

Service Level  
Agreement/Specification

For

Maintenance and Associated Risk  
Management  
Services

at

New College Campus and  
Associated properties

August 2019





### 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, maintenance manuals and manufacturer's recommendations. The PPM work will be carried out so as to ensure the absolute minimum interruption to the normal working of the College.

All maintenance functions must be carried out to comply with Health & Safety legislation, Department of Health and Department of the Environment Transport & Regions Guidance (DETR). This must include any access requirements.

All work must be carried out to ensure that the College operates in a safe and comfortable environment. Contractors must adhere to all relevant College policies so far as these policies affect the work of maintenance discipline.

#### b. Maintenance Team

In order to provide the required service the team must be:

- (a) of relevant and necessary skill mix
- (b) trained so as to provide the required level of service
- (c) adequate in providing a service to the site taking into account the usual operational constraints.
- (d) Sufficient to cover annual leave allowances, sickness and other absences

Staff must be:

- (a) courteous and polite to all official users of the College including staff, graduates and under-graduates, fellows and members of the public.
- (b) be visibly identified at all times when on duty
- (c) suitably attired for all weather and working environments when on duty

#### c. Contract Labour

When the College employs contract labour on maintenance work, the contractors must provide not only insurance and construction tax details but also their Health & Safety policies. These details to be re-submitted on an annual basis.

Contractors staff must also adhere to the College 'Code of Conduct for Contractors which will include that they be:

- (a) courteous and polite to all official users of the College including staff, graduates and under-graduates, fellows and members of the public.
- (b) be visibly identified at all times when on duty
- (c) suitably attired for all weather and working environments when on duty

#### 4. Reactive Maintenance

Requests for reactive maintenance will be categorised by the Deputy Clerk of Works 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,



Earlier standard insulation must be carried out using current day insulation standard and materials when making a local repair.

e. Fire Fighting Equipment

At all times the system must be fully maintained to achieve the highest possible serviceability and functionality.

Weekly system checks will be carried out on the main College campus and outlying buildings and records of these tests will be recorded.

At times the Clerk of Works office will be required to organise in fire drills which may include activation and re-setting of alarms.

#### e. Other Electrical Equipment/Systems

The Clerk of Works must ensure that all alarm and intruder systems and installations are maintained to operate in a satisfactory manner.

All equipment used by the College's personnel must be maintained in a safe condition and meet the reasonable operational needs of College staff.

All electrical appliances owned by the College must be checked and be in a safe condition before being used in accordance with College policy.

Reactive maintenance must be provided on demand. Users must report Faults, damage, and malfunctions at the earliest opportunity.

The Clerk of Works office must carry out portable appliance testing in accordance with The Electricity at Work Act 1989 and maintain a database register which should be readily available to the College at all times.

### 9. LIFT AND ELEVATOR SERVICES (including Evacuation chairs)

#### a. General

Lifts must be maintained to comply with statutory requirements to provide a safe and reliable service for users.

#### b. Downtime

During normal College operating periods, downtime on existing lifts must be restricted to two days per month per lift; no more than twelve days per annum per lift except in the case of complex or major failure when the downtime may be unavoidable.

Downtime as specified above does not include time required for statutory inspections and servicing.

#### c. Trapped Persons

People trapped in lifts during the period 8am to 4.30



## 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.

Structural defects observed must be reported to the Bursar's and Domestic Bursar's 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 compromise working conditions and confidentiality.

### f. External Appearance

The appearance of any new buildings must be maintained as built except for normal weathering effects.

Existing buildings must be maintained to prevent any further significant deterioration given the particular historical

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#### 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

Manhole covers and frames, open or grated gulley's and other foul-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

An annual redecoration programme will be agreed with the College and implemented. This programme must be implemented with minimal disruption to the operation of the College.

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.

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