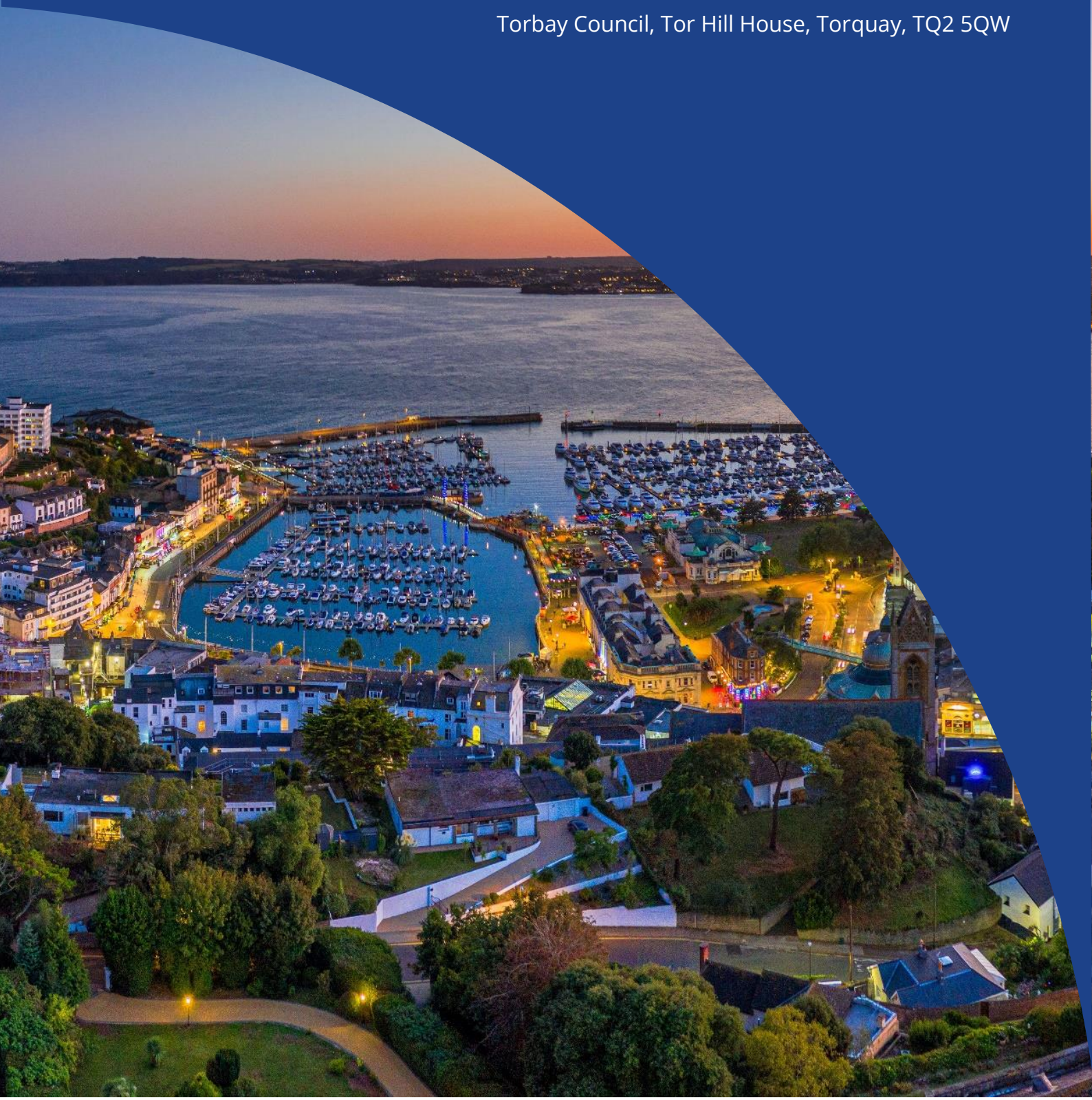


# Service Level Agreement

For April 2025 – March 2026 between xxxxx and  
Property Services Team

Prepared: April 2025

Torbay Council, Tor Hill House, Torquay, TQ2 5QW



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# 1.00 INTRODUCTION

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## 1.10 The Service Level Agreement (SLA)

**1.20** The purpose of these Service Level Agreements is 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 Clients. The SLAs are designed to assist Clients 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 Clients 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 SLAs and those that will assist you when carrying out your property risk assessments. Not all elements are applicable to all properties and nor are they fully comprehensive.

**1.22** It is the responsibility of the Client to interrogate the inspection reports/records and to undertake the repairs / recommendations that may be noted on the report sheets to ensure compliance with the appropriate legislation. Torbay Council takes no responsibility for the client not rectifying non compliances.

**1.23** A copy of the Torbay Council Standard Terms & Conditions can be provided via the Civica facility on request.

**1.24** This SLA and its contents are the © Copyright of Torbay Council 2025.



| SLA No. | Description of Works   | Frequency   |
|---------|--|---|
| 1       | Gas Soundness Testing  | Annual  |
| 1       | Oil and Gas Boilers Maintenance  | Twice 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   |
| 2a      | Fixed Wiring Inspections - Thermal Imaging   | Five year tests   |
| 2b      | Electrical Reactive Repairs  | As required   |
| 3       | Fire Alarms  | 6 Monthly   |
| 3       | Emergency Lighting   | 6 Monthly   |
| 4       | Lightning Conductors   | 11months  |
| 5       | Lifts Passenger  | Quarterly checks  |
| 5       | Powered Stair/Platform Lifts   | Six Monthly checks  |
| 6       | Automatic Door Maintenance   | Six monthly checks  |
| 7       | Management of Asbestos (CAWR 2002 Regulation 4)  | Yearly 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. |
| 11      | Access Controls  | Yearly  |
| 12      | Intruder Alarm Maintenance   | Yearly  |
| 13      | Automatic Gates & Barriers   | Six monthly   |
| 13a     | Roller Shutters  | Six Monthly   |
| 15      | Disabled Aids (Patient handling equipment) (lifting aids, hoists & baths)                        | Six monthly   |
| 16      | Fire Extinguisher Maintenance  | Yearly  |
| 17      | Portable Appliance Testing   | Determined by Client's Risk Assessment                    |
| 18      | CCTV   | Yearly  |
| 19      | Tree Inspections   | Yearly  |

|            |  |  |
|------------|--|--|
| <b>20</b>  | Building Gutter Clearing & Solar PV Cleaning | Yearly   |
| <b>22</b>  | Catering Equipment                           | Yearly   |
| <b>22a</b> | Catering Equipment - Kitchen Canopy          | Yearly   |
| <b>23</b>  | Radon Monitoring                             | 3 Yearly or 10 Yearly (following initial sampling) |
| <b>24</b>  | Key Holding & Alarm Response                 | 24/7 Coverage                                      |
| <b>27</b>  | Solar PV Maintenance                         | Yearly   |

## 2.00 CORE PROVISIONS

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### 2.10 Length of Agreement

1 April 2025 – 31 March 2026

Property Services offer a single year contract 2025-2026 based on the figures as detailed on the included “PSG Charges for Service Level Agreements” (Section 4 of this document) or a two-year contract 2025-2027. Follow on years will be recalculated based on any increases that are incurred from the various contractors for labour and material costs.

Cancellation of the agreement can be requested by either party of the contract by giving in writing not less than six months’ notice of termination.

To ensure SLA continuity Torbay Council will provide the current SLA agreement during April of the new SLA year, ceasing on the 1st May. Any costs incurred by Torbay Council during this transition period will be charged in full to the client in line with our charging mechanism. It is the responsibility of the client to contact Torbay Council by 31st March should they wish the SLA to cease.

### 2.20 Parties to the Agreement

- (i) Torbay Council, Property Services Group  
AND
- (ii) Signatory to the Agreement

### 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.

**2.34** To identify respective responsibilities for each party to the Agreement.

### 2.40 Quality of Service

**2.41** 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 ,appraisals and regular team updates.

**2.43** Schools pooled breakdown agreement (SLA1 Schools only and by written agreement with the Property Services Manager) Property Services Group shall monitor expenditure against this budget and notify the Client or Management Group if the budget is likely to be exceeded. Any overspend will be charged to the Client, apportioned in accordance with the agreed formula, similarly any surplus (less reserve) will be returned to the Client on the same basis.

**2.44** Schools pooled breakdown agreement, (SLA1 Schools Only and by written agreement with the Property Services Manager) 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.

**2.45** To ensure that Health and Safety Regulations and Service Contracts are not compromised the Client 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.

**2.46** 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.

**2.47** It is assumed for the purposes of delivering these SLAs that all statutory compliance related tests and inspections and pre-planned maintenance will be carried out during normal working hours, during school opening times.

**2.48** All service and inspection visits will be booked in advance by the relevant contractor with the school, and it is assumed that the school will ensure access to the contractor's staff for the purposes of undertaking these works. Failures to do this which result in abortive calls or the contractor having to revisit the school will be fully chargeable. The contractor must always report on site at reception upon arrival and departure.

**2.49** In the event of a Force majeure and the subsequent failure in delivery of the SLAs due to these unforeseeable circumstances. This will not constitute a failure in delivery of the contract by Torbay Council.



**2.50** The performance of the SLA is assessed against the following performance targets:

| Description   | Description Summary  | Initial Response Action   |
|---|--|---|
| Emergency call outs   | Threat to Health, safety & Welfare                         | Contractors will be expected to leave their current assignment immediately (after making safe) to attend the Emergency Call as soon as possible.  |
| Urgent call outs -Incidents which affect delivery of service      | Threat to the continuity & welfare of the service          | This will require contractor attendance within the half day. This should be within 4 hours i.e. If the call is passed at 08:00 hrs then attendance should be before 12:00 hrs. If the call is after 11:30 hrs attendance should be before the end of the day. Calls received after 16:00 hrs will be attended either by the end of the day or the following morning dependent upon the particular circumstances of the event. |
| Incidents which do not directly affect the continuity of service- | Minimal effect on the delivery of the service              | This requires contractor attendance within 24 hours of the time a call was logged ( or longer if agreed between the parties).   |
| Quotations  | Quotations following a service visit identifying a repair. | On receiving the instruction from a client to obtain a quotation PS will endeavour to inform the client within 5 working days of the quoted cost.   |

|                   |  |  |
|-------------------|--|--|
| SLA Charges       | PS will invoice the SLA charges quarterly. Each invoice shall be of equal amounts apart from the final invoice when any adjustments due to equipment changes will apply. | PS will invoice the SLA charges quarterly. These will be in May, August, November, and February. |
| Customer feedback | Customer satisfaction surveys to be completed by client and returned to Torbay Council   | Maximum Yearly   |

During normal working hours all clients will be provided with remote support and advice from the Property Services Team.

## 2.60 Responsibilities of the Client

**2.61** To provide reasonable access during normal school hours for planned and statutory inspections 8am to 4:30pm Monday to Fridays during term times. To also provide a point of contact for inspection visits to be booked and contact details for arranging access outside of these normal hours. Also to provide adequate parking arrangements for visiting contractors.

**2.62** To report faults and defects accurately, Civica users are requested to send a minimum of two photos - one close-up to show the defect, damage or issue and the other to show the context /location, taking in the surrounding areas. Please include additional photos if required. Roof leaks should include a marked up aerial photo /plan of the school that confirms the precise location of the defect. In the description, wherever possible please confirm the materials e.g. door - timber, UPVC, metal etc., and make reference to Asset Numbers when available.

**2.63** To have local knowledge of incoming services, including isolation points for gas, electric and water. In cases of emergency to co-operate with the appointed SLA contractor to achieve early safety solutions on site. (For example, this may include a facetime call for contractor to help facilitate isolation of services remotely).

**2.64** To complete and return Customer Feedback forms at least annually.

**2.65** To notify Torbay Council if there are any changes in staff or changes at the school that may impact on the services that we provide.

**2.66** Annual attendance to Civica Training provided by Torbay Council as part of our service.



## 3.00 SPECIFIC SERVICE LEVEL AGREEMENTS

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### 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.
- 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.
- 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 provided by the Client or if re-joining 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 Client.

Property Services will not be liable for any overpayment by the Client 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 available only for Existing subscribing schools (SLA1 Schools only and by written agreement with the Property Services Manager)**

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 email 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 Manager shall monitor expenditure of the pooled breakdown budget. If the budget is showing signs of either over-spending or under-spending the Property Services Manager 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.

### **Reactive call out charge rates**



The table below sets out the minimum (1 hour) call out charge rates – if materials are used or repairs take longer than 1 hour, charges will be higher than the figures shown below:

| Description              | Contractor rate<br>(call out incl. 1 <sup>st</sup><br>hour on site) | Torbay Council<br>fee (25% + £40) | Total (minimum)<br>charge) per call<br>out |
|--------------------------|---|-----------------------------------|--|
| Same day call out        | £47.00  | £51.75                            | £98.75                                     |
| Out of hours call<br>out | £47.00  | £51.75                            | £98.75                                     |
| Normal call out          | £47.00  | £51.75                            | £98.75                                     |

## 3.02 SLA 2 Fixed Wiring Inspections (5 yearly EICR)

**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 18th 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 Client.
- 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 Client.
- Upon completion the Electrical Installation Condition Report and remedial repair certificates will be issued via Civica to the Client for their retention.
- A quotation will be supplied with the documentation to assist the Client in deciding on the actions that need to be taken.

### **Charges**

The SLA charges are based on the number of installed electrical circuits. Any costs provided are indicative but the final cost will be based on the number of circuits tested

### 3.03 SLA 2a Fixed Wiring Inspections - Thermal Imaging

**Provider : Property Services Group**

The Property Services Group shall organise by contracting to various Contractors an option for a thermal imaging report for each of the MCCB panel boards, MCB Distribution Boards, Switched Fuses and Bus-bar chambers located at the inspected property.

This is to be completed in conjunction with SLA2 and at the same time.

The report will contain (as an excepted minimum) a report summary also defect report for each item of equipment surveyed this will contain:

- Thermal image picture of the equipment.
- Date of the survey image
- Location of the equipment
- Designation of the equipment the defect the following priority classification is applied to the equipment surveyed.

All thermographers are fully trained to a minimum of PCN Level 1 (ISO: 18436) and use a calibrated FLIR ThermaCAM P-Series specification thermal imaging camera (or similar).

Each report is certified by a PCN Level 2 thermographers to ensure the quality of the analysis and recommendations which will be issued via Civica.

#### **Charges**

Cost on Application

## 3.04 SLA 2b Electrical Reactive Repairs

**Provider : Property Services Group**

The Property Services Group shall organise by contracting to various Contractors the reactive repairs of the electrical fixed wiring installations to allow compliance with the Electricity at Work Regulations 1989 and Institute of Engineering and Technology (IET) Wiring regulations 18th edition. (BS 7671 as amended).

Upon completion of the reactive repair, certificates/job sheets will be issued via the Technology Forge facility to the Client for their retention.

### **Charges**

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.

### **Reactive call out charge rates**

The table below sets out the minimum (1 hour) call out charge rates – if materials are used or repairs take longer than 1 hour, charges will be higher than the figures shown below:

| Description                            | Contractor rate<br>(call out incl. 1 <sup>st</sup><br>hour on site) | Torbay Council<br>fee (25% + £40) | Total (minimum)<br>charge) per call<br>out |
|--|---|-----------------------------------|--|
| Same day call out<br>(Torbay area)     | £35.00  | £48.75                            | £83.75                                     |
| Same day call out<br>(Devon area)      | £60.00  | £55.00                            | £115.00                                    |
| Same day call out<br>(Cornwall area)   | £120.00   | £70.00                            | £190.00                                    |
| Same day call out<br>(Dorset area)     | £120.00   | £70.00                            | £190.00                                    |
| Out of hours call<br>out (Torbay area) | £40.00  | £50.00                            | £90.00                                     |
| Out of hours call<br>out (Devon area)  | £60.00  | £55.00                            | £115.00                                    |

|                                       |         |        |         |
|---------------------------------------|---------|--------|---------|
| Out of hours call out (Cornwall area) | £120.00 | £70.00 | £190.00 |
| Out of hours call out (Dorset area)   | £120.00 | £70.00 | £190.00 |
| Normal call out (Torbay area)         | £35.00  | £48.75 | £83.75  |
| Normal call out (Devon area)          | £55.00  | £53.75 | £108.75 |
| Normal call out (Cornwall area)       | £100.00 | £65.00 | £165.00 |
| Normal call out (Dorset area)         | £110.00 | £67.50 | £177.50 |



## 3.05 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 6 monthly.

- 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
- To test the system 6 monthly.
- 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 Client or designated site 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.

### **Emergency Lighting**

Emergency Lighting tests and inspections will be carried out 6 monthly.

- 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 Client or designated site 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 provided by the Client or if re-joining 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 Client.

### Reactive call out charge rates

The table below sets out the minimum (1 hour) call out charge rates – if materials are used or repairs take longer than 1 hour, charges will be higher than the figures shown below:

| Description              | Contractor rate<br>(call out incl. 1 <sup>st</sup><br>hour on site) | Torbay Council<br>fee (25% + £40) | Total (minimum)<br>charge) per call<br>out |
|--------------------------|---|-----------------------------------|--|
| Same day call out        | £97.00  | £64.25                            | £161.25                                    |
| Out of hours call<br>out | £117.00   | £69.25                            | £186.25                                    |
| Normal call out          | £69.00  | £57.25                            | £126.25                                    |

## 3.06 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 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 provided by the Client or if re-joining 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 Client.

### **Reactive call out charge rates**

The table below sets out the minimum (1 hour) call out charge rates – if materials are used or repairs take longer than 1 hour, charges will be higher than the figures shown below:

| Description              | Contractor rate<br>(call out incl. 1 <sup>st</sup><br>hour on site) | Torbay Council<br>fee (25% + £40) | Total (minimum)<br>charge) per call<br>out |
|--------------------------|---|-----------------------------------|--|
| Same day call out        | £155.00   | £78.75                            | £233.75                                    |
| Out of hours call<br>out | £235.00   | £98.75                            | £333.75                                    |
| Normal call out          | £95.00  | £63.75                            | £158.75                                    |

## 3.07 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.

Stair lifts 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 provided by the Client or if re-joining 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 Client.

### **Reactive call out charge rates**

The table below sets out the minimum (1 hour) call out charge rates – if materials are used or repairs take longer than 1 hour, charges will be higher than the figures shown below:

| Description                        | Contractor rate<br>(call out incl. 1 <sup>st</sup><br>hour on site) | Torbay Council<br>fee (25% + £40) | Total (minimum)<br>charge) per call<br>out |
|------------------------------------|---|-----------------------------------|--|
| Same day call out<br>(Torbay area) | £120.00   | £70.00                            | £190.00                                    |
| Same day call out<br>(Devon area)  | £120.00   | £70.00                            | £190.00                                    |

|   |         |        |         |
|---|---------|--------|---------|
| Same day call out<br>(Cornwall area)        | £150.00 | £77.50 | £227.50 |
| Same day call out<br>(Dorset area)          | £150.00 | £77.50 | £227.50 |
| Out of hours call<br>out (Torbay area)      | £170.00 | £82.50 | £252.50 |
| Out of hours call<br>out (Devon area)       | £150.00 | £77.50 | £227.50 |
| Out of hours call<br>out (Cornwall<br>area) | £170.00 | £82.50 | £252.50 |
| Out of hours call<br>out (Dorset area)      | £170.00 | £82.50 | £252.50 |
| Normal call out<br>(Torbay area)            | £120.00 | £70.00 | £190.00 |
| Normal call out<br>(Devon area)             | £120.00 | £70.00 | £190.00 |
| Normal call out<br>(Cornwall area)          | £150.00 | £77.50 | £227.50 |
| Normal call out<br>(Dorset area)            | £150.00 | £77.50 | £227.50 |



## 3.08 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 provided by the Client or if re-joining 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 Client.

### **Reactive call out charge rates**

The table below sets out the minimum (1 hour) call out charge rates – if materials are used or repairs take longer than 1 hour, charges will be higher than the figures shown below:

| Description  | Contractor rate<br>(call out incl. 1 <sup>st</sup><br>hour on site) | Torbay Council<br>fee (25% + £40) | Total (minimum)<br>charge) per call<br>out |
|--|---|-----------------------------------|--|
| Same day call out<br>(Torbay, Devon,<br>Dorset area) | £180.00   | £85.00                            | £265.00                                    |
| Same day call out<br>(Cornwall area)                 | £216.00   | £94.00                            | £310.00                                    |

|  |         |         |         |
|--|---------|---------|---------|
| Out of hours call out (Torbay, Devon, Dorset area) | £278.00 | £109.50 | £387.50 |
| Out of hours call out (Cornwall area)              | £319.00 | £119.75 | £438.75 |
| Normal call out (Torbay, Devon, Dorset area)       | £149.00 | £37.25  | £186.25 |
| Normal call out (Cornwall area)                    | £180.00 | £85.00  | £265.00 |

## 3.09 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 2015

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 Clients / 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 Civica.

Access to buildings, plant rooms, store cupboards etc. will be required; this will be the Clients 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.

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 Client.

### **Reactive call out charge rates**

It is not anticipated that there will be any reactive call outs under this SLA.

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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.

## 3.10 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 (England and Wales) Regulations 2018 as amended" 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.

### **Client 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.

### **Reactive call out charge rates**

It is not anticipated that there will be any reactive call outs under this SLA.



## 3.11 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 Clients 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 Client 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

#### **Six Monthly**

- g. Storage temperatures of cold water tanks
- h. Storage temperatures of cold water tanks integral to Fortic type water heater
- i. Internal condition of water storage tanks

- j. Check blenders (TMV) and record temperatures.

### **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.

### **Reactive call out charge rates**

It is not anticipated that there will be any reactive call outs under this SLA, remedial works are actioned under SLA 1.

# NOTE

## Actions Required of the Client

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.

### Client Responsibilities

It is the responsibility of the Client 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.

## 3.12 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 provided by the Client or if re-joining 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 Client.

### **Reactive call out charge rates**

The table below sets out the minimum (1 hour) call out charge rates – if materials are used or repairs take longer than 1 hour, charges will be higher than the figures shown below:

| Description              | Contractor rate<br>(call out incl. 1 <sup>st</sup><br>hour on site) | Torbay Council<br>fee (25% + £40) | Total (minimum)<br>charge) per call<br>out |
|--------------------------|---|-----------------------------------|--|
| Same day call out        | £97.00  | £64.25                            | £161.25                                    |
| Out of hours call<br>out | £117.00   | £69.25                            | £186.25                                    |
| Normal call out          | £69.00  | £57.25                            | £126.25                                    |

## 3.13 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 NSI/NACOSS or others on National Security Inspection Accreditation list, the routine inspections, testing and servicing of installed intruder alarms including:

- Yearly service visit
- 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 (if installed)

### **Charges**

The SLA charges are based on the quantity and quality (schedule) of the installed equipment as provided by the Client or if re-joining the SLA a re-inspection of the site and equipment. Monitoring: The SLA cost is based on a single grade 2 Dual Com UDL IP communicator per site unless the site Client has confirmed equipment installed prior to commencement. Where there are multiple communicators per site these can also be connected at an additional cost per communicator. If the site Client requires a second service inspection of the installed system to meet specific grading or insurance requirements then this can be provided at an additional cost. 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 Client.

### **Reactive call out charge rates**

The table below sets out the minimum (1 hour) call out charge rates – if materials are used or repairs take longer than 1 hour, charges will be higher than the figures shown below:

| Description       | Contractor rate<br>(call out incl. 1 <sup>st</sup><br>hour on site) | Torbay Council<br>fee (25% + £40) | Total (minimum)<br>charge) per call<br>out |
|-------------------|---|-----------------------------------|--|
| Same day call out | £97.00  | £64.25                            | £161.25                                    |

|                       |         |        |         |
|-----------------------|---------|--------|---------|
| Out of hours call out | £117.00 | £69.25 | £186.25 |
| Normal call out       | £69.00  | £57.25 | £126.25 |

## 3.14 SLA 13 Automatic Gates & Barriers

### **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 Automatic Gates and Barriers including:

The following operations are to be carried out on a six monthly service visit per year to each installation (these frequencies can be amended to suit the site circumstances).

- 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 manufacture'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 provided by the Client or if re-joining 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 Client.

### **Reactive call out charge rates**

The table below sets out the minimum (1 hour) call out charge rates – if materials are used or repairs take longer than 1 hour, charges will be higher than the figures shown below:

| Description              | Contractor rate<br>(call out incl. 1 <sup>st</sup><br>hour on site) | Torbay Council<br>fee (25% + £40) | Total (minimum)<br>charge) per call<br>out |
|--------------------------|---|-----------------------------------|--|
| Same day call out        | £296.00   | £114.00                           | £410.00                                    |
| Out of hours call<br>out | £408.00   | £142.00                           | £550.00                                    |
| Normal call out          | £216.00   | £94.00                            | £310.00                                    |

## 3.15 SLA 13a Roller Shutter Servicing

### **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 Roller Shutters including:

The following operations are to be carried out on a six monthly service visit per year to each installation (these frequencies can be amended to suit the site circumstances).

- 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/manual roller shutter closing systems.
- Carry out all servicing as detailed by the manufacturers recommendations.
- Submit worksheet to customer detailing work done and recommendations.
- Submit full written report and quotation for remedial works.

### **Charges**

The SLA charges shown are based on a single Roller Shutter.

### **Reactive call out charge rates**

The table below sets out the minimum (1 hour) call out charge rates – if materials are used or repairs take longer than 1 hour, charges will be higher than the figures shown below:

| Description              | Contractor rate<br>(call out incl. 1 <sup>st</sup><br>hour on site) | Torbay Council<br>fee (25% + £40) | Total (minimum)<br>charge) per call<br>out |
|--------------------------|---|-----------------------------------|--|
| Same day call out        | £296.00   | £114.00                           | £410.00                                    |
| Out of hours call<br>out | £408.00   | £142.00                           | £550.00                                    |
| Normal call out          | £216.00   | £94.00                            | £310.00                                    |



## 3.16 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 provided by the Client or if re-joining 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 Client.

### **Reactive call out charge rates**

The table below sets out the minimum (1 hour) call out charge rates – if materials are used or repairs take longer than 1 hour, charges will be higher than the figures shown below:

| Description              | Contractor rate<br>(call out incl. 1 <sup>st</sup><br>hour on site) | Torbay Council<br>fee (25% + £40) | Total (minimum)<br>charge) per call<br>out |
|--------------------------|---|-----------------------------------|--|
| Same day call out        | TBC   | TBC                               | TBC  |
| Out of hours call<br>out | TBC   | TBC                               | TBC  |
| Normal call out          | TBC   | TBC                               | TBC  |

## 3.17 SLA 16 Fire Fighting Equipment

### **Provider: Property Services Group**

The Property Services Group shall organize by contracting to various Contractors accredited to recognized organizations 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 firefighting.
- Photoluminescent Fire signage of all types.
- Submit worksheet to the customer detailing work done and recommendations.
- Submit a full written report and quotation for remedial works.

### **Charges – Fully inclusive package**

The SLA charges are based on the quantity and quality (schedule) of the installed equipment as provided by the Client or if re-joining the SLA a re-inspection of the site and equipment. If during 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 Client.

All portable fire extinguishers will be inspected in line with BS5306 Part 3 for all parts, refilling at the time of service, discharge testing, and recharging.

Consumables, all parts, all materials, all labour, and all replacement extinguishers are all included in the fixed price.

We will not require you to buy a new fire extinguisher or fire blanket if we are unable to maintain that fire extinguisher or fire blanket; instead, we will replace it free of charge within the conditions of this agreement.

Damage to the equipment caused by you or a third party, as well as interference or tampering with the equipment or the discharge of extinguishers, will be charged (this includes accidental and hostile damage).

### **Reactive call out charge rates**

It is not anticipated that there will be any reactive call outs under this SLA.

## 3.18 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 Client detailing work done and recommendations.

### **Charges**

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

### **Reactive call out charge rates**

It is not anticipated that there will be any reactive call outs under this SLA.

## 3.19 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 provided by the Client or if re-joining 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 Client.

### **Reactive call out charge rates**

The table below sets out the minimum (1 hour) call out charge rates – if materials are used or repairs take longer than 1 hour, charges will be higher than the figures shown below:

| Description              | Contractor rate<br>(call out incl. 1 <sup>st</sup><br>hour on site) | Torbay Council<br>fee (25% + £40) | Total (minimum)<br>charge) per call<br>out |
|--------------------------|---|-----------------------------------|--|
| Same day call out        | £97.00  | £64.25                            | £161.25                                    |
| Out of hours call<br>out | £117.00   | £69.25                            | £186.25                                    |
| Normal call out          | £69.00  | £57.25                            | £126.25                                    |

## 3.20 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 Client.

### **Charges**

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

### **Reactive call out charge rates**

It is not anticipated that there will be any reactive call outs under this SLA.

### **Clients Responsibilities**

It is the responsibility of the Client 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 Client.

## 3.21 SLA 20 Building Gutter Clearing and Solar Panel Cleaning

### **Provider: Property Services Group - Building gutter clearing**

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

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

- Clearing of the exterior building metal and PVC rain water gutter and down pipe systems (Excludes the clearing of associated underground drainage, roof slope, valleys, box gutters and the cleaning of the guttering and fascia).

### **Charges**

Cost on application.

### **Reactive call out charge rates**

It is not anticipated that there will be any reactive call outs under this SLA.

### **Provider: Property Services Group - Solar Panel cleaning**

The Property Services Group shall organise by contracting to various Contractors the cleaning of the solar PV panels using good industry practice , using appropriate materials and equipment and fully complying with Health and Safety procedures and requirements.

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

- Cleaning the solar panels
- Check inverter production
- Check roof penetrations and weather sealing
- Undertake before and after photos
- Undertake a visual inspection of the roof covering and water goods and report any roof defects observed during the visit

## 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

### **Charges**

The SLA charges are based on the quantity of the installed equipment as provided by the Client. 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 Client.

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 call out charge rates**

The table below sets out the minimum (1 hour) call out charge rates – if materials are used or repairs take longer than 1 hour, charges will be higher than the figures shown below:

| Description                                 | Contractor rate<br>(call out incl. 1 <sup>st</sup><br>hour on site) | Torbay Council<br>fee (25% + £40) | Total (minimum)<br>charge) per call<br>out |
|---|---|-----------------------------------|--|
| Same day call out<br>(Torbay area)          | £42.00  | £50.50                            | £92.50                                     |
| Same day call out<br>(Devon area)           | £81.00  | £60.25                            | £141.25                                    |
| Same day call out<br>(Cornwall area)        | £110.25   | £67.56                            | £177.81                                    |
| Same day call out<br>(Dorset area)          | £120.00   | £70.00                            | £190.00                                    |
| Out of hours call<br>out (Torbay area)      | £42.00  | £50.50                            | £92.50                                     |
| Out of hours call<br>out (Devon area)       | £81.00  | £60.25                            | £141.25                                    |
| Out of hours call<br>out (Cornwall<br>area) | £110.25   | £67.56                            | £177.81                                    |
| Out of hours call<br>out (Dorset area)      | £120.00   | £70.00                            | £190.00                                    |
| Normal call out<br>(Torbay area)            | £42.00  | £50.50                            | £92.50                                     |
| Normal call out<br>(Devon area)             | £81.00  | £60.25                            | £141.25                                    |
| Normal call out<br>(Cornwall area)          | £110.25   | £67.56                            | £177.81                                    |
| Normal call out<br>(Dorset area)            | £120.00   | £70.00                            | £190.00                                    |



## 3.23 SLA 22a Catering Equipment Servicing – Kitchen Canopy

### **Provider: Property Services Group**

The Property Services Group shall organise by contracting to various Contractors the annual cleaning of Kitchen Extract Canopy equipment as applicable to the site:

This involves internally cleaning the kitchen extract system including filters and canopy to discharge louvres. The purpose of this clean is to remove the build-up of grease and reduce the risk of potential fire hazards.

All work is carried out to industry-recognised standards and comes with a pre/post clean report with photographic evidence and a certificate. The post clean report also serves as evidence to your buildings insurers, environmental health officers and forms part of your fire risk assessment mitigation measures.

### **NOTES**

It should be noted that it not economically practicable to clean the kitchen extract system to a “like new” bright metal condition due to substrate staining. Grease will be removed to as far as possible to ensure that no fire hazard remains using manual scrapping methods.

### **UPON COMPLETION OF WORK**

1. All working areas are left as found.
2. Debris will be collected into bags and sealed for disposal on site by the Client
3. Equipment will be tidied away.
4. Upon completion of each area the Site Manger will be contacted to snag works and correct any areas necessary.
5. Obtain signature on Completion Report OC15 sheet.
6. Sign out, if appropriate.
7. Leave site in a safe and professional manner.
8. A Cleaning certificate shall be issued upon completion and payment of works.

### **Charges**

The SLA charges are based on the quantity of the installed equipment as provided by the Client. 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 Client.

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 call out charge rates**

It is not anticipated that there will be any reactive call outs under this SLA.

## 3.24 SLA 23 Radon Sampling

### **Provider: Property Services Group**

Radon (more properly known as radon-222) 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 the southwest of England is a radon Affected Area.

### **Measurement**

The Property Services Group shall organise the sampling of radon levels in buildings under the Client's control. The measurement devices will be placed at specific locations around the site for a period of three months normally during the autumn /winter period. Then collected and returned to Public Health England (PHE) 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 Client is to provide Torbay Council with up to date asset plans prior to the Radon Sampling being undertaken. These plans must show the room designation for the Radon sampling. This is to ensure that data detected during the sampling is attributed to the correct location.

The Property Services Group shall store copies of all radon-related documents on Civica.

### **Charges**

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

If up to date asset plans are required these will be fully chargeable to the asset Client and a quotation will be provided on request.

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

### **Reactive call out charge rates**

It is not anticipated that there will be any reactive call outs under this SLA.

## Clients Responsibilities

It is the responsibility of the Client under the following legislation and 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 Radiations Regulations 2017 (IRR17) are applicable where radon is present above the action level of 300 Bq/m<sup>3</sup> and employers are required to take 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.
- The HSE suggests where radon levels were found to be significantly less than 300 Bq/m<sup>3</sup> at the initial measurement, then the action required is to decide when the risk assessment will be reviewed. The period of re-measurement might be of the order of once every 10 years.

Radon levels found above 300 Bq/m<sup>3</sup> at the initial measurement and measures have been taken to reduce radon exposures (such as engineered systems or occupancy restrictions), the re-measurement periods may need to be significantly more frequent in order to verify their continuing effectiveness.

## 3.25 SLA 24 Key Holding & Alarm Response

### **Provider: Property Services Group**

The Property Services Group shall organise by contracting to various Contractors accredited to recognised organisations such as the Security Industry Authority (SIA) Approved Contractor Scheme (ACS) for the 24/7 key holding and alarm response service to automatic signals from installed alarm systems including:

- Signals from fire alarm systems
- Signals from intruder alarm systems
- Signals from panic alarm systems
- Signals from CCTV systems where they are set up for confirmed signalling/activation

Upon receipt of an alarm activation the Duty Controller will locate the nearest Alarm Response vehicle via a GPS monitoring system to ensure the quickest possible response to all alarm activations.

Upon responding to an out of hours alarm activation if urgent works are required to any of the electrical, plumbing or alarm systems to make safe and secure the site then the responding Alarm Response Officer will make contact with the necessary SLA contractor, from the out of hours call out list of Contractors provided to them by Torbay Council, for an engineer to attend. If either Police or Fire Brigade responses are required, then the Alarm Response Officer will make contact with them and request their attendance. If any of the above mentioned responses are required then either the Alarm Response Officer/Duty Controller will contact the site Client or their nominated site key holder to inform them.

The site Client must provide a full set of spares keys, alarm key fob and access control card/fob where applicable and your or your designated site key holder contact details prior to the commencement of this service provision. These will then be collected by the contractor and held secure by them with a tagging system for signing in and out.

### **Charges**

The SLA charges are based on the quantity and quality (schedule) of the installed equipment as provided by the Client or if re-joining the SLA a re-inspection of the site and equipment. Monitoring: The SLA cost is based on the site Client providing a full set of spare keys for the site along with the alarm fob and access control card/fob, if this is not provided then further charges may be applicable for putting this in place. 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 Client.

### **Reactive call out charge rates**

The table below sets out the minimum (1 hour) call out charge rates – if materials are used or repairs take longer than 1 hour, charges will be higher than the figures shown below:

| Description              | Contractor rate<br>(call out incl. 1 <sup>st</sup><br>hour on site) | Torbay Council<br>fee (25% + £40) | Total (minimum)<br>charge) per call<br>out |
|--------------------------|---|-----------------------------------|--|
| Same day call out        | TBC   | TBC                               | TBC  |
| Out of hours call<br>out | TBC   | TBC                               | TBC  |
| Normal call out          | TBC   | TBC                               | TBC  |

## 3.26 SLA 25 Sports Equipment Servicing

### **Provider: Property Services Group**

The Property Services Group shall organise by contracting to various Contractors the annual servicing and inspection of Gymnasium and Play Equipment as applicable to the site.

This involves an independent inspection of all gymnasium and playground equipment under the guidance of the RPII and ROSPA, which will include a detailed inspection report with accompanying photographs.

All work is carried out to industry-recognised standards and comes with a report with photographic evidence and a certificate. The report also serves as evidence to your buildings insurers, and forms part of your risk assessment mitigation measures.

All our staff are enhanced DBS certified and safeguarding certified in accordance with the requirements of the DfE guidance Keeping Children Safe in Education and the Childcare Disqualification Requirements – Disqualification under the Childcare Act 2006. A letter of assurance will be provided to all schools prior to our visit and our inspectors or maintenance staff will always carry both this letter and their enhanced DBS certificate.

### **Charges**

The SLA charges are based on the quantity of the installed equipment as provided by the Client or from a previous service inspection report of the site and equipment.

### **Reactive call out charge rates**

It is not anticipated that there will be any reactive call outs under this SLA.

## 3.27 SLA 27 Solar Panel Maintenance

### **Provider: Property Services Group**

The Property Services Group will facilitate the maintenance of Solar Panels. All installations are to be inspected and serviced at 12-monthly intervals unless specified differently by the client. The contractor will allow for full compliance with BS EN IEC 62446-2:2020 Photovoltaic (PV) systems – Requirements for testing, documentation and maintenance – Part 2: Grid connected systems – Maintenance of PV systems, 2020.

Inspections will include visual check, covering integrity of panels, fixings and inverters, cables are correctly separated, electrical testing of equipment, all labelling and safety signage is correct and visible.

Faults, breakdowns and technical support will only be provided through Civica and will be fully chargeable (See Reactive repairs and call outs).

The Property Services Group office hours are 08.30 – 17.00 hours. Monday to Thursday and 08.30 – 16.00 hours Fridays, during which time this office may be contacted by telephone or e-mail. (Out of hours support available by arrangement).

Any amendments to these documents that affect the contract will be negotiated at the time of implementation.

### **Client Responsibilities**

It is the Clients responsibility to ensure that they have their solar panels cleaned on a regular basis.

### **Charging**

The 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 Solar PV panels, cables or equipment linked to any Torbay Council or Third party providers systems.

### **Reactive call out charge rates**

It is not anticipated that there will be any reactive call outs under this SLA.



## 4.00 PROPERTY SERVICES GROUP CHARGES & SERVICE AND REACTIVE REPAIR RECORDS FOR SERVICE LEVEL AGREEMENTS

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**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 as provided by the Client (excluding any on-site equipment not yet handed over to the Client 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 Client 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 Additional Charges, 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.

Each job / call-out below £500.00 (Ex. VAT) will carry a Torbay Council management fee of 25% plus £40.00 (+VAT).

**NOTE: For all work over £500.00 a quotation or fee proposal will be provided on request.**

Where the client requests any additional advice/support/site visits regarding SLAs, reactive repairs or call outs. The client will be advised that there will be an additional

charge, the time incurred will be charged on a “time charge” basis. Our current time charge rate is £65.00 per hour (+VAT, Minimum invoice 1 hour).

#### **4.08 Invoicing by Property Services**

Property Services will invoice the SLA charges quarterly. 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.

Invoices for any reactive repairs will be presented for payment on a regular basis. The substantiation for these invoices will be accessed via Civica 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 Civica**

##### Civica Overview

Civica is Torbay Council's property and asset management system. Civica is a web-based solution which runs in any browser and via mobile apps.

##### Service & Reactive Documents

Civica 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 Civica that you will access via your provided password. The document can be viewed via the property module and found in the documents folder.

This 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 any time.

### Help Calls/Instruction

There is a Help Calls Module within Civica that enables the user to log details of problems and manage these through to resolution. Calls are allocated a unique reference by the system and the user can log the origin of the call as well as allocate an internal owner and external supplier. The client must utilise Civica to log all breakdowns and callouts.

For further information please go to: [www.civica.com](http://www.civica.com).

Guidance notes have been provided 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@torbay.gov.uk](mailto:propertyserviceshelpdesk@torbay.gov.uk)

**Please note that the information made available via Civica will be updated (annually on the 1st April) and superseded records will not be retained by Torbay Council – please ensure that you save copies of your data in a suitable format in a secure location for your future use.**

## 5.00 ACCEPTANCE

**5.02** Please ensure that you have reviewed and understand the SLA document and indicate the services required by ticking appropriate SLA box.

**5.03** Please sign and return the documents, to; David Blanchard, Property Services Manager, Torbay Council, Tor Hill House, Union Street, Torquay, TQ2 5QW or email:

[propertyserviceshelpdesk@torbay.gov.uk](mailto:propertyserviceshelpdesk@torbay.gov.uk)

| SLA Length of Agreement Acceptance                       | Please Tick |
|--|-------------|
| 1 <sup>st</sup> April 2025 – 31 <sup>st</sup> March 2026 |             |

| SLA No. | Description of Service                                   | Please Tick Required SLA |
|---------|--|--------------------------|
| 1.      | Servicing of Mechanical / Electrical Plant and Equipment |                          |
| 2.      | Fixed Wiring Inspections (5 yearly EICR)                 |                          |
| 2a.     | Fixed Wiring Inspections - Thermal Imaging               |                          |
| 2b.     | Electrical Reactive Repairs                              |                          |
| 3.      | Fire Alarm & Emergency Lighting Maintenance              |                          |
| 4.      | Lightning Protection System Inspection & Testing         |                          |
| 5.      | Lift Maintenance   |                          |
| 6.      | Auto-Door Maintenance                                    |                          |
| 7.      | Asbestos Monitoring                                      |                          |
| 8.      | The Energy Performance of Buildings (EPBD) (DEC)         |                          |
| 9.      | Water Hygiene Risk Assessments                           |                          |
| 9a.     | Water Hygiene Monitoring                                 |                          |
| 11.     | Access Controls  |                          |
| 12.     | Intruder Alarm Maintenance & Monitoring                  |                          |
| 13.     | Automatic Gates & Barriers                               |                          |
| SLA No. | Description of Service                                   |                          |

|      |   |  |
|------|---|--|
| 13a. | Roller Shutters                               |  |
| 15.  | Patient handing Equipment (Hoists & Baths)    |  |
| 16.  | Fire Extinguisher Maintenance                 |  |
| 17.  | Portable Appliance Testing                    |  |
| 18.  | CCTV  |  |
| 19.  | Tree Inspections                              |  |
| 20.  | Building Gutter Clearing                      |  |
| 22.  | Catering Equipment Servicing                  |  |
| 22a. | Catering Equipment Servicing – Kitchen Canopy |  |
| 23.  | Radon Monitoring                              |  |
| 24.  | Key Holding & Alarm Response                  |  |
| 25.  | Sports Equipment Servicing                    |  |
| 27.  | Solar PV Maintenance                          |  |

**PLEASE TURN OVER TO COMPLETE AND SIGN THE DOCUMENT**

**5.5 ACCEPTANCE**

**NAME OF PROPERTY:**

We hereby confirm that we had reviewed and understand this SLA Document and wish to utilise Property Services Group for the services indicated overleaf for the SLAs for the period:-

**1st April 2025 – 31st March 2026**

We understand and 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 : David Blanchard – Property Services Manager

## 6.00 ADDITIONAL SERVICES

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### 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.

### **Responsibilities of PROPERTY SERVICES GROUP**

**6.05** 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.

**6.06** Regular updates and reports on all projects will be submitted to the clients in accordance with normal industry practices.

**6.07** Areas that can be considered:

- Architectural Services
- Quantity Surveying
- Contract Management
- Building Services
- Building Surveying

**6.08** Specialist advice is available on:

- Health and Safety & CDM
- CCTV installations
- Building Regulations
- Planning Applications
- Water Hygiene
- Asbestos
- Lift Maintenance
- Electrical tests and inspections
- Lightning protection systems
- EA Compliance
- Construction Dispute Resolution

**6.09** Asset Management related services:

- Asset data collection, and management
- Condition surveys
- Maintenance / Cost Planning and Cyclical maintenance

**6.10 Responsibilities of Client**

**6.11** 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.

**6.12** To ensure that changes to the brief are introduced with reasonable notice.

**6.13** Provide adequate lead-in time to obtain a quality design.

**6.14** To secure the funding for the project and to obtain necessary approvals before commissioning the work.

**6.15 Communication**

**6.16** 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

**6.17 Basis of Charge**



**6.18** 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.

**6.19** 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 Torbay Council's resource management system, or as a percentage of the project value.

## 7.00 CONTACT POINTS/OPERATIONAL HOURS

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|     |  |  |
|-----|--|--|
| 7.1 | <b>Operational Hours</b>   | <b>The Property Services office hours are 08.30 – 17.00 Monday to Thursday and 08.30 – 16.00 Fridays. (Out of hours support available by prior arrangement).<br/>The SLA Services offered will be delivered Monday to Friday between the hours of 08.00 -16.30 (Excluding Bank Holidays)</b> |
| 7.2 | <b>Property Services Helpdesk</b>  | <b>propertyserviceshelpdesk@torbay.gov.uk</b>  |
| 7.3 | <b>Emergency Only Contact Phone Numbers<br/>(Monday – Friday)</b>  | <b>01803 923310<br/>Main Reception 01803 926310<br/>Finance 01803 xxxxxx</b>   |
| 7.4 | <b>Out of Hours emergency contact numbers will be provided via Civica</b><br>If you use this arrangement, you must in this instance email:<br><a href="mailto:propertyserviceshelpdesk@torbay.gov.uk">propertyserviceshelpdesk@torbay.gov.uk</a> within 24 hours of the occurrence. Failure to do this may incur additional charges. |  |

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This document can be made available in other languages and formats.  
For more information please contact \*\*insert your team email or  
phone no here\*\*

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