

**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2014 TO MARCH 2017****1.00 INTRODUCTION****2.00 CORE PROVISIONS**

- 2.10 Length of Agreement
- 2.20 Parties to the Agreement
- 2.30 Purpose of the Agreement
- 2.40 Quality of Service

3.00 SPECIFIC SERVICE LEVEL AGREEMENTS

- 3.01 SLA 1 : Servicing of Mechanical Plant and Equipment
- 3.02 SLA 2 : Fixed Wiring Inspections (5 yearly)
- 3.03 SLA 3 : Fire Alarm & Emergency Lighting Maintenance
- 3.04 SLA 4 : Lightning Protection System Inspection and Test
- 3.05 SLA 5 : Lift Maintenance
- 3.05a SLA 5a : Five yearly LG inspections of Lifts
- 3.06 SLA 6 : Automatic Door Maintenance
- 3.07 SLA 7 : Asbestos Monitoring
- 3.08 SLA 8 : Energy Performance of Buildings (Display Energy Certificates)
- 3.09 SLA 9 : Water Hygiene Risk Assessments
- 3.09a SLA 9a : Water Hygiene Monitoring
- 3.10 SLA 10 : Management of Building Management Systems (BMS)

Specialist SLA's

- 3.11 SLA 11 : Access Controls
- 3.12 SLA 12 : Intruder Alarm Maintenance and Monitoring
- 3.13 SLA 13 : Access control barriers and gates
- 3.14 SLA 14 : Nurse Call Systems
- 3.15 SLA 15 : Patient handling equipment (Hoists, Baths etc)
- 3.16 SLA 16 : Fire Extinguisher maintenance
- 3.17 SLA 17 : Portable Appliance Testing
- 3.18 SLA 18 : Asset Management Services

4.0 PSG CHARGES FOR SERVICE LEVEL AGREEMENTS**5.0 SERVICE LEVEL AGREEMENT ACCEPTANCE****6.0 ADDITIONAL SERVICES****7.0 WHO'S WHO AND CONTACT POINTS**



**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2014 TO MARCH 2017**

APPENDIX 1

INTRODUCTION

PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

1.00 INTRODUCTION

1.10 What is a Service Level Agreement (SLA)

1.20 The purpose of these Service Level Agreements are to offer access to the appropriate professional advice and to contractors who can undertake the plant and equipment testing and maintenance at economic rates and minimise the direct management input required by property managers, and are designed to assist property managers in meeting their legal duties and duty of care in terms of their buildings and equipment. They do not however replace or remove the need for property managers to carry out their own risk assessments and safety audits.

1.21 The table below indicates the range of services that are covered in these SLA's and those that will assist you when carrying out your properties risk assessments. Not all elements are applicable to all properties and nor are they fully comprehensive.

1.22 The agreements also provide property managers with access to Property Services Technical staff to discuss various problems, concerns and attendance at meetings if required.

PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

SLA No.	Description of Works	Frequency
1	Gas Soundness Testing	Annual
1	Oil and Gas Boilers Maintenance inc yearly controls maintenance	Three times a year
1	Supply & Extract Ventilation Fans and Air Handling Units, fume cupboards, sump and sewage pumps.	Annual
2	Fixed Electrical Wiring Installation	Five year tests
3	Fire Alarms	Quarterly, annual and five year tests
3	Emergency Lighting	Quarterly
4	Lightning Conductors	Yearly
5	Lifts Passenger & Non Passenger Lifts	Six monthly & annual checks (min)
5	Powered Stair Lifts	Powered Stair Lifts Five yearly
5a	LG inspections of lifts	Five yearly
6	Automatic Door Maintenance	Six monthly checks
7	Management of Asbestos (CAWR 2002 Regulation 4)	Twelve monthly inspections
8	Display Energy Certificates	Yearly
9	Water Hygiene Risk Assessments	Revised as required by ACOP L8.
9a	Water Hygiene Monitoring	Monitoring (monthly, three monthly, six monthly & yearly).
10	Building Management Control Systems (BMS)	Annual maintenance of system
11	Access Controls	Yearly
12	Intruder Alarm Maintenance	Yearly
13	Access Controls, Gates & Barriers	Yearly
14	Nurse & Disabled Aid Call Systems	Yearly.
15	Disabled Aids (Patient handling equipment) (lifting aids, hoists & baths)	Six monthly
16	Fire Extinguisher Maintenance	Yearly
17	Portable Appliance Testing	Determined by risk assessment



**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2014 TO MARCH 2017**

APPENDIX 2

CORE PROVISIONS

PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

CORE PROVISIONS

2.10 Length of Agreement

1 April 2014 – 31 March 2015 or 2017

Following requests to allow clients to have a more flexible approach to the term of the SLA, Property Services will offer a single year contract 2014-2015 based on the figures as detailed on the included "PSG Charges for Service Level Agreements" (Section 4 of this document). Follow on years will be recalculated based on any increases that are incurred from the various contractors for labour and material costs. A minimum increase of 4% will be added to all advised year one rates plus any other increases over and above this figure incurred by Property Services.

Or,

An alternative option for those Property Manager's who wish to have a longer term agreement, will be to sign up to a three year contract. This contract will offer the same first year (2014-2015) cost as detailed on the included "PSG Charges for Service Level Agreements" (Section 4 of this document). Plus for years 2015-2016 & 2016-2017 the charges will only be increased by 4% year on year.

(Costs are subject to change depending on any additions or deletions to the property schedule due to building works or any changes to the installed equipment)

Once the Property Manager has agreed and signed up to either of the termed contracts they will remain in force for the duration of the contract terms.

Or

Cancellation of the agreement can be requested by either party of the contract by giving in writing six months notice of termination.

2.20 Parties to the Agreement

(i) Torbay Council, (Torbay Development Agency) Property Services Group

AND

(ii) Signatory to the Agreement

PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

2.30 Purpose of the Agreement

2.31 To ensure that the services provided are those that the Client needs.

2.32 To achieve and sustain good practices.

2.33 To make arrangements to secure economy, efficiency and effectiveness in the use of resources, in line with the requirements of Best Value.

2.40 Quality of Service

2.41 The output will be based on clients' requirements. Property Services will ensure that all the services will be in accordance with the relevant statutory requirements, technical standards and regulations.

2.42 The management of the services will be resourced with designated employees with the appropriate skills and experience to execute the workload efficiently. The performance of the Property Services staff will be monitored through regular supervision and RADAR reviews and six monthly updates.

2.43 The Property Services staff shall continually monitor the performance and competencies of the contractors used to provide the required maintenance activities, and will ensure that all contractors have the required suitable qualifications, accreditations and insurances.

2.44 The performance of the SLA is assessed via feedback from customers collected on a Project or on a maximum 2 yearly basis.

Further comparison is made using the PPI's to measure the cost and time predictability of large projects.

2.45 **(Schools pooled breakdown arrangements only)** Property Services Group shall monitor expenditure against this budget and notify the Property Manager or Management Group if the budget is likely to be exceeded. Any overspend will be charged to the Property Manager, apportioned in accordance with the agreed formula, similarly any surplus will be returned to the Property Manager on the same basis.

2.46. Repairs required following vandalism to Mechanical or Electrical equipment or accessories e.g. radiators, light fittings and switches, power sockets and switches are not covered. However Property Services Group can arrange for these and any other repairs on a chargeable basis.

2.47. To ensure that Health and Safety Regulations and Service Contracts are not compromised the Property Manager must advise Property Services Group of any works being undertaken that may have a consequence to any of the services signed up to in this SLA and if requested employ only the Contractor advised by Property Services Group to undertake the work.



**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2014 TO MARCH 2017**

APPENDIX 3

SPECIFIC SERVICE LEVELS AGREEMENTS

PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

SPECIFIC SERVICE LEVEL AGREEMENTS

3.01 SLA 1 Servicing of Mechanical Plant and Equipment

Provider : Property Services Group

The Property Services Group shall organise by contracting to various Contractors the routine inspections, testing and servicing of the following mechanical plant and equipment as applicable to the site:

- Gas and oiled fired heating or hot water boiler plant including: all associated distribution pipework, pumps, valves and ancillary equipment, plus feed and expansion tanks and/or pressurisation systems.
- Heating and ventilation controls.
- Inspection of flue pipes & chimneys associated with the boiler plant.
- Individual gas fired room heaters and associated equipment.
- All gas distribution pipework, valves and fittings (excluding kitchens).
- Annual cleaning and servicing of LPHW, fan convectors including valves and controls.
- All types of air conditioning and ventilation plant fixed to the building fabric including fume cupboards (**excluding the cleaning of the Local Exhaust Ventilation ductwork distribution systems and/or dust extract equipment apart from separate agreements**).
- Air handling units, ancillary equipment and controls.
- Annual inspection of cold water storage tanks and distribution systems, including cleaning and chlorinating as necessary.
- Annual servicing of swimming pools, filtration, chlorinating, heating and circulation plant; inclusive of re-commissioning and de-commissioning.
- Cleaning kitchen extract canopies in primary school kitchens.
- Heating distribution systems (external to plant room) and all terminal-heating units.
- Incoming cold water supply from the meter to the connection at the point of termination (excluding dripping taps and W.C. cisterns).
- Tank Cold Water and Hot Water Services distribution system to the connection at the point of termination (excluding dripping taps and W.C. cisterns, which will be the responsibility of the school).
- Sewage Pumps and Sump Pumps

PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

Charges

The SLA charges are based on the quantity and quality (schedule) of the installed equipment as recorded in January 2014 or if rejoining the SLA a re-inspection of the site and equipment (any equipment found to be faulty or nearing economical life during the rejoining inspection will be charged in full directly to the school) . If during the course of the SLA this installed schedule is altered by either decreasing or increasing the equipment due to new building works, alterations or removals the charge will be adjusted. This will apply when Property Services either carry out work direct or via a Project Management agreement or if advised in writing by the Property Manager.

Property Services will not be liable for any overpayment by the Property Manager due to lack of information being provided. Property Services Group will endeavour to update the schedules by using the information provided by the maintenance contractor but this is not a guarantee that all alterations will be captured.

Please also bear in mind that costs quoted in this documentation does not include the proportional annual rebate that each school signing up to SLA 1 will receive, assuming the school continues with SLA1.

Schools Pooled Breakdown Cover (SLA1 Schools Only)

Property Services Group shall manage on behalf of Schools, a pooled breakdown budget for the duration of SLA1 only. This breakdown budget will finance essential breakdown repairs up to the value of £1000.00 (previously £800.00). Repairs costing more than £1000.00 would be subject to the School being responsible for the balance of all costs above £1000.00.

Before ordering any works the Property Services shall report any repair that is likely to cost more than £1000.00 to the Head Teacher and to the Diocesan officer for VA Schools (if it exceeds £2,000). The Property Services Group can be instructed to carry out serious repairs and will obtain competitive quotes / tenders where necessary. The school will need to provide written or E mail authorisation to Property Services as an instruction to proceed.

A fee will be charged by Property Services to cover the administration and time spent by the engineers for any repair works undertaken.

The Property Services Group shall automatically undertake serious repairs if a fault is discovered that is likely to cause serious damage to the building structure or if it poses a health and safety risk and a school representative cannot be contacted. **Children's Services / Diocesan Officer shall be notified as soon as is practical.**

The Property Services Group shall monitor expenditure of the pooled breakdown budget and will regularly report the condition of this budget at each Children's Services Property Management Group meeting. If the budget is showing signs of either over-spending or under-spending the group will decide on what actions are to be taken. A formula based on a percentage of the individual schools charges of SLA1 will be used to balance this budget in the event of shortfall or refund.

PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

3.02 SLA 2 Fixed Wiring Inspections (5 yearly)

Provider : Property Services Group

The Property Services Group shall organise by contracting to various Contractors the routine inspections and testing of the electrical fixed wiring installations (excludes appliances) to allow compliance with the Electricity at Work Regulations 1989 and Institute of Electrical Engineers (IEE) regulations 17th edition.(BS 7671:2011 as amended).

- The tests will be carried out in compliance with part 6 of the BS 7671 including: - initial verification – Inspection and testing (with approved limitations) – Certification.
- Visual inspections will be carried out on the complete installation
- Where necessary items will be stripped down to allow full inspection
- Complete circuits will be isolated from the electricity supply to allow instrument testing to be carried out and results recorded. (This can be limited (by agreement) if for operational or safety reasons the electricity supply must be retained.) Or by the use of thermal imagery equipment to determine correct operating temperatures of circuit cables and/or protective devices.
- Upon completion a Periodic Inspection Certificate will be issued to the Property Services Team who will provide a detailed prioritised list of repairs to the Property Manager.
- If during the test a dangerous occurrence is identified the contractor will carry out an immediate repair or isolate the offending electricity circuit and seek further guidance from either the Property Services Team or the Property Manager.
- Upon completion the Periodic Inspection report and certificate will be issued to the Property Manager for their retention.
- A quotation and priority guidance will be supplied with the documentation to assist the Property Manager in deciding on the actions that need to be taken.

Charges

The SLA charges are based on the tendered costs as advised by the testing contractor. The costs can only be forecast one year in advance as the specific testing regimes are subject to change by the regulatory body on a frequent basis, and it is possible that these changes will affect any costs that may be quoted. We have indicated on the charges spreadsheet the year that the property requires testing and indicated the cost only for those that require to be tested in the coming year. The costs for years 2015-2016 & 2016-2017 will be advised year on year.

PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

3.03 SLA 3 Fire Alarm & Emergency Lighting Maintenance

Provider : Property Services Group

The Property Services Group shall organise by contracting to various Contractors (accredited to UKAS / BAFE or a suitable certification body) the routine inspections and testing to allow compliance of the installed fire alarm systems to BS 5839:2013 as amended and emergency lighting systems to BS 5266:2011 as amended.

Fire Alarms

Fire Alarms testing and inspections will be carried out Quarterly, Annually and 5 yearly.

- Visually check and inspect all items of equipment and report on any remedial action necessary.
- Inspection of all detectors / manual call points
- Inspection of sounders
- Test operation of system by activation of detection systems
- Check audibility of sounders
- Annually clean all detectors
- Fully test the system
- Complete on site log-books

To allow full compliance with the British Standards weekly tests need to be carried out. These weekly tests are not included in the SLA but will be require to be carried out by the sites Property Manager or designated staff. This involves the weekly test of single manual call point (a different call point each week) to ensure that the system operates as intended. A record of this test must be recorded in the log book.

PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

“SLA 3 cont”

Emergency Lighting

Emergency Lighting tests and inspections will be carried out Quarterly, Annually and 5 yearly.

- Visually check and inspect all items of equipment and report on any remedial action necessary.
- Test operation of emergency lamps by activation of test switches or by isolating lighting circuits to replicate a power failure.
- Check condition of lamps and batteries
- Fully test the system to discharge levels
- Complete on site log-books

To allow full compliance with the British Standards weekly checks need to be carried out. These weekly checks are not included in the SLA but will be require to be carried out by the sites Property Manager or designated staff. This involves the weekly check by visually inspecting the illuminated condition light which is incorporated into each emergency light fitting and recording / reporting any that are not functioning.

Charges

The SLA charges are based on the quantity and quality (schedule) of the installed equipment as recorded in January 2014 or if rejoining the SLA a re-inspection of the site and equipment. If during the course of the SLA this installed schedule is altered by either decreasing or increasing the equipment due to new building works, alterations or removals, the charge will be adjusted accordingly. This will apply when Property Services either carry out work direct or via a Project Management agreement or if advised in writing by the Property Manager.

Reactive repairs and call outs

All reactive repairs and call outs will be fully chargeable, based on the agreed contractual day rate labour rates and material costs plus agreed on-costs. A fee will be charged by Property Services to cover the administration and time spent by the engineers for any repair works undertaken.

PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

3.04 SLA 4 Lightning Protection Systems Inspection & Testing

Provider : Property Services Group

The Property Services Group shall organise by contracting to various Contractors the routine inspections and testing to allow compliance of the installed lightning protection systems to allow compliance with BS EN 62305: 2011

Lightning Protection Testing and inspections will be undertaken in compliance with BS EN 62305: 2011

- Visually check and inspect all items of equipment: - to include tapes, collectors, downtapes, joints, test points and inspection pits.
- Carry out soil resistance tests
- Provide certificates and reports
- Provide prioritised recommendations on remedial actions if required
- Provide recommendations on improvements to the systems
- To provide risk assessments as required.

Charges

The SLA charges are based on the quantity and quality (schedule) of the installed equipment as recorded in January 2014 or if rejoining the SLA a re-inspection of the site and equipment. If during the course of the SLA this installed schedule is altered by either decreasing or increasing the equipment due to new building works, alterations or removals, the charge will be adjusted accordingly. This will apply when Property Services either carry out work direct or via a Project Management agreement or if advised in writing by the Property Manager.

Reactive repairs and call outs

All reactive repairs and call outs will be fully chargeable, based on the agreed contractual day rate labour rates and material costs plus agreed on-costs. A fee will be charged by Property Services to cover the administration and time spent by the engineers for any repair works undertaken.

PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

3.05 SLA 5 Lift Maintenance

Provider : Property Services Group

The Property Services Group shall organise by contracting to various Contractors the routine inspections and testing of lift installations to allow compliance of BS EN 13015 : 2001 as amended.

Maintenance of equipment and plant shall be carried out in accordance with the regulations for testing and inspections of lifts as scheduled in the BS EN 13015 regulations.

Passenger Lifts shall be maintained at least quarterly

Non-Passenger Lifts shall be maintained at least six monthly

Stairlifts and platform lifts shall be maintained at least six monthly

Each inspection will consist of the following

- Visually check and inspect all items of equipment and report on any remedial action necessary.
- Carry out lubrication and minor adjustments to controls and components.
- Carry out inspections and servicing as detailed by manufacturer and as detailed in the recommendations of lift services industries code of practice.
- Provide details of any items that require or will require attention either now or in the near future.

Charges

The SLA charges are based on the quantity and quality (schedule) of the installed equipment as recorded in January 2014 or if rejoining the SLA a re-inspection of the site and equipment . If during the course of the SLA this installed schedule is altered by either decreasing or increasing the equipment due to new building works, alterations or removals, the charge will be adjusted accordingly. This will apply when Property Services either carry out work direct or via a Project Management agreement or if advised in writing by the Property Manager.

Reactive repairs and call outs

All reactive repairs and call outs will be fully chargeable, based on the agreed contractual day rate labour rates and material costs plus agreed on-costs. A fee will be charged by Property Services to cover the administration and time spent by the engineers for any repair works undertaken.

**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2014 TO MARCH 2017**

3.05a SLA 5a Five yearly LG inspections of Lifts

(Guidelines on the Supplementary Testing of In-Service Lifts)

Provider : Property Services Group

SAFed – Guidelines on the Supplementary Testing of In-Service Lifts

The above document replaces the LG1 – Lifts Guidelines on the Thorough Examination and Testing of Lifts that was published by the Safety Assessment Federation Ltd in 1998. The new guidelines produced in conjunction with the lift industry, lift managers and end user organisations are not a legislative requirement, but are commended by the Health and Safety Executive when dealing with lift installation. They are to be applied exclusively to support the competent person undertaking the thorough examination of the lift and can be called for at any time by the competent person. These new guidelines allow the end user to have in place these documents for the competent persons inspection thus removing the need to delay the issue of their documentation which in turn allows the Property Manager to fulfil their duty of care responsibilities under national legislation (Health & Safety at work act 1974, and The Lifting Operations and Lifting Equipment Regulations 1998” (LOLER Regulations)).

The cost of obtaining this Supplementary Testing of In –Service Lifts report is show in SLA 5a

The advice is that these reports should be retained by the Property Manager and renewed on a five yearly basis. (The competent person does however have the right to request these reports or new ones carried out as part of their risk assessment)

Charges

The SLA charges are based on the quantity and quality (schedule) of the installed equipment as recorded in January 2014 or if rejoining the SLA a re-inspection of the site and equipment. If during the course of the SLA this installed schedule is altered by either decreasing or increasing the equipment due to new building works, alterations or removals, the charge will be adjusted accordingly. This will apply when Property Services either carry out work direct or via a Project Management agreement or if advised in writing by the Property Manager.



**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2014 TO MARCH 2017**

For Information

Health & Safety at work act 1974, Lifting Operations and Lifting Equipment Regulations 1998

*This SLA does not include the Insurance Inspection by the competent person which provides a “Report of Periodic Thorough Examination of Hoist or Lift” as required by the “The Lifting Operations and Lifting Equipment Regulations 1998” (LOLER Regulations). The Property Manager will need to ensure that this is provided by others. To enable Property Services to maintain the lifts in the appropriate manner copies of these insurance reports must be provided to Property Services when they are issued.

**Note:- If the property is Torbay Council Corporate Stock or you buy back into the Torbay Councils Property Insurance SLA this item will be part of that service.*

PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

3.06 SLA 6 Servicing of Automatic Powered Doors

Provider : Property Services Group

The Property Services Group shall organise by contracting to various Contractors the routine inspections, testing and servicing of Automatic Powered Doors in compliance with B.S. 7036: 1996. This will include the following:

The following operations are to be carried out on each of the 2 routine service visits per year to each installation.

- Visually check and inspect all items of equipment.
- Clean and grease all mechanical components.
- Check all safety devices and safety systems are operating correctly.
- Ensure that all sensors are operating correctly, and adjust if necessary.
- Check all functions of the control panel including operation.
- Check the correct operation of automatic door closing systems.
- Carry out all servicing as detailed by the maker's recommendations.
- Submit worksheet to customer detailing work done and recommendations.
- Submit full written report and quotation for remedial works.

Charges

The SLA charges are based on the quantity and quality (schedule) of the installed equipment as recorded in January 2014 or if rejoining the SLA a re-inspection of the site and equipment . If during the course of the SLA this installed schedule is altered by either decreasing or increasing the equipment due to new building works, alterations or removals, the charge will be adjusted accordingly. This will apply when Property Services either carry out work direct or via a Project Management agreement or if advised in writing by the Property Manager.

Reactive repairs and call outs

All reactive repairs and call outs will be fully chargeable, based on the agreed contractual day rate labour rates and material costs plus agreed on-costs. A fee will be charged by Property Services to cover the administration and time spent by the engineers for any repair works undertaken.

PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

3.07 SLA 7 Asbestos Monitoring

Provider : Property Services Group

The Property Services Group shall organise by contracting to various Contractors the Ongoing monitoring of asbestos by accredited contractors following the initial Type 2 surveys previously carried out. This monitoring will provide compliance with the following:

- The Control of Asbestos Regulations 2012
- The Health & Safety at Work Act 1974
- The Management of Health & Safety at Work Regulations 1999
- The Workplace (Health, Safety & Welfare) Regulations 1992
- The Construction (Design and Management) Regulations 2007
- The Defective Premises Act 1972.

Re-inspections: will investigate the building's / sites asbestos register, re-inspect, document findings and summarise any works required to ensure compliance with the relevant regulations.

The re-inspections are required to be carried out at 12 monthly intervals, or sooner if the property is subjected to major alterations or additions.

- The Property Services Group shall Co-ordinate timescales and the programme for re-inspections with relevant property managers / clients departments.
- Liaise with suitable competent asbestos surveying consultants to carry out the required re-inspections surveys.
- Provide copies of the current asbestos register information and the most recent survey reports for the annual re-inspections to be based on.
- Receive the revised re-inspection data from the surveying consultant(s) and upload into the Councils Asbestos Database.
- Advise property managers / client departments of suitable actions in light of any high risk situations discovered from the re-inspections.

Access to buildings, plant rooms, store cupboards etc. will be required; this will be the Property Managers responsibility to arrange in cooperation with the inspecting contractor.

In order to complete the Risk Assessments, input will be required from the school to confirm use of areas / potential exposure to people etc. and it is expected that this information will be provided.

PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

“SLA 7 cont.”

In some instances if a high risk situation is identified it may be necessary to make an area secure until repair or removal is achieved.

Charges

The SLA charges are based on the quantity (schedule) of the identified risks as recorded in the latest risk assessment document. If during the course of the SLA this installed schedule is altered by either decreasing or increasing the quantity of identified items due to new building works, alterations or removals, the charge will be adjusted accordingly. This will apply when Property Services either carry out work direct or via a Project Management agreement or if advised in writing by the Property Manager.

Reactive repairs and call outs

All reactive repairs and call outs will be fully chargeable, based on the agreed contractual day rate labour rates and material costs plus agreed on-costs. A fee will be charged by Property Services to cover the administration and time spent by the engineers for any repair works undertaken.

The following items do not form part of the SLA but can be provided by Property Services.

To assist in the ongoing management of Asbestos,

Advice can be offered on any construction works, either refurbishment or new build.

These could consist of:

- Procurement of the necessary survey works
- Advise on remedial actions including
- Specification,
- Tendering
- On site supervision.

All of this can be provided under separate agreements.

PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

3.08 SLA 8 The Energy Performance of Buildings Certificates and Inspections (DEC's)

Provider : Property Services Group

The Property Services Group shall organise by contracting to various Contractors the management and the processes required to allow for the compliance with Building Regulations Part L2 and The Statutory Instrument 2007 No. 991 "The Energy Performance of Buildings (Certificates and Inspections) (England & Wales) Regulations 2007" including :-

- The gathering of information by Accredited Energy Surveyors carrying out on-site surveys.
- The provision of scaled detailed drawings of each building.
- The issue of data detailing energy usage and annual consumption.
- The re-issue of the validated DEC and review of the advisory report as necessary
- For schools that bought into other schemes not provided by Property Services Group in previous years, a separate agreement that may incur additional charges will need to be secured to provide the completion of subsequent certificates.

Charges

The charges for this will be based on the number of blocks as detailed on the condition survey module. The charges do contain a fee paid to the government for the registration of each certificate for the individual blocks. If for any reason the amount levied by the government changes we will need to modify these charges.

Property Managers Responsibilities

Access to buildings, plant rooms and metering will be required to undertake the surveys. Information on school times, extended times and some items of school usage will be required by the surveyors. This information will be detailed at the time of the survey.

PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

3.09 SLA 9 and 9a Water Hygiene Risk Assessments and Monitoring

Provider : Property Services Group

The Property Services Group shall organise by contracting to various Contractors the management and the processes required to allow for compliance with Approved Code of Practice and Guidance L8 – The Control of Legionella Bacteria in Water Systems, which in turn provides for compliance with various elements of the Health and Safety at Work Act 1974 : as required of the Employer. Which will comprise of :-

- Management of on-going monitoring (SLA9) of water systems including risk assessments (SLA9a) to provide compliance with ACOP L8. (See note 1 for property managers responsibility)
- Water systems will be monitored with findings recorded into the site specific log book, including.

SLA 9 Risk Assessments

Risk assessments shall be revised as required by ACOP L8. The results shall be recorded and issued to the Property Manager for their attention and retention.

Any alteration to the water service systems must be notified for inclusion in an updated Risk Assessment.

SLA 9a Monitoring

Monthly

- a. Temperatures of hot water circulation systems
- b. Temperatures of cold water systems, Control (Sentinel) outlets
- c. Temperatures of hot water systems, Control (Sentinel) outlets
- d. General check of management of hot and cold water systems

Three Monthly

- e. Cleaning of shower systems

PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

Six Monthly

- f. Check blenders and record temperatures
- g. Storage temperatures of cold water tanks
- h. Storage temperatures of cold water tanks integral to Fortic type water heater
- i. Internal condition of cold water storage tanks

Twelve Monthly

- j. Temperatures of a representative number of hot and cold water outlets
- k. Water Quality discharged from storage type water heaters

Charging

The monitoring and risk assessments charges will be based on the installed equipment and frequency of calls.

NOTE: - Both elements (SLA9 & 9a) must be signed up-to as one cannot be provided without the other. We have split the costs purely to aid budget managers to identify yearly costs, as the risk assessment only falls every other year

The Property Services Group will if requested assist in providing Technical advice on remedial works to the water systems as may be required by the risk assessments or as advised on the non-conformance forms that will be issued following the monitoring visit. An additional separate charge will be made for this service.

An additional separate charge will also be made, if we are requested to assist in or provide an amended risk assessment of water services in accordance with the "Approved Code of Practice and Guidelines to ACOP L8 Legionnaires' Disease. – The Control of Legionella Bacteria in Water Systems" due to major building alterations or replacements of systems that are carried out by third parties.

PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

NOTE

Actions Required of the Property Managers

1.

Elements of L8 which are listed below are not included in the SLA and must be carried out by the school to allow full compliance with the Approved Code of Practice.

- a) The final responsibility for ensuring that the procurement of remedial works (as indicated in the Risk Assessment) are carried out has to remain the School's, as the budget holder/decision maker.
- b) The weekly flushing of little used water outlets and of water outlets generally during the holiday period.

(Whilst this operation is, potentially, time consuming, it requires no technical expertise. Therefore, in the interests of economy and cost, it has been taken that this operation would be carried out in-house. Details of this element will be advised if required).

A space will be provided in the Log Book for the recording of the flushing operations.

- c) Non conformities identified under L8 are not covered under the Schools pooled breakdown cover.
- d) Any remedial works can be completed outside of this SLA, and will be chargeable accordingly and will not form a part of this SLA.

2.

Property Managers Responsibilities

It is the responsibility of the property manager to interrogate the inspection report records and to undertake the repairs / recommendations that may be noted on the report sheets to ensure compliance with this legislation.

PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

3.10 SLA10 Management of Building Management Systems

Provider: Property Services Group

The Property Services Group will provide the day to day management of the Building Management Systems installed and shall comprise of the following :

- Time and holiday scheduling as required.
- Regular reviews of the operation of HVAC plant and equipment controlled by the Building Management System.
- Recording of temperature and fuel usage data as required by individual properties.
- Alarm reporting of plant failure and reporting direct to individual client properties on alarm conditions of boilers, pumps etc. Arranging breakdown attendance.
- Telephone, e-mail and fax contact to Torbay Development Agency Property Services staff with guaranteed response.
- The annual servicing to test the control functions of the BMS is an essential requirement of this agreement and must be undertaken in conjunction with the Property Services Group monitoring staff and the Controls Specialist Contractor. This element is already included within SLA 1 – Servicing of Mechanical / Electrical Plant and Equipment. Properties not wishing to participate with SLA 1 will need to arrange separately with Property Services Group for co-ordination of controls function tests. *Please note:-* Not having this element of servicing and testing carried out will result in the BMS SLA10 being withdrawn and not being made available until the necessary documentation is received confirming the completion of the necessary service and tests. No compensation will be given for termination of this SLA due to non compliance of this section.
- Access to 24hr breakdown callout contract with Schneider Control Systems Limited.
- Costs for providing these services to Building Management Systems other than Schneider Control Systems Limited can be provide on request.

Property Managers are encouraged to use the following e-mail address **chris.varker@tedcltd.com, barry.powell@tedcltd.com , alan.strafford@tedcltd.com , stephen.archer@tedcltd.com** or **propertyserviceshelpdesk@torbay.gov.uk** for frequent time scheduling alterations, Infrequent and one off changes to time schedules, or the information can be provide by telephone or fax. (As detailed in Appendix 1).

The Property Services Group BMS monitoring staff office hours are 08.00 – 17.00 hours. Monday to Thursday and 08.00 – 16.00 hours Fridays, during which time this office may be contacted by telephone, fax or e-mail. (Out of hours support available by arrangement).



PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

Charging

For maintenance and administration an annual fee calculated upon the basis of installed equipment as of January 2014 or if rejoining the SLA a re-inspection of the site and equipment. is included in the fee proposal. If during the course of the SLA this installed schedule is altered by either

Property Services Group will not be responsible for any repairs, loss of services or problem resulting from the loss of communications either through on site damage to network cables or net-work connections linked to any Council or Third party providers systems.

Reactive repairs and call outs

All reactive repairs and call outs will be fully chargeable, based on the agreed contractual day rate labour rates and material costs plus agreed on-costs. A fee will be charged by Property Services to cover the administration and time spent by the engineers for any repair works undertaken.



**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2014 TO MARCH 2017**

Specialist SLA's

“SLA Cont”

Property Services offer the following SLA contracts to specific buildings and property managers who have historically asked for these services.

Property Services would be more than happy to offer to any organisation or Property Manger the benefit of these contracts and would be willing to provide more detail and costs upon application.

**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2014 TO MARCH 2017****3.11 SLA 11 Access Controls****Provider: Property Services Group**

The Property Services Group shall organise by contracting to various Contractors the routine inspections, testing and servicing of Access Controls Systems (keypad – proximity – remote control) including

- Six monthly visits
- Visually check and inspect all items of equipment and report on any remedial action necessary.
- Inspection of all safety circuits and detectors
- Inspections of control equipment
- Inspection of audible alarms and beacons
- Test operation of system
- Check audibility of sounders
- Clean all detectors
- Fully test the system
- Complete on site log-books

Charges

The SLA charges are based on the quantity and quality (schedule) of the installed equipment as recorded in January 2014 or if rejoining the SLA a re-inspection of the site and equipment. If during the course of the SLA this installed schedule is altered by either decreasing or increasing the equipment due to new building works, alterations or removals, the charge will be adjusted accordingly. This will apply when Property Services either carry out work direct or via a Project Management agreement or if advised in writing by the Property Manager.

Reactive repairs and call outs

All reactive repairs and call outs will be fully chargeable, based on the agreed contractual day rate labour rates and material costs plus agreed on-costs, A fee will be charged by Property Services to cover the administration and time spent by the engineers for any repair works undertaken.

**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2014 TO MARCH 2017****3.12 SLA 12 Intruder Alarm Maintenance & Monitoring****Provider: Property Services Group**

The Property Services Group shall organise by contracting to various Contractors accredited to recognised organisations such as NACOSS or others on National Security Inspection Accreditation list, the routine inspections, testing and servicing of installed intruder alarms including :

- Six monthly visits
- Visually check and inspect all items of equipment and report on any remedial action necessary.
- Inspection of all detectors / manual emergency call points
- Inspection of audible alarms and beacons
- Test operation of system
- Check audibility of sounders
- Annually clean all detectors
- Fully test the system
- Complete on site log-books
- Check connections with monitoring stations

Charges

The SLA charges are based on the quantity and quality (schedule) of the installed equipment as recorded in January 2014 or if rejoining the SLA a re-inspection of the site and equipment. If during the course of the SLA this installed schedule is altered by either decreasing or increasing the equipment due to new building works, alterations or removals, the charge will be adjusted accordingly. This will apply when Property Services either carry out work direct or via a Project Management agreement or if advised in writing by the Property Manager.

Reactive repairs and call outs

All reactive repairs and call outs will be fully chargeable, based on the agreed contractual day rate labour rates and material costs plus agreed on-costs. A fee will be charged by Property Services to cover the administration and time spent by the engineers for any repair works undertaken.

PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

3.13 SLA 13 Access controlled Barriers and Gates Maintenance

Provider: Property Services Group

The Property Services Group shall organise by contracting to various Contractors accredited to recognised organisations the routine inspections, testing and servicing of installed Access Controlled Barriers and Gates including:

The following operations are to be carried out on each of the 2 routine service visits per year to each installation.

- Visually check and inspect all items of equipment.
- Clean and grease all mechanical components.
- Check all safety devices and safety systems are operating correctly.
- Ensure that all sensors are operating correctly, and adjust if necessary.
- Check all functions of the control panel including operation.
- Check the correct operation of automatic barrier / gate closing systems.
- Carry out all servicing as detailed by the maker's recommendations.
- Submit worksheet to customer detailing work done and recommendations.
- Submit full written report and quotation for remedial works.

Charges

The SLA charges are based on the quantity and quality (schedule) of the installed equipment as recorded in January 2014 or if rejoining the SLA a re-inspection of the site and equipment. If during the course of the SLA this installed schedule is altered by either decreasing or increasing the equipment due to new building works, alterations or removals, the charge will be adjusted accordingly. This will apply when Property Services either carry out work direct or via a Project Management agreement or if advised in writing by the Property Manager.

Reactive repairs and call outs

All reactive repairs and call outs will be fully chargeable, based on the agreed contractual day rate labour rates and material costs plus agreed on-costs. A fee will be charged by Property Services to cover the administration and time spent by the engineers for any repair works undertaken.

PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

3.14 SLA 14 Nurse Call Systems

Provider: Property Services Group

The Property Services Group shall organise by contracting to various Contractors accredited to recognised organisations the routine inspections, testing and servicing of installed nurse call systems including:

The following operations are to be carried out on an annual service visit to each installation.

- Visually check and inspect all items of equipment.
- Replace defective batteries as necessary
- Ensure that all sensors are operating correctly, and adjust if necessary.
- Check all functions of the control panel including operation.
- Check the correct operation of printer
- Carry out all servicing as detailed by the maker's recommendations.
- Submit worksheet to customer detailing work done and recommendations.
- Submit full written report and quotation for remedial works.

Charges

The SLA charges are based on the quantity and quality (schedule) of the installed equipment as recorded in January 2014 or if rejoining the SLA a re-inspection of the site and equipment. If during the course of the SLA this installed schedule is altered by either decreasing or increasing the equipment due to new building works, alterations or removals, the charge will be adjusted accordingly. This will apply when Property Services either carry out work direct or via a Project Management agreement or if advised in writing by the Property Manager.

Reactive repairs and call outs

All reactive repairs and call outs will be fully chargeable, based on the agreed contractual day rate labour rates and material costs plus agreed on-costs. A fee will be charged by Property Services to cover the administration and time spent by the engineers for any repair works undertaken.

PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

3.15 SLA 15 Patient Handling Equipment

Provider: Property Services Group

The Property Services Group shall organise by contracting to various Contractors accredited to recognised organisations the routine inspections, testing and servicing of installed Patient Handling Equipment including :- Static Hoists, Movable Hoists, Powered or Manual Track Mounted Hoists, Hi-Lo Baths, Baths and Therapy Tubs.

The following operations are to be carried out on each of the 2 routine service visits per year to each installation.

- Visually check and inspect all items of equipment.
- Clean and grease all mechanical components.
- Check all safety devices and safety systems are operating correctly.
- Ensure that all sensors are operating correctly, and adjust if necessary.
- Check all functions of the operation control.
- Carry out annual LOLER inspection.
- Carry out all servicing as detailed by the maker's recommendations.
- Submit worksheet to customer detailing work done and recommendations.
- Submit full written report and quotation for remedial works.

Charges

The SLA charges are based on the quantity and quality (schedule) of the installed equipment as recorded in January 2014 or if rejoining the SLA a re-inspection of the site and equipment. If during the course of the SLA this installed schedule is altered by either decreasing or increasing the equipment due to new building works, alterations or removals, the charge will be adjusted accordingly. This will apply when Property Services either carry out work direct or via a Project Management agreement or if advised in writing by the Property Manager.

Reactive repairs and call outs

All reactive repairs and call outs will be fully chargeable, based on the agreed contractual day rate labour rates and material costs plus agreed on-costs, a fee will be charged by Property Services to cover the administration and time spent by the engineers for any repair works undertaken.

**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2014 TO MARCH 2017****3.16 SLA 16 Fire Fighting Equipment****Provider: Property Services Group**

The Property Services Group shall organise by contracting to various Contractors accredited to recognised organisations the routine inspections, testing and servicing of installed Fire Fighting Equipment.

The following operations are to be carried out on annual service visits.

- Visually check and inspect all items of equipment. (to include) :-
- Fire extinguishers, hose reels, fire blankets, and any other appliance used in connection with fire fighting
- Fire signage of all types.

- Submit worksheet to customer detailing work done and recommendations.

- Submit full written report and quotation for remedial works.

Charges

The SLA charges are based on the quantity and quality (schedule) of the installed equipment as recorded in January 2014 or if rejoining the SLA a re-inspection of the site and equipment . If during the course of the SLA this installed schedule is altered by either decreasing or increasing the equipment due to new building works, alterations or removals, the charge will be adjusted accordingly. This will apply when Property Services either carry out work direct or via a Project Management agreement or if advised in writing by the Property Manager.

The annual services costs shown in SLA 16 are for Water 9 litre, CO2 2kg, AFFF Foam 5 litre, AFFF Foam 9 litre, Dry Powder 2kg and Dry Powder 5kg extinguishers other annual servicing and replacements costs can be provided on request (excludes extinguisher replacement).

Reactive repairs and call outs

All reactive repairs and call outs will be fully chargeable, based on the agreed contractual day rate labour rates and material costs plus agreed on-costs. A fee will be charged by Property Services to cover the administration and time spent by the engineers for any repair works undertaken.

PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

3.17 SLA 17 Portable Appliance Testing

Provider: Property Services Group

The Property Services Group shall organise by contracting to various Contractors accredited to recognised organisations the routine inspections, testing of Portable Appliances

The following operations are to be carried out on each requested visit.

- Visually check and inspect all items of equipment.
- Carry out tests and checks as required to comply with The IET Code of Practice for In-service Inspection and Testing of Electrical Equipment (4th Edition) as amended.
- Submit Log Book of appliances tested and update any existing log books submit a worksheet to the Property Manager detailing work done and recommendations.

Charges

The SLA charges are based on the quantity of appliance tested at any one time. The Property Manager shall be responsible for carrying out the risk assessment as to the frequency of the required tests.

Reactive repairs and call outs

All reactive repairs and call outs will be fully chargeable, based on the agreed contractual day rate labour rates and material costs plus agreed on-costs. A fee will be charged by Property Services to cover the administration and time spent by the engineers for any repair works undertaken.

**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2014 TO MARCH 2017**

3.18 SLA 18 Asset Management Services

Provider: Property Services Group

The governing body has a responsibility to manage the schools buildings and the TDA can offer an asset management service that will aid the governing body in this function. This will feed into funding mechanisms in the schools funding formula and will be able to inform any capital bids.

The service will offer:

- Arranging floor area surveys for any new build/reconfigurations
- Providing up to date floor plans and room schedules
- Updating and re-issuing Net Capacity forms
- Arranging condition surveys every four years
- Updating and re-issuing condition surveys following any works completed

Costs on application



**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2014 TO MARCH 2017**

APPENDIX 4

PSG CHARGES FOR SERVICE LEVEL AGREEMENTS

PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

4.00 PROPERTY SERVICES GROUP CHARGES FOR SERVICE LEVEL AGREEMENTS

4.01 The schedules of charges for each SLA are provided in the attached Fee Proposal

4.02 Changing the Agreement

4.03 The schedules are based on “the as installed” equipment captured on a fixed date (1st January 2014 excluding any on-site equipment not yet handed over to the Property manager or where on-going faults following building works have not been resolved or if you are rejoining the SLA). Any alterations to the building by either additions or removals will be assessed at the end of the SLA period and adjustments made to the final costs to reflect these variations. This would include individual items or complete buildings.

4.04 If the Property Manager seeks to negotiate a variation to this Service Level Agreement, they should notify the Property Services Manager in writing. The timescale required for giving this notification will depend upon the extent of the proposed variation. However it is expected that a reasonable period of notice is provided. An initial response will be provided within ten working days.

4.05 Any variation request to the service provided will be in writing and given with four weeks notice for approval by the client.

4.06 Any agreed variation and amendment to this agreement will be signed by both parties.

4.07 Reactive repairs and call outs

All reactive repairs and call outs (Except Schools buying into SLA1 up to the value of £1000.00) will be fully chargeable, based on the agreed contractual day rate labour rates and material costs plus agreed on-costs, plus an administration fee of 10% (+VAT).

4.08 Invoicing by Property Services

Property Services will invoice the SLA charges in three payments periods. These shall be in May, September, and February each payment shall be of equal amounts apart from the final payment when any adjustments due to equipment changes will apply.

Property Services reserves the right to invoice the total annual SLA cost for those who have not paid their invoice to our payment terms.

Invoices for any reactive repairs will be presented for payment on a quarterly basis.



PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

4.09 SLA Documentation

One electronic copy of the full SLA documentation will be provided free of charge any other subsequent copies (electronic or paper) requested will incur an administration charge of £25.00 (+VAT).



**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2014 TO MARCH 2017**

APPENDIX 5

SERVICE LEVEL AGREEMENT ACCEPTANCE



**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2014 TO MARCH 2017**

5.00 ACCEPTANCE

5.02 Please indicate the services required by ticking appropriate SLA box.

5.03 Please sign and return the documents, to; Nick Clemens, Principal Services Engineer, T.D.A. , 3rd Floor, Tor Hill House, Union Street, Torquay, TQ2 5QW.



**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2014 TO MARCH 2017**

	SLA Length Of Agreement Acceptance	Please Tick Required Agreement Length
--	---	--

	1 st April 2014 – 31 st March 2015	
	1 st April 2014 – 31 st March 2017	

SLA No.	Description of Service	Please Tick Required SLA
---------	------------------------	-----------------------------

1.	Servicing of Mechanical / Electrical Plant and Equipment	
2.	Fixed Wiring Inspections (5 yearly periodic inspection)	
3.	Fire Alarm & Emergency Lighting Maintenance	
4.	Lightning Protection System Inspection & Testing	
5.	Lift Maintenance	
5a.	Five yearly LG inspection of lifts	
6.	Auto-Door Maintenance	
7.	Asbestos Monitoring	
8.	The Energy Performance of Buildings (EPBD) (DEC)	
9.	Water Hygiene Risk Assessments	
9a.	Water Hygiene Monitoring	
10.	Management of Building Management Systems	
11.	Access Controls	
12.	Intruder Alarm Maintenance & Monitoring	
13.	Access Control Barriers & Gates	
14.	Nurse Call Systems	
15.	Patient handing Equipment (Hoists & Baths)	
16.	Fire Extinguisher Maintenance	
17.	Portable Appliance Testing	



**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2014 TO MARCH 2017**

PLEASE TURN OVER TO COMPLETE AND SIGN THE DOCUMENT

5.11 ACCEPTANCE

NAME OF SCHOOL :

We hereby confirm that we wish to utilise Property Services for the Professional Services indicated overleaf for the SLAs for the period :-

1st April 2014 – 31st March 2015 or 1st April 2014 – 31st March 2017 (as indicated)

We except the terms and conditions contained within this document and except the responsibility to make payment on receipt of invoices as detailed in Section 4.08.

Signed on behalf of : _____

Signature : _____

Position : _____

Date : _____

We hereby confirm that we will provide the Professional Services for the indicated SLAs for the period as requested.

Signed on behalf of : PROPERTY SERVICES GROUP

Signature : _____

Name & Position : Nick Clemens - Principal Services Engineer

Date : _____



**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2014 TO MARCH 2017**

APPENDIX 6

ADDITIONAL SERVICES

PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

6.00 ADDITIONAL SERVICES

6.01 Additional Services

6.02 The Client may request additional services at any time. These services will relate to work not already covered by the SLA. It may be an extension to the SLA due to building modifications or as a separate project. The provision of these services shall be dealt with as a change to this Agreement.

6.03 The means of providing such services will need to be agreed but may be through outsourcing or changes to the Service Provider's current establishment.

6.04 The charges for additional services must to be agreed in advance.

6.05 Responsibilities of PROPERTY SERVICES GROUP

6.06 The Property Services Group will provide the following service to a high standard and at competitive rates:

Consultancy and Technical Services:

- Agree briefs and clients requirements
- Feasibility study and option appraisal
- Design
- Contract document preparation
- Tender procedures and analysis
- Contract administration
- Supervision of Works
- Cost control and payments

The above will be in accordance with all of the relevant standards, guidelines, Health and Safety legislation, industry Best Practice and in compliance with Council's financial regulations and standing orders.

PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

- 6.07 Regular updates and reports on all projects will be submitted to the clients in accordance with normal industry practices.
- 6.08 Areas that can be considered:
- Architectural Services
 - Quantity Surveying
 - Contract Management
 - Building Services
 - Building Surveying
- 6.09 Specialist advice is available on:
- Health and Safety and CDM Regulations
 - CCTV installations
 - Building Regulations
 - Planning Applications
 - Water Hygiene
 - Asbestos
 - Lift Maintenance
 - Electrical tests and inspections
 - Lightning protection systems
 - DDA Compliance
 - Construction Dispute Resolution
- 6.10 Asset Management related services:
- Asset data collection, and management
 - Condition surveys
 - Energy and fuel consumption management
 - Maintenance / Cost Planning and Cyclical maintenance
- 6.11 **Responsibilities of Client**
- 6.12 To provide a timely, detailed brief explaining the objectives of the project so that the process of design and construction can be performed to achieve the required objectives.

PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2014 TO MARCH 2017

- 6.13 To ensure that changes to the brief are introduced with reasonable notice.
- 6.14 Provide adequate lead-in time to obtain a quality design.
- 6.15 To secure the funding for the project and to obtain necessary approvals before commissioning the work.
- 6.16 **Communication**
- 6.17 Liaison will be at the following levels to secure a two way dialogue with clients:
- Day to day operational contacts with clients, end users and contractors
 - Representation at the Education's Capital and Maintenance strategy meetings and forums as required
 - Representation at the Torbay Development Agencies regular project meetings.
 - Providing monthly reports on major projects
 - Customer feedback surveys
- 6.18 **Basis of Charge**
- 6.19 Initial consultation and advice can be offered (up to an agreed time scale). The cost of this service may be included as part of the annual recharge made to Directorates / Clients for services commissioned from and provided by Property Services Group.
- 6.20 A specific agreement will be developed for a project or annual service, this will be either based on time spent by officers as recorded on the Council's resource management system, or as a percentage of the project value.



**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2014 TO MARCH 2017**

APPENDIX 7

WHO'S WHO AND CONTACT POINTS

**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2014 TO MARCH 2017****PROPERTY SERVICES GROUP****SERVICES ENGINEERS**

NAME	DESIGNATION	TEL. NO.
Nick Clemens	Principal Services Engineer	207377
Alan Strafford	Electrical Services Engineer	207882
Adam Hobbs	Electrical Services Engineer	207335
Paul Mumford	Building Surveyor	207556
Simon Wright	CDM Co-ordinator /Asbestos/ Building Surveyor	207558
Barry Powell	Mechanical Services Engineer	207993
Chris Varker	BMS Engineer	208682
Steve Archer	Graduate Mechanical Services Engineer	208858

ADMINISTRATION & FINANCE

Neil Edmonds	Finance Officer	207547
	Clerical Support Assistant	207524
	Clerical Support Assistant	207582

E-MAIL ADDRESS

Property Services Helpdesk	propertyserviceshelpdesk@torbay.gov.uk
Nick Clemens	nicholas.clemens@tedcltd.com
Alan Strafford	alan.strafford@tedcltd.com
Adam Hobbs	adam.hobbs@tedcltd.com
Paul Mumford	paul.mumford@tedcltd.com
Simon Wright	simon.wright@tedcltd.com
Barry Powell	barry.powell@tedcltd.com
Chris Varker	chris.varker@tedcltd.com
Steve Archer	stephen.archer@tedcltd.com
Neil Edmonds	neil.edmonds@tedcltd.com

Property Services	Fax	207511
-------------------	-----	--------



**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2014 TO MARCH 2017**

This Page Is Intentionally Left
Blank