



Service Level Agreements
For
April 2017– March 2018
Between
Schools
and
Property Services Group

Prepared :February 2017

TORBAY DEVELOPMENT AGENCY, 3rd FLOOR, TOR HILL HOUSE, TORQUAY, TQ2 5QW.

Torbay Development Agency is a trading name of Torbay Economic Development Company Ltd (TEDCL), a public/private sector partnership controlled by the Council of the Borough of Torbay, working to deliver economic prosperity for the Bay through regeneration, investment, asset management, business support and improved employment & skills.

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PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2017 TO MARCH 2018

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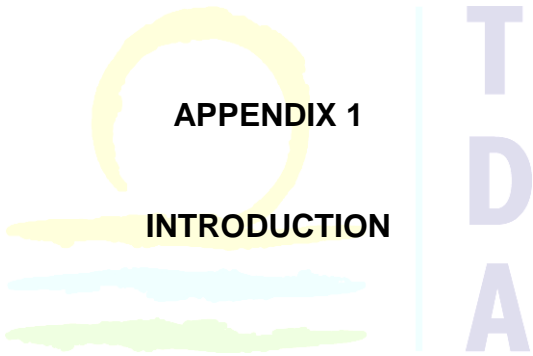
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**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2017 TO MARCH 2018**





PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2017 TO MARCH 2018

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.

1.23 A copy of the TDA Standard Terms & Conditions can be provided via the Smartfile facility on request.



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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)	Monthly maintenance of system along with daily (Monday to Friday) monitoring of plant performance.
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



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SLA No.	Description of Works	Frequency
18	CCTV	Yearly
19	Tree Inspections	Yearly
20	Gutter Cleaning	Yearly
22	Catering Equipment	Yearly
23	Radon Monitoring	3 Yearly or 10 Yearly (following initial sampling)





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APPENDIX 2

CORE PROVISIONS





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CORE PROVISIONS

2.10 Length of Agreement

1 April 2017 – 31 March 2018

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 2017-2018 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 four year contract. This contract will offer the same first year (2017-2018) cost as detailed on the included “PSG Charges for Service Level Agreements” (Section 4 of this document). Plus for years 2019-20, 2020-21 & 2021-22 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) TDA, Property Services Group

AND

(ii) Signatory to the Agreement



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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 Appraisals and regular 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 PI's to measure the cost and time predictability of large projects.

- 2.45 **Schools pooled breakdown arrangement (SLA1 Schools only and by agreement with the Principal Services Engineer)** 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. **Schools pooled breakdown arrangement, (SLA1 Schools Only and by agreement with the Principal Services Engineer)** Repairs required following vandalism, insurance claims, general deterioration to Mechanical or Electrical equipment or accessories e.g. tap washers, radiators, light fittings, switches and power sockets are not included. 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
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APPENDIX 3

SPECIFIC SERVICE LEVELS AGREEMENTS

The TDA logo, consisting of the letters 'T', 'D', and 'A' stacked vertically in a light blue color, with a vertical line to the left of the letters. Below the letters are two horizontal brushstroke-like shapes, one light blue and one light green.



PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2017 TO MARCH 2018

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. **(Costs can be provided for cleaning and chlorinating on request)**.
- If requested by the client, the 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).



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- Sewage Pumps and Sump Pumps.
- Fire hydrants, Sprinkler systems and Dry Risers (**Costs can be provided on request**).

Charges

The SLA charges are based on the quantity and quality (schedule) of the installed equipment as recorded in January 2017 or if rejoining the SLA following 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 may receive, assuming the school continues with SLA1.

Schools Pooled Breakdown Cover (SLA1 Schools Only and by agreement with the Principal Services Engineer)

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 (e.g. Boiler Pumps) up to the value of £1,000.00. Taps washers and bleeding radiators etc. are not covered by the Pooled Breakdown as this is deemed to be general housekeeping. Repairs costing more than £1,000.00 would be subject to the School being responsible for the balance of all costs above £1,000.00.

Before ordering any works the Property Services shall report any repair that is likely to cost more than £1,000.00 to the Head Teacher/ Business Manager 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



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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.





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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 Engineering and Technology (IET) Wiring regulations 17th edition.(BS 7671 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 an Electrical Installation Condition Report will be issued to the Property Services Team who will provide a list of repairs if requested by 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 Electrical Installation Condition Report and remedial repair certificates will be issued via the Smartfile 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 number of installed electrical circuits. The costs provided are indicative but the final cost will be based on the number of circuits tested

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.



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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 as amended and emergency lighting systems to BS 5266 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.



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“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 2017 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.



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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 as amended

Lightning Protection Testing and inspections will be undertaken in compliance with BS EN 62305 as amended.

- 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 2017 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.



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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 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 2017 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.



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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 can be provided on application (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 2017 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.



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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.





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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 as amended. 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 2017 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.



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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.
- The Property Services Group shall liaise with suitable competent asbestos surveying consultants to carry out the required re-inspections surveys.
- The client will provide copies of the current asbestos register information and the most recent survey reports for the annual re-inspections to be based on.
- The Client will receive the revised re-inspection data from the surveying consultant via the Smartfile.

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.



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“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 supplied document or if this document is not supplied the full reinspection of the asset. 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.



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

Provider : Property Services Group

The Property Services Group shall organise 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 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 standalone buildings. The charges do contain a fee paid to the government for the registration of each certificate for the individual standalone buildings. 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. To issue data detailing energy usage and annual consumption. This information will be detailed at the time of the survey.



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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. Temperatures of water storage tanks
- e. General check of management of hot and cold water systems

Three Monthly

- f. Cleaning of shower systems



PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2017 TO MARCH 2018

Six Monthly

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

Twelve Monthly

- k. Temperatures of a representative number of hot and cold water outlets
- l. 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.

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 2017 TO MARCH 2018

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 2017 TO MARCH 2018

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 provided that external remote access is available, and shall comprise of:

- 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.

Control systems without remote access / interrogation facilities will be reviewed annually to confirm / update time schedules and programmes to ensure maximum efficiency is achieved from the equipment.

Faults, breakdowns and technical support will be provided through the property services e-mail and telephone helpdesk.

Property Managers are encouraged to use the following e-mail address' **propertyserviceshelpdesk@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 email.

The Property Services Group 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 or e-mail. (Out of hours support available by arrangement).

Property Managers Responsibilities

It is the Property Manger responsibility to ensure that they have a network connection to which our system is able to connect.

Charging

For maintenance and administration an annual fee calculated upon the basis of installed 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.

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 TDA or Third party providers systems.



PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2017 TO MARCH 2018

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 2017 TO MARCH 2018

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 2017 TO MARCH 2018

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

- Annual visit
- 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 2017 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 2017 TO MARCH 2018

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 2017 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 2017 TO MARCH 2018

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 2017 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 2017 TO MARCH 2018

3.14 SLA 14 Nurse Call Systems / Disabled Call Aid 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, if installed.
- 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 2017 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 2017 TO MARCH 2018

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 2017 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 2017 TO MARCH 2018

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, 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 2017 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 2017 TO MARCH 2018

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 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 2017 TO MARCH 2018

3.18 SLA 18 CCTV

Provider: Property Services Group

The Property Services Group shall organise by contracting to various Contractors accredited to recognised organisations the inspection, testing and servicing of installed CCTV systems.

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

Typical CCTV Maintenance visits include:

- Check cameras, clean lenses and adjust as necessary.
- Check functionality of PTZ cameras.
- Check connections.
- Check power supplies
- Check switches for correct operation
- Check recorders for correct functionality and recording quality, adjusting parameters as required to meet current operating conditions.
- Check monitors, clean screens and adjust to optimum picture quality.

Charges

The SLA charges are based on the quantity and quality (schedule) of the installed equipment as recorded in January 2017 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 2017 TO MARCH 2018

3.19 SLA 19 Tree Inspections

Provider: Property Services Group

The Property Services Group shall organise, by contracting to various Contractors, the ongoing inspection of trees within the site boundaries by appropriately qualified arboriculturalists. Tree owners/managers have a duty of take reasonable care for the safety of those who may come within the vicinity of a tree. This duty of care is led by:

The Health and Safety at Work Act 1974
Health & Safety at Work Act 1974 Section 3(1)
The Occupiers Liability Act 1957 & 1984

The following operations will be undertaken on an annual basis:

- Walkover inspection of all trees within the site boundaries (not recorded).
- Individual inspection of trees with obvious defects as identified through the course of a walkover inspection (recorded).
- Undertake a risk assessment of defect trees in relation to their position, size and condition.
- Provide a prioritised list of recommendations or remedial tree work actions if required.
- Provide a plan which indicates the position of defect trees within the site boundaries.
- If during an inspection a tree which poses an unacceptable risk is identified, the contractor will immediately inform the Property Services Team and the Property Manager.

Charges

The SLA charges will be as shown on the cost schedule.

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/surveyors for any repair works undertaken.



PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2017 TO MARCH 2018

Property Managers Responsibilities

It is the responsibility of the property manager to:

- Interrogate the inspection report records and to undertake the remedial works / recommendations that may be noted on the Tree Survey sheets to ensure compliance with their Duty of Care.
- Undertake a brief walkover survey on trees within high use areas following heavy winds. Report any storm damaged trees to the Property Services Team.





PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2017 TO MARCH 2018

3.20 SLA 20 Building Gutter Cleaning

Provider: Property Services Group

The Property Services Group shall organise by contracting to various Contractors the annual cleaning of the building rain water gutter system.

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

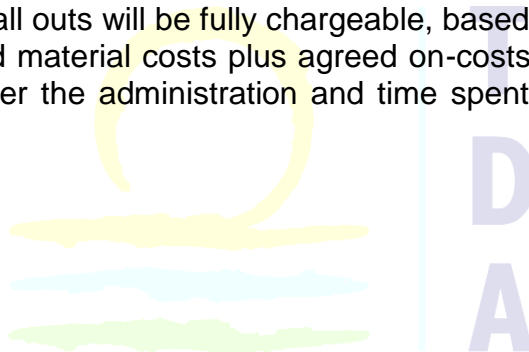
- Cleaning of the buildings rain water gutter system.
- To remove gutter debris from site.

Charges

The SLA charges will be as shown on the cost schedule or if not on application.

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 2017 TO MARCH 2018

3.21 SLA 21 Asset Management Services (Schools Only)

Provider: Property Services Group

The governing body has a responsibility to manage the school's 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 school's 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

Charges

Cost on application





PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2017 TO MARCH 2018

3.22 SLA 22 Catering Equipment Servicing

Provider : Property Services Group

The Property Services Group shall organise by contracting to various Contractors the annual inspection, testing and servicing of the following catering equipment as applicable to the site:

GAS

- A gas tightness test within kitchens up to and including the appliance and its respective connection.
- Installation and pipe work sized correctly
- Emergency control valve checks
- Gas governor check
- CO² Measurement and Testing Report
- Clean and examine burner jets – set flame combustion
- Appliance or equipment safety check
- Cooler door seals and hinges check
- Emergency control valves position and accessibility

ELECTRICAL

- In-service inspection and Testing of Electrical Equipment
- Maintenance and servicing carried out by a suitably registered and qualified engineer
- Fridge/Freezer thermostat calibration
- Control Switches / contacts / connections / cable conditions checks
- Protective electrical bonding checks
- Appliance water temperature check



PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2017 TO MARCH 2018

Charges

The SLA charges are based on the quantity of the installed 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 if advised in writing by the Property Manager.

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.

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 2017 TO MARCH 2018

3.23 SLA 23 Radon Monitoring

Provider: Property Services Group

Radon is a naturally occurring radioactive gas that can seep out of the ground and build up in houses and workplaces, notably in basements and ground floors. The radioactive elements formed by the decay of radon can be inhaled and enter our lungs. Inside the lungs, these elements continue to decay and emit radiation which damages the lungs which can lead to lung cancer. Breathing in radon is the second largest cause of lung cancer in the UK.

The UK has been extensively surveyed by the Health Protection Agency and British Geological Survey, and the Indicative Atlas of Radon in England and Wales shows that Torbay is a radon Affected Area.

Measurement

The Property Services Group shall organise the sampling of radon levels in buildings under the building manager's control. The measurement devices will be placed at specific locations around the site for a period of three months during the autumn /winter period. Then collected and returned to Public Health England for analysis. The results of these measurements may require protective measures to be undertaken in these properties (such as the installation of sump pumps to continually remove radon from the properties).

The Property Services Group shall store copies of all radon-related documents in the Smartfile.

Charges

The SLA charges based on the number on monitoring devices required and installed for sampling purposes.

Protective measures required following the sampling will be fully chargeable to the property manager and a quotation will be provided on request.

Property Managers Responsibilities

It is the responsibility of the property manager under the following legislation, in control of a workplace has duties to manage the risks from radon:

- The Health and Safety at Work Act 1974 states that employers must, so far as is reasonably practicable, ensure the health, safety and welfare of its employees and any others who have access to their work environment.
- The Management of Health and Safety at Work Regulations 1999 require the assessment of health and safety risks and this should include radon if a workplace is located underground or in a radon Affected Area.
- The Ionising Radiation Regulations 1999(IRR99) are applicable where radon is present above the action level of 400 Bq/m³ and employers are required to take



PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2017 TO MARCH 2018

action to restrict resulting exposures including informing staff and nominating a responsible member of staff to oversee progress with protection measures.

- Interrogate the inspection report records and to undertake the recommendations that may be identified to ensure compliance with their Duty of Care.
- As part of the necessary ongoing monitoring procedure, measurements should be repeated at 10 year intervals in areas with low levels of radon and every 3 years in properties with radon levels between 200 and 400 Bq/m³ and in buildings where protective measures have already been put in place to control radon concentrations.





**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2017 TO MARCH 2018**

APPENDIX 4

PSG CHARGES FOR SERVICE LEVEL AGREEMENTS





PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2017 TO MARCH 2018

4.00 PROPERTY SERVICES GROUP CHARGES & SERVICE AND REACTIVE REPAIR RECORDS 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 (30th January 2017 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 Principal Services Engineer 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, Call outs & Quotations

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, plus an administration fee .

Property Services on receiving an instruction from a client to obtain a quotation for a repair will endeavour to inform the client within 5 working days of the quoted cost.

4.08 Invoicing by Property Services

Property Services will invoice the SLA charges in quarterly payments periods. These will be in May, August, November, 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. In addition to this Property Services reserves the right to cease responding to reactive calls if non payment persists.



PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2017 TO MARCH 2018

Invoices for any reactive repairs will be presented for payment on a two monthly basis. The substantiation for these invoices will be accessed via your SmartFile as described in 4.10 below.

4.09 SLA Documentation

One emailed electronic copy of the full SLA documentation will be provided free of charge at the start of the year, any other subsequent copies (electronic or paper) requested will incur an administration charge of £65.00 (+VAT).

4.10 SmartFile

The SmartFile online file storage system is our way of providing your service and reactive repair records.

As soon as we receive your service sheets & reactive repair records, report and surveys documents they will be uploaded to your electronic asset file.

You will have access to our SmartFile online file storage system so that you will access via your provided password.

The SmartFile system can be found on our professional services website at <http://www.tda.uk.net/>. This system will contain all your Service Level Agreement related service sheets and reactive repair reports, report and surveys also important notices; these can be viewed by you at anytime.

Guidance notes have been provided previously to assist you in accessing your service & reactive repair records, report and surveys.

If you do have any problems accessing or seeing the information, please contact:

propertyserviceshelpdesk@tedcltd.com

or

propertyserviceshelpdesk@torbay.gov.uk.

Service sheets & reactive repair records, reports and surveys will be provided electronically via the SmartFile only, also notices and important information will also be provided via the Smartfile.

Please note that the information made available for online access via the SmartFile system will be updated and removed on a regular basis (normally annually on the 1st April) and superseded records will not be retained by the TDA-Property Services – please ensure that you save copies of your data in a suitable format in a secure location for future use.



**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2017 TO MARCH 2018**

A large, faint watermark of the TDA logo is centered on the page. It features a yellow circle with a horizontal bar through it, and the letters 'T', 'D', and 'A' stacked vertically to the right of a vertical line.

APPENDIX 5
SERVICE LEVEL AGREEMENT ACCEPTANCE



PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2017 TO MARCH 2018

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 or email:

propertyserviceshelpdesk@tedcltd.com

Or

propertyserviceshelpdesk@torbay.gov.uk





**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2017 TO MARCH 2018**

	SLA Length Of Agreement Acceptance	Please Tick Required Agreement Length
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	1st April 2017 – 31st March 2018	
	1st April 2017 – 31st March 2021	

SLA No.	Description of Service	Please Tick Required SLA
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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 / Disabled Call Aid Systems	
15.	Patient handing Equipment (Hoists & Baths)	
16.	Fire Extinguisher Maintenance	
17.	Portable Appliance Testing	



**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2017 TO MARCH 2018**

SLA No.	Description of Service	Please Tick Required SLA
18.	CCTV	
19.	Tree Inspections	
20.	Building Gutter Cleaning	
21.	Asset Management Services	
22.	Catering Equipment Servicing	
23.	Radon Monitoring	





**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2017 TO MARCH 2018**

PLEASE TURN OVER TO COMPLETE AND SIGN THE DOCUMENT

5.11 ACCEPTANCE

NAME OF PROPERTY
:

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

1st April 2017 – 31st March 2018 or 1st April 2017 – 31st March 2021 (as indicated)

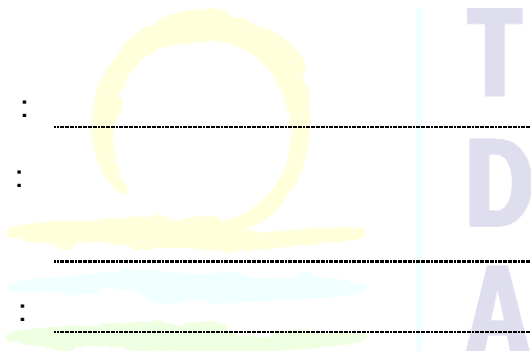
We accept the terms and conditions contained within this document and accept the responsibility to make payment on receipt of invoices as detailed in Section 4.08.

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 2017 TO MARCH 2018**

APPENDIX 6

ADDITIONAL SERVICES





PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2017 TO MARCH 2018

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

T
D
A

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.

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



PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2017 TO MARCH 2018

6.09 Specialist advice is available on:

- Health and Safety and CDM
- CCTV installations
- Building Regulations
- Planning Applications
- Water Hygiene
- Asbestos
- Lift Maintenance
- Electrical tests and inspections
- Lightning protection systems
- EA 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.

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.



PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2017 TO MARCH 2018

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
- Customer feedback surveys

6.18 **Basis of Charge**

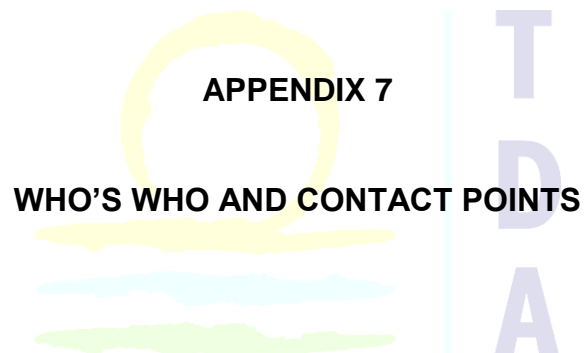
6.19 Initial consultation and advice can be offered (up to an agreed time scale). The cost of this service may be included as part of the annual recharge made to Directorates / Clients for services commissioned from and provided by Property Services Group.

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 TDA's resource management system, or as a percentage of the project value.





PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2017 TO MARCH 2018





**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2017 TO MARCH 2018**

PROPERTY SERVICES

SERVICES ENGINEERS

**TEL.
NO.**

MOBILE NO.



**Nick Clemens
Principal Services Engineer**

**01803
207377**

**07824 499
074**



**Paul Mumford
Principal Building Surveyor**

**01803
207556**

**07799 342
840**



**Simon Wright
Senior Building Surveyor /Asbestos
/CDM Advisor**

**01803
207558**

**07799 342
849**



**Gary May
Electrical Project Manager**

**01803
207335**

**07585 880
604**



**Alan Strafford
Electrical Services Engineer**

**01803
207882**

**07887 797
036**



**Barry Powell
Mechanical Project Manager**

**01803
207993**

**07824 499
049**



**PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS
APRIL 2017 TO MARCH 2018**



**Mike Geis
Senior Mechanical Engineer**

**01803 07584 338
207922 090**



**Stephen Archer
Mechanical Services Engineer/ DEC
Assessor**

**01803 07818 412
208858 792**



**Chris Varker
BMS Engineer**

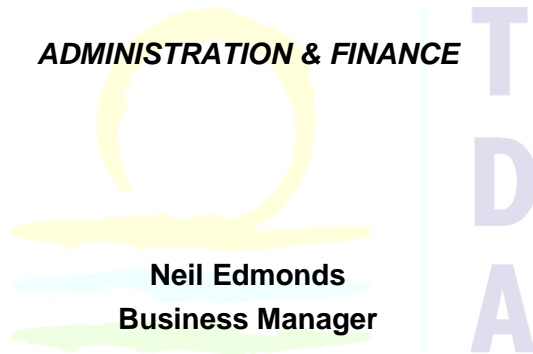
**01803 07824 499
208682 087**

ADMINISTRATION & FINANCE



**Neil Edmonds
Business Manager**

01803 207547



**Christina Winch
T.D.A. Assistant**

01803 207582

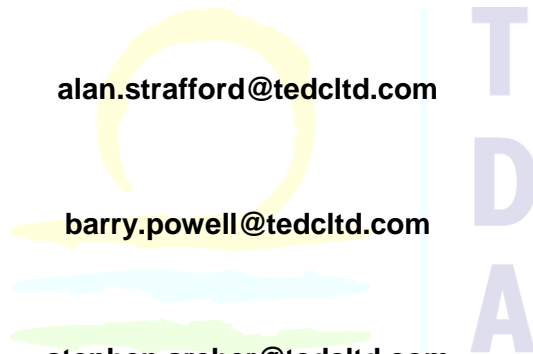
**Kim Weller
Finance Administrator**

01803 207547



PROPERTY SERVICES GROUP SERVICE LEVEL AGREEMENTS APRIL 2017 TO MARCH 2018

Property Services Helpdesk	propertyservices helpdesk@tedcltd.com or propertyserviceshelpdesk @torbay.gov.uk
Nick Clemens	nicholas.clemens@tedcltd.com
Paul Mumford	paul.mumford@tedcltd.com
Simon Wright	simon.wright@tedcltd.com
Gary May	gary.may@tedcltd.com
Alan Strafford	alan.strafford@tedcltd.com
Barry Powell	barry.powell@tedcltd.com
Stephen Archer	stephen.archer@tedcltd.com
Chris Varker	chris.varker@tedcltd.com
Neil Edmonds	neil.edmonds@tedcltd.com
Christina Winch	christina.winch@tedcltd.com
Kim Weller	kimberley.weller@tedcltd.com





SCHOOL	SLA 1 TOTAL	SLA 2 TOTAL	SLA 2a TOTAL	SLA 1 TOTAL	SLA 1a TOTAL	SLA 3 TOTAL	SLA 4 TOTAL	SLA 5 TOTAL	SLA 6 TOTAL	SLA 7 TOTAL	SLA 8 TOTAL	SLA 9 TOTAL	SLA 10 TOTAL	SLA 11 TOTAL	SLA 12 TOTAL	SLA 13 TOTAL	SLA 14 TOTAL	SLA 15 TOTAL	SLA 16 TOTAL	SLA 17 TOTAL	SLA 18 TOTAL	SLA 19 TOTAL	SLA 20 TOTAL	SLA 21 TOTAL	SLA 22 TOTAL	SLA 23 TOTAL	TOTAL PRICE
All Saints Marsh, Newton Abbot	948.75	-	-	141.12	107.47	-	-	-	-	105.11	150.00	460.00	568.56	-	-	-	-	-	-	82.41	-	-	198.00	600.00	-	67.85	2,969.27
All Saints Babacombe	2,970.59	-	-	110.88	107.47	1	-	63.44	142.78	-	150.00	460.00	288.73	-	44.10	79.38	267.75	31.50	-	59.44	-	-	115.00	198.00	600.00	143.90	5,372.96
Barton Academy	2,587.67	-	-	-	107.47	-	-	63.44	-	-	150.00	460.00	893.23	437.53	-	-	-	-	-	-	-	-	-	-	-	239.64	5,276.98
Briham C of E	4,189.73	-	-	141.12	107.47	-	-	126.88	90.04	-	150.00	460.00	547.00	388.59	-	-	-	-	-	117.12	-	-	198.00	600.00	114.51	6,770.45	
Briham Community College	15,922.66	-	-	-	107.47	1	1,376.16	190.32	805.86	-	300.00	690.00	1,996.93	882.40	-	-	183.75	-	-	-	-	-	198.00	750.00	-	273.55	23,752.10
Chestnut (Mayfield)	3,054.01	-	-	-	107.47	-	-	-	421.58	-	150.00	460.00	322.25	278.83	-	-	-	-	-	-	-	-	115.00	198.00	600.00	-	5,664.04
Churston Ferrers Grammar	12,745.92	-	-	-	107.47	1	-	-	572.28	-	150.00	690.00	1,066.05	565.87	-	-	-	-	-	-	-	-	-	-	-	97.52	16,943.11
Cockington	4,943.99	-	-	-	107.47	-	-	126.88	203.06	-	150.00	460.00	718.04	351.44	-	-	-	-	-	133.67	-	-	198.00	600.00	-	153.92	7,886.45
Colston St Mary	3,690.87	-	-	319.60	107.47	-	-	63.44	-	-	150.00	460.00	509.59	331.19	179.55	435.71	126.00	-	-	49.80	-	191.52	198.00	600.00	222.31	7,439.65	
Combe Pallford	2,966.21	-	-	-	107.47	3	-	126.88	105.11	-	150.00	460.00	980.56	424.88	-	-	-	-	-	222.48	-	-	198.00	600.00	164.45	6,763.27	
Curledge Street	5,338.32	-	-	-	107.47	1	793.76	-	-	-	150.00	460.00	1,221.31	496.62	-	-	-	-	-	-	-	-	198.00	600.00	144.90	9,050.38	
Eden Park	4,601.91	-	-	141.12	107.47	4	2,422.37	123.54	361.30	-	150.00	460.00	943.48	336.44	-	-	267.75	-	-	-	-	-	198.00	600.00	242.69	10,496.07	
Elcombe	2,995.54	-	-	362.88	107.47	1	580.05	-	233.20	-	150.00	460.00	722.53	296.11	-	-	-	-	-	-	-	-	198.00	600.00	197.39	6,517.72	
Little Stars Nursery Elcombe	948.75	-	-	110.88	107.47	-	-	-	150.32	-	150.00	460.00	568.56	-	-	-	-	-	-	24.91	-	-	198.00	600.00	-	-	2,858.88
Fairwinds (Mayfield)	1,610.00	-	-	-	107.47	-	-	-	127.71	-	150.00	460.00	352.86	331.18	-	-	-	-	-	-	-	-	115.00	198.00	600.00	-	3,945.88
Fareham	5,822.73	-	-	110.88	107.47	1	1,160.11	63.44	112.64	-	150.00	460.00	637.82	336.23	56.70	415.80	-	-	-	-	-	115.00	198.00	600.00	-	137.72	10,321.85
Gulpton	2,133.56	-	-	319.60	107.47	2	2,320.22	63.44	135.25	-	150.00	460.00	494.39	267.04	115.00	184.00	119.70	69.30	154.50	50.99	-	119.70	198.00	600.00	-	121.88	7,224.03
Hayes	3,251.53	-	-	-	107.47	1	1,100.86	63.44	180.46	-	150.00	460.00	628.79	321.91	-	-	-	-	-	80.81	-	-	198.00	600.00	-	180.36	6,663.63
Haytor View, Newton Abbot	1,955.00	-	-	132.83	107.47	-	-	-	-	-	150.00	460.00	568.56	-	-	-	-	-	-	-	-	-	198.00	600.00	-	509.12	4,327.58
Hillside Centre	918.77	-	-	126.00	107.47	-	-	-	120.18	-	150.00	460.00	401.70	203.40	-	240.66	-	-	-	-	-	115.00	198.00	600.00	44.77	3,225.95	
Homelands	3,254.50	-	-	-	107.47	-	-	-	-	-	150.00	460.00	886.72	-	-	-	-	-	-	-	-	-	198.00	600.00	70.73	5,519.87	
Rhham	2,120.30	-	-	141.12	107.47	-	-	61.77	97.57	-	150.00	460.00	340.35	245.04	-	-	-	-	-	46.59	-	-	198.00	600.00	44.16	4,152.37	
Kings Ash	9,159.61	-	-	-	107.47	1	-	-	-	-	300.00	690.00	850.17	-	-	-	-	-	-	183.75	-	-	198.00	600.00	-	146.97	12,034.29
Mayfield	8,291.70	-	-	-	107.47	1	-	-	-	-	150.00	460.00	1,265.54	458.05	-	-	267.75	-	222.48	-	-	-	198.00	600.00	-	137.52	12,642.97
Oldsway	9,017.47	-	-	211.68	107.47	3	1,944.48	190.32	150.32	-	300.00	690.00	1,274.48	565.02	-	-	304.50	-	296.64	284.35	-	189.00	198.00	600.00	-	179.72	16,587.69
Polsham Centre	977.12	-	-	126.00	107.47	-	-	-	-	-	150.00	460.00	200.80	-	-	240.66	-	-	-	-	-	-	198.00	600.00	-	-	2,600.05
Preston	3,690.94	-	-	141.12	107.47	1	1,160.11	61.77	692.84	-	150.00	460.00	508.14	290.03	-	-	-	-	-	-	-	-	198.00	600.00	-	143.44	8,153.41
Prory	2,925.60	-	-	-	107.47	-	-	-	-	-	150.00	460.00	313.04	-	-	-	-	-	-	-	-	-	198.00	600.00	58.91	4,460.49	
Queensway	2,925.60	-	-	-	107.47	-	-	-	-	-	150.00	460.00	645.38	350.60	-	-	-	-	-	-	-	-	198.00	600.00	-	160.75	5,367.53
Roselands	2,973.97	-	-	141.12	107.47	-	-	444.09	474.32	-	150.00	460.00	662.33	369.18	-	-	-	-	-	77.16	-	-	198.00	600.00	-	177.89	6,375.53
Sacred Heart	1,775.60	-	-	-	107.47	-	-	63.44	-	-	150.00	460.00	312.51	283.06	-	-	-	-	-	-	-	-	198.00	600.00	-	89.36	3,579.45
Silverwell Valley	6,056.62	-	-	-	107.47	4	-	-	120.18	-	150.00	460.00	886.72	443.45	-	-	267.75	-	-	-	-	-	198.00	750.00	-	184.96	9,805.15
Shiphay Academy	2,896.86	-	-	-	107.47	1	580.05	-	-	-	150.00	460.00	633.39	426.32	-	-	267.75	-	81.36	-	-	-	198.00	600.00	-	163.88	6,105.08
St Cuthbert Mayne	12,338.57	-	-	756.00	107.47	1	-	63.44	534.60	-	600.00	690.00	1,246.78	501.68	-	-	-	-	-	-	-	-	198.00	600.00	-	514.71	18,226.25
St Margaret Clitherow	1,488.10	-	-	-	107.47	-	-	-	-	-	150.00	460.00	313.04	-	-	-	267.75	-	-	-	-	-	198.00	600.00	-	56.26	3,367.52
St Margaret's Academy	3,453.34	-	-	-	107.47	2	1,160.11	123.54	233.20	-	150.00	460.00	883.57	289.25	-	-	183.75	-	-	-	-	-	198.00	600.00	-	155.57	7,537.80
St Marychurch	3,482.25	-	-	141.12	107.47	2	1,160.11	-	187.99	-	150.00	460.00	472.78	-	-	-	-	-	81.36	80.81	-	-	198.00	600.00	-	61.03	6,974.81
Torbay EBD	3,898.01	-	-	-	107.47	3	664.26	63.44	-	-	150.00	460.00	505.99	420.64	-	-	-	-	-	-	-	-	198.00	600.00	-	130.30	6,738.10
Torbay Boys Grammar	-	-	-	-	107.47	3	-	625.35	-	-	450.00	690.00	1,073.16	-	-	-	-	-	-	-	-	-	198.00	750.00	-	434.01	4,402.98
Torbay Grammar for Girls	17,241.48	-	-	-	107.47	3	-	494.17	549.67	-	450.00	690.00	1,140.86	801.65	-	-	-	-	-	-	-	-	198.00	750.00	-	435.90	22,934.19
Tore	3,931.07	-	-	110.88	107.47	-	1,137.58	60.01	195.53	-	140.00	450.00	517.94	250.01	90.56	-	-	-	-	-	-	-	198.00	600.00	-	132.64	7,753.57
Upton St James	2,456.20	-	-	107.71	107.47	-	-	60.01	105.11	-	140.00	450.00	195.80	227.56	-	240.66	-	-	-	-	-	-	198.00	575.00	-	43.89	4,457.42
Wadberry	2,960.85	-	-	221.76	107.47	1	1,160.11	61.77	316.09	-	300.00	460.00	607.61	271.50	-	-	267.75	-	-	-	101.05	-	115.00	198.00	600.00	42.12	7,331.08
Watcombe	1,685.95	-	-	-	107.47	-	-	-	-	-	150.00	460.00	1,020.85	361.56	-	-	-	-	-	-	-	-	198.00	750.00	-	202.40	4,351.84
White Rock	3,979.03	-	-	-	107.47	1	-	61.77	172.92	-	140.00	460.00	980.56	304.39	-	-	-	-	-	-	-	-	198.00	600.00	-	224.04	6,768.18
Shaldon Primary School	364.98	1,026.38	80.50	319.60	107.47	1	1,136.20	60.95	518.90	195.00	265.																