

# MAINTAINING VALUE

## MODULE 3

### The Provision of Commercial Maintenance Services for Listed Buildings

#### Table of Contents

Executive Summary.....	2
1. Introduction.....	4
2. Research methods .....	4
2.1 Sources for samples.....	4
2.2 Telephone interviews with service providers.....	4
2.3 Website analysis: professional and trade bodies.....	5
2.4 Client questionnaire.....	5
2.5 Telephone interviews with clients.....	6
3. Findings.....	6

.....	
3.1	The consideration of historic building maintenance by professional and trade organisations..... 6
.....	
3.2	The provision of commercial maintenance services..... 7
3.3	Current barriers within the commercial maintenance service market..... 13
.....	
4.	Conclusions..... 18
4.1	Demand side..... 18
4.2	Skills supply..... 19
4.3	Consultants' awareness of maintenance..... 19
4.4	Awareness of conservation issues..... 19
4.5	Summary..... 20
References.....	21
.....	
Appendices	22
.....	
Appendix 1:	Schedule for semi-structured telephone interviews with consultants and contractors..... 22
.....	
Appendix 2:	Questionnaire sent to client organisations..... 23
Appendix 3:	Schedule for semi-structured telephone interviews with client organisations..... 44
.....	

## **List of Tables**

<b>Table 2.1: Summary of consultants interviewed</b> .....	5
<b>Table 2.2: Summary of contractors interviewed</b> .....	5
<b>Table 2.3: Summary of client organisations interviewed</b> .....	6

