

SERVICE LEVEL AGREEMENT AT A GLANCE

The SLA package covers advice and support on technical issues and contract administration (when selecting the service through us). It does not cover the Contractors costs for repairs and maintenance or works carried out. The cost of the Service Level Agreement fee is dependent on the size of the building. The cost is calculated per site.

- Small building (up to 500m²) £792
- Medium sized building (501m² – 2000m²) £1,056
- Large building (2001m² – 7000m²) £1,320
- Extra large building (over 7000m²) £1,980

All customers need to log on to the website <https://builtenvironment.bradford.gov.uk/> using their customer login and renew the SLA online. The package includes the following:

Term of SLA

SLA's commence 1 April and end 31 March and can be for a term greater than one year. There may be a financial benefit to the customer when an extended SLA's is taken as the Technical Fee is frozen for the term of the SLA. Customers signing for one year, or cancelling an SLA, may be subject to an increase in price for subsequent years or upon re-registering.

Renewal of SLA

Renewal registrations start January each year. We ask that you renew your SLA as early as possible (preferably

before 11 March) so that relevant schedules can be prepared and orders placed in time for commencement of your SLA. The Technical Fee will not be charged until after the SLA has commenced. Invoices for the Technical Fee generally go our late May/early June.

Late registrations may incur an administration fee.

Abortive Fee

Where we are charged an abortive fee or incur a cost for a service visit that is no longer required (but has not been cancelled with us in a timely manner), then the full cost of that will be invoiced to the customer. This also applies if the equipment to be serviced is not on site at the time of the visit or if the customer refuses the contractor access to the site when an appointment has been made (and agreed) in advance of the visit.

Where an Operative is required to wait an excessive amount of time e.g. over 20 minutes to carry out a service following a scheduled appointment, then additional charges may apply. If the Operative has to leave for the next appointment without being able to carry out the service/maintenance then an abortive fee may be charged.

Payment

We invoice electronically (where possible). Payment is required within 30 days of date of invoice.

Whilst the tables throughout the brochure give an indication of the frequency of servicing, these may vary depending on equipment on site or type of premises. Other factors outside of our control e.g. changes in legislation or incidences like the Pandemic may also impact on any pre-planned frequency.

What the package covers:

What it is	What it means
Asbestos (if requested)	<p>Unlimited advice and support as well as a periodic inspection. Any alterations will be updated on your Asbestos Management Plan provided:</p> <ul style="list-style-type: none"> ● You have not employed an external company to carry out asbestos surveys subsequent to the Council having carried it out. This is only applicable for council owned buildings as we do not carry out an Asbestos Survey for any other properties. ● You have not carried out any asbestos works through an external company without the prior knowledge, involvement and influence of the Council's Asbestos Unit. <p>No responsibility can be taken for management of the asbestos plan by the Asbestos Unit if third parties have been employed to carry out work (without the Asbestos Unit's involvement) as this can directly affect the existing plan and therefore the Asbestos Unit would have no confidence of its accuracy. In such an instance, the Asbestos Unit has the right to withdraw this part of the Service from the SLA unless a specific agreement has been reached between the Asbestos Unit and the Customer.</p>
Contract Management	<ul style="list-style-type: none"> ● Various Teams (along with Procurement) will procure the contractors etc. This means that specifications they have to work to will have been set by experts. ● Customer selects which service is required and we organise the relevant approved contractor (or our own operatives) to carry out the service. ● Issues raised (by our customers) about the contractor will be dealt with by us. ● We will monitor and review the contractor and take action where appropriate/required. ● We will invoice you for the service carried out by the contractor. ● The contractor is answerable to the Council for the delivery of the service. ● The volume of customers we have enables us to detect if a pattern is emerging and enables us to take appropriate action to alert/safeguard customers.

What it is	What it means
Surveyor Visit x 2	Site visits by a Building Surveyor for up to 2 separate incidents e.g. you may have a large crack in the wall appear for which a surveyor is required. But, if the surveyor has to visit several times to monitor/inspect it then that is classed as one incident. Even if there are 5 visits related to it.
Emergency/Major Incident Support	<p>Experts will support you through any major incident or disaster. This could include Building Surveyors, Electricians, Mechanical Engineers etc.</p> <ul style="list-style-type: none"> ● 24/7 availability in the event of an emergency. ● Ring the helpdesk line for access (01274 431877). ● Out of hours calls are automatically diverted to the Council's CCTV Monitoring Station. The team have contact details for all our key people as well as across the Council including our contractors.
Unlimited phone advice and support from experts	<p>If you have concerns about anything building related, and require technical advice, you can speak to our experts to get reassurance/support.</p> <ul style="list-style-type: none"> ● You may already be getting expert support in the background without realising it e.g. The Council's Legionella Officer also gets a copy of the customer's legionella report. If there are any concerns, then the customer will be contacted and support provided to address those concerns. ● Our experts also have access to other experts across the Council e.g. Building Control so can tap into additional resources for advice.
Access to Help Desk (01274 431877)	<p>Service requests for reactive maintenance can be raised direct with the Helpdesk e.g. If you have a leak and urgently need a plumber, or your boiler breaks down then you can contact the helpdesk and they will organise the repair for you or get you a quote.</p> <p>If you need a Technical Expert to provide advice, then ring the Helpdesk and they will either put you through or get someone to ring you back.</p>
Online TF Cloud	<p>TF Cloud is new for our customers. Once you have your TF login and password from us then you have 24/7 access to it (only while your SLA is live).</p> <p>Through it:</p> <ul style="list-style-type: none"> ● You have access to your site's Planned Preventative Maintenance (PPM) schedule on our system for any services you have as part of your SLA. ● You can view service sheets related to the PPM services you have through us. ● You are able to raise reactive job requests on line at your convenience 24/7. ● You can track the status of your job requests. ● More than one person can have access to the records and people can have access to more than one site. ● Head Office can access records for all their sites.
Review of the site	<p>If you are not quite sure whether you have certain equipment on site or whether you have selected the right choices for what you need from us, then a review of your site can be carried out. A Technical Expert will walk through your site/boiler room with you/your site manager, review what you have and advise what you should consider for your PPM as a service through us.</p>
SLA Online	<ul style="list-style-type: none"> ● You can access your SLA online at any time and keep your contact information accurate. ● You can amend your SLA at any time throughout the term of your SLA (without penalty) by contacting BE@bradford.gov.uk ● You will receive important emails/alerts via the online system when you need to be made aware of anything.
Energy Audit (if requested)	<ul style="list-style-type: none"> ● We can carry out a survey of your site and produce a detailed energy report which identifies where savings and improvements can be made, containing indicative costs and estimated savings.
BEMS Support (if system installed)	<ul style="list-style-type: none"> ● Most of our customers are schools which have a Building Energy Management System (i.e. computer based heating controls to control the buildings energy such as heating, ventilation and hot water) installed. Our team may be able to provide support to non-school customers if they have a similar system installed and something should go wrong. If able to, will access systems remotely to monitor or make adjustments. This can help to identify faults and issues earlier through alarms on the system.

Prices available on request for:

1. Condition Surveys
2. Creation of an Asbestos Management Plan (provided up to date electronic plans are available)
3. Fire Risk Assessment

The services we offer via the checklist are not a comprehensive list of all maintenance responsibilities of the school/building custodian/responsible person. It is only services we offer under our planned maintenance SLA. Additional ad-hoc 'reactive' maintenance can be carried out as and when needed (at the customer's request by contacting the Helpdesk) for a vast range of repairs/maintenance/installations. Our service does not replace the general caretaker responsibilities of carrying out regular checks of the plant room and the site to make sure everything is in order and functioning.