



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

REPAIRS AND MAINTENANCE SERVICE LEVEL AGREEMENT

PROPERTY TYPE: **SCHOOLS**

REFERENCE: **SLA-ED-001**

VERSION: **002-B**

DATE: **01/04/2013 To 31/03/2017**

Property Department,
Cyngor Sir Ynys Môn,
Swyddfa'r Sir,
Llangefni
LL777TW

PROPERTY REPAIRS AND MAINTENANCE SERVICE LEVEL AGREEMENT

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INTRODUCTION AND OVERVIEW

The aim of this Agreement (SLA) is to define the roles and responsibilities of Property Services, Primary Schools and Central Services in working together to deliver the optimum service within budget.

The services to be provided under this SLA are-

- Building Repairs and Maintenance
- Mechanical and Electrical Repairs
- Servicing Agreements

The service will be delivered by-

Property Services - who will co-ordinate the service delivery and strategic management. They will aim to deliver a repair and maintenance service which achieves the users expectations by-

- Managing resources centrally;
- Creating an annual programme of repairs and maintenance which takes account of individual site needs;
- Arranging building, mechanical and electrical repairs through appointing competent contractors;
- Responding to emergencies within 24 hrs;
- Ensuring all work is undertaken in a safe manner and fully in accordance with the CDM Regulations 2007 including appointing CDM coordinators for all notifiable projects;
- Procure service agreements for all properties in order to achieve value for money;
- Complying with the council's contract procedure rules and European Procurement Legislation;
- Establishing a dedicated team to deliver and respond to users concerns;
- Managing the budget to provide a value for money r&m service;
- Agree any local variations to the service needs and budget;
- Providing performance reports and forecasts of future need;
- Regular inspections of premises;
- Providing 24 hour call out service every day of the year;
- Monitoring expenditure of the budget and making recommendations for level of budget required;
- Advising Governing Bodies regarding their duties in regarding health and safety property risks;
- Arranging and updating asbestos registers;
- In consultation with the Education department, applying or assisting in applications for capital and
- All Property actions as listed in the schedules of responsibilities in the Appendices.

Schools - who will provide service management locally in their buildings;

- Arranging works that remain the responsibility of service users as set out in Schedule 2
- Providing assistance to maintenance contractors whilst on site
- Ensuring permit to work forms are signed before allowing work to continue
- Carrying out annual health and safety inspections of the premises
- All Building Manager actions as listed in the schedule of responsibilities

Education Department -

- Agreeing the annual maintenance programme
- Notifying Schools of their H&S responsibilities
- Appointing competent building managers/duty holders
- All Departmental actions as listed in the schedule of responsibilities

Corporate Health and Safety Team

- Health and Safety advice and guidance

REVIEW

This SLA will be subject to regular review and update

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SCHEDULE 1- RESPONSIBILITIES FOR MAINTENANCE

	Arranging Work		Budget		
	Property Services	Schools	School R&M	Fair Funding	Capital
Internal decorations		✓	✓		
Repair/replacement of non asbestos floor covering		✓	✓		
Cleaning graffiti		✓	✓		
Glazing		✓	✓		
Cleaning gutters		✓	✓		
Class change bells		✓	✓		
Burglar alarms		✓	✓		
CCTV		✓	✓		
Door control systems		✓	✓		
Signage		✓	✓		
Blinds and curtains		✓	✓		
Litter bins		✓	✓		
Grounds maintenance - Soft Landscaping		✓	✓		
Trees		✓	✓		
Teaching equipment		✓	✓		
Light bulbs etc		✓	✓		
Portable electrical equipment		✓	✓		
Computer network		✓	✓		
Telephone systems		✓	✓		
Fire fighting equipment		✓	✓		
Pest control		✓	✓		
Play ground equipment		✓	✓		
Sports and Gym equipment		✓	✓		
Flood defences		✓	✓		
Dust Extraction Systems		✓	✓		
Fume Cupboards		✓	✓		
CDT Machinery		✓	✓		
First Aid		✓	✓		
Furniture		✓			
Grounds maintenance -Hard Landscaping	✓			✓	✓
All other minor maintenance	✓			✓	✓
Major planned maintenance	✓			✓	✓
Asbestos removal	✓			✓	✓

N.B. Building Cleaning and Ground maintenance (Soft Landscaping) are subject to Separate Service Level Agreements

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SCHEDULE 2- GENERAL RESPONSIBILITIES

	Property R&M	Building Manager	Education Department	Corp H&S	Other
Inspections & Surveys					
Annual Governors Health and Safety Inspection		✓			
5 Year Asset Management Survey	✓				
Annual Joint Property Inspection	✓	✓			
Regular School Inspections		✓			
Health and Safety Audits				✓	
Suitability Surveys			✓		
Ensure reporting mechanisms in place		✓			
Works Notification - Planned Maintenance					
Submit Governors Survey to Property		✓			
Agree & Sign off Joint Property Survey	✓	✓			
Works Notification - Reactive Maintenance					
Contact help desk by e mail		✓			
Control of Contractors					
Maintain select list of contractors	✓				
Assess contractor competency	✓				
Issue orders	✓				
Process payments	✓				
Nominating Site Building manager			✓		
Arrange signing of permit to work		✓			
Arranging Works - Planned Maintenance					
Agreeing the annual programme	✓		✓		
Performing CDM Client role	✓		✓		
Preparing tender documents	✓				
Appointing CDM co-ordinators	✓				
Obtaining tenders	✓				
Appointing competent contractor	✓				
Monitoring on site performance	✓				
Attending Site H&S meetings	✓	✓			
Arranging Works - Reactive Maintenance					
Agreeing priority	✓		✓		
Arranging tenders/quotes	✓				
Arranging urgent works	✓				
Monitoring quality	✓	✓			
Processing payments	✓				
Servicing Contracts					
Obtaining Tenders	✓				
Monitoring works	✓				
Processing payments	✓				
Other					
Monitoring budgets and expenditure	✓				
Providing r&m advice	✓				
Applying for funding	✓				

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SCHEDULE 3- HEALTH AND SAFETY					

Building Managers are responsible for the following additional tasks.

- Risk assessment of car parks/pedestrian separation
- Control of contractors for works commissioned by schools
- COSSH Assessments
- Annual update of the fire action plan
- Updating the fire log book
- Fire drills
- Updating the legionella log book
- Liaison with community groups and other users of the building

The following tasks are also the responsibility of building managers who may delegate the task to caretakers or cleaners in charge. There will be an additional charge against the cleaning costs if this option is taken.

- Fire extinguishers - visual checks
- Fire alarms - Daily check of the panel
- Fire Alarms - Weekly test
- Legionella - Water temperature monitoring
- Legionella - Flushing

