kvalitetsplan.....	quality plan
kvalitetssäkring.....	quality assurance
lokal .....	non-residential premises
lägenhet.....	apartment
mediaförsörjning.....	supply of utilities

ombesörja.....	attend to
planerat underhåll.....	planned maintenance
rengöring .....	cleansing
renhållning .....	refuse collection
resurs.....	resource
rondering .....	rounds
rutinbeskrivning .....	routine description
service .....	service
sidoentreprenör .....	other contractor
skadebesiktning.....	damage inspection
skötsel .....	care
statuskontroll .....	status check
städning .....	cleaning
särskild ersättning.....	extra payment
tekniska arbetsuppgifter .....	technical duties
tillgänglighet.....	accessibility
tillhandahålla.....	supply
tillsyn.....	supervision
underentreprenör.....	subcontractor
underhåll.....	maintenance
underhållsbesiktning.....	maintenance inspection
uppdatering .....	update
uppgradering .....	upgrading
upphandling .....	procurement
utplacering .....	deployment
ändring .....	alteration
övrigt felavhjälpande underhåll..	other corrective maintenance

## Diagram of operational and maintenance terms



Operational terms, main groups



Maintenance terms, main groups