

Service Level
Agreement/Specification

For

**Maintenance and Associated Risk
Management
Services**

at

**New College Campus and
Associated properties**

January 2025

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3. Service Specification

a. General

Buildings, fabric, plant, equipment, and installed services must be maintained in accordance with a recognised planned preventive maintenance (PPM) system,

4. Reactive Maintenance

Requests for reactive maintenance will be categorised by the Maintenance Manager and will be classified emergency, urgent or routine.

Emergency faults are those where there is an immediate and serious risk of injury to College users. Examples are exposed power cables, structural collapse and situations such as persons locked in rooms.

Urgent faults are those where there is a situation which significantly disrupts normal use of a room or area and includes situations such as localised power failures, heating and hot water interruption and building defects including attention to non-closing doors/non-operating locks.

Routine faults are those which have no immediate impact upon use of rooms or areas. These include cracked glass where still safe, doors requiring easing and minor building defects.

Response times are as follows:

Emergency Fault: response immediate . Fault rectified within 4 hours

Urgent Fault: response within 1 hour . Fault rectified by end of working day

Routine Fault: response within 2 working days . Fault rectified within 5 working days

The purpose of the above is to ensure that labour is directed to the area where most needed given demands at any specific time.

In carrying out the reactive work the maintenance team will liaise with the user in order to minimise any disruption caused by the required work.

5. College Estate Data Requirements

Estate data must be recorded and maintained on a regular basis. This information must be precise, definitive, and readily accessible being stored in an environment that affords protection to those records.

Such data must be available to ensure the College can complete any returns as required by others

Any information must be easily available to the College in both electronic and hard copy media.

Key information must be duplicated and kept safe and available remote from the site to allow for continued service should events occur which are unforeseen and would result in information loss. Electronic data is to be stored on College IT server.

Documentation concerning all statutory records and regulations must be kept up to date and accurate. They must be available for issue, on request, by the College at all times. Site data must be recorded and maintained to satisfy any returns required to be made by the College. All data storage is to conform with New Colleges GDPR Policy.

6. Estate Emergency and Contingency Planning

The Maintenance Office Manager is responsible for updating/reviewing the Maintenance section of the College Emergency Procedure on an annual basis.

The Maintenance Manager, Maintenance Office Manager and Health and Safety Manager will ensure that those staff likely to be involved in any emergency situation are trained and competent to complete safely any work required. Maintenance staff are to be appraised of the College Emergency Procedure.

7. MECHANICAL SERVICES

a. General

All work must be carried out in compliance with statutory regulations.

All work must be carried out to ensure that the College operates in a safe and comfortable environment.

b. Heat Source Installations

In refurbished accommodation, heating systems must be maintained to operate satisfactorily and meet their design performance.

In un-refurbished accommodation the entire heating system must be maintained to operate satisfactorily and to provide optimum performance.

c. Heating Ventilating and Air-Conditioning Plant (HVAC)

HVAC systems in refurbished accommodation must be maintained to operate satisfactorily and meet their design performance.

In un-refurbished accommodation any heating system must be maintained to operate satisfactorily and to provide optimum performance.

d. Hot and Cold Water Systems

Installations in refurbished accommodation must be maintained in good condition, the integrity of the systems must be protected and the installation must be maintained in full compliance with Health and Safety Executive Approved Code of Practice and Guidance L8 (The Control of legionella bacteria in water systems).

The installation must be maintained to comply fully with the requirements of all local water byelaws

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10. BUILDING MAINTENANCE

a. General

All buildings on site must be maintained to meet their functional requirements. Those functional requirements are:

b. Strength and Stability

All buildings are to be maintained such that no part of the structure or its internal finishes are prone to partial or full collapse thereby compromising the integrity of those buildings.

Un-renewed buildings must be maintained so as not to compromise the integrity of the office at the earliest opportunity.

c. Fire Resistance

Building stock must be maintained so as not to compromise designed fire precaution standards.

Any fault condition which compromises any building elements forming part of any fire compartmentation must be given an urgent classification.

d. Thermal Insulation

Buildings must be maintained to ensure that the design performance of the building envelope is maintained.

e. Sound Insulation

Refurbished buildings must be maintained to ensure that the design performance of the building and its components are maintained.

Un-refurbished buildings must be maintained so as not to reduce any sound reduction or attenuation qualities. This is to only apply to areas where increases in noise would

h. Site Drainage

The site surface water, soil drainage systems, all access points, and their coverings must be maintained in good working order.

Sewage treatment plant and installations must be maintained to ensure that they operate to their optimum performance.

i. Planned Maintenance of Buildings

A planned preventive maintenance system has been implemented to ensure the internal and external fabric of all buildings is maintained. The system includes planned maintenance of the following systems or components:

Fire resisting door sets

Fire Exit doors

Water drainage system components which if neglected are liable to lead to defects or unsafe situations. Main drain runs and branches are not included except for main kitchen areas. For main drain runs and branches normal reactive maintenance requirements must apply.

Cleaning of roofs, gutters

The internal fabric must be maintained to provide a clean and pleasant environment.

All door sets (doors, frames, linings etc) must be kept functional and maintained in good working order.

All windows must be kept functional and maintained in good working order.

All fixtures, fittings, and door furniture must be kept maintained in good working order.

Attendance by the maintenance team to fix or maintain individual or personal fixtures such as pictures, furniture etc. will be carried out provided the person requesting the work is authorised to request such work.

j. Asbestos

The Maintenance Manager and Maintenance Office Manager are responsible for ensuring that the College is in full compliance with the Control of Asbestos Regulations 2012.

The Maintenance Manager or Maintenance Office Manager will maintain an Asbestos register as required and will ensure that all records on asbestos issues are readily available. Any contractor working on College sites will be provided with access to this register or that part of it which covers an area where they

11. EXTERNALS

a. Hard surfaces and Areas

All roads, paths, car parks and other 'hard' areas must be regularly maintained.

As well as for buildings, roads, paths, car parks and other hard areas must be maintained to perform their function and be safe to use.

b. Street Furniture

All street furniture, fixed and moveable, must be kept maintained and in working order.

c. Fences and Boundaries

Fences and site boundaries must be maintained in a safe, functional and good condition by undertaking both planned and reactive maintenance.

d. Trees

Trees are dealt with as follows, through the Gardens Fellow for the main college site and surrounding areas.

e. Winter Weather

The maintenance team will, assisted by the Yardmen and Grounds staff, keep all roads, paths, and car parks free from ice and snow in accordance with the College procedure.

f. Pest Control Service

The Maintenance Office shall use appropriate measures to rid the College of Pests and thereafter work to maintain a satisfactory Pest free environment.

The Maintenance Office will ensure that the College is a Pest free environment as far as possible. The responsibility of the Catering Manager, and all other areas are the Clerk of Works Office.

After each and every visit, the College contractor will ensure there is a written report on the findings of the inspections and the steps to be taken in respect of each finding, such a report must be available to be inspected by the College 7 days after the visit.

In all cases, the most humane method of treatment should be considered first. However where the use of pesticides is deemed necessary, then the contractor shall keep a record of the pesticides to be used in the provision of the service. This record is to be available for inspection by the College.

The contractor shall only use those pesticides, which have been approved under the relevant legislation or guidance.

The contractor shall ensure that their staff are adequately trained in the use of the pesticides and all other specific aspects of this service.

The contractor shall supply all materials and equipment necessary to carry out this Pest Control Service.

The contractor shall keep all dangerous materials and equipment under control and safe keeping with all pesticides clearly and correctly identifiable by labels on all containers. In the application of these pest control materials and equipment extreme care must be exercised by the contractor to ensure that appropriate pest control media are chosen in areas the College considers that there is a high risk to its users.

12. Risk Management

a. General

All maintenance work is to be assessed for risk before commencement. If risks are identified then no work is to proceed until those risks have been eliminated or reduced, so far as practical.

b. Scope of service

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