

Property Management Service Level Agreement

2014



A black and white photograph of three men wearing hard hats and business attire, leaning over a table and reviewing architectural plans. The man on the left is wearing a white shirt and jeans, the man in the middle is wearing a white shirt and a dark jacket, and the man on the right is wearing a dark suit jacket. They are all looking down at the plans with interest.

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If you require a copy in larger print or different format, please contact our Technical Support Team on **01772 535427**.

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Welcome

Lancashire County Council Corporate Property Group is a multi disciplinary group of property professionals based in the Office of the Chief Executive.

Our mission statement, key objectives and customer charter are set out opposite. These are fundamental to how we offer services to our clients.

We are committed to continuous improvement and look forward to working with you, our client over the coming years. The service level agreement offers a variety of support services enabling you to manage your estate in an organised and compliant way ensuring that the myriad of construction related rules and regulations are met.

Should you have any queries please do not hesitate to contact one of our dedicated staff who will be able to assist.

Kind Regards

Gary Pearse

Assistant Director of Property
Corporate Property Group

Mission Statement and Key Objectives

- To be recognised as the best source for services and advice on construction, property and facilities management for schools.
- To perform for our customers the highest level of quality professional services to schools.
- To maintain the highest levels of professionalism, integrity, honesty and fairness in our relationships with schools.
- Provide a quick and effective response to all your premises related needs.
- Work in partnership with all stakeholders in the school setting.
- To encourage an environment of continuous service improvement to the benefit of our clients.

Andrew Hird

Head of Building Asset Maintenance
Corporate Property Group

Customer Charter

- We are committed to giving you a high standard of service at all times.
- We will make it as easy as possible for you to contact us.
- We will ensure that all telephone calls are answered promptly and that staff members give their name when answering the telephone. Messages left on voicemail systems will be attended to in a timely manner.
- We will ensure that frontline staff have up to date information to enable them to handle calls in the most efficient and effective manner presenting themselves in a smart, polite and friendly fashion.
- All staff will wear and display identity badges.
- We will acknowledge all correspondence, including emails, within 5 working days. Routine enquiries will receive a definitive reply within 10 working days, whilst complex queries involving research or further consultation will receive a reply within 20 working days.
- We will ensure that all our services comply with the provisions of the Equality Act 2010 and we will promote a culture of respect for diversity among all our clients and staff.
- We will provide fully trained staff and actively encourage continuing professional development.
- Compliments, comments or complaints will be dealt with by a senior member of staff. You will be provided with a clear, transparent response to your feedback and we'll ensure that our operational systems are kept under constant review to improve our services.



Responsibilities and Choices

Managing an operational building, ensuring statutory and legislative compliance, premises health and safety needs are met and the fundamental elements of the fabric are maintained in good order for the future, is a complex task. With a backdrop of delegated funding, it can sometimes be difficult to balance reactive maintenance needs, planned maintenance and those items that enhance the school setting and curriculum. Therefore, it is important that construction professionals are on hand to assist and advise on these matters.

The management of the school premises is a shared responsibility between the school, the Corporate Landlord, the Local Authority, the Governing Body and Diocese Board of Education in the case of aided schools. The premises manager has the key responsibility in local stewardship of the built

environment and retains direct control over the activities within each setting. This falls to the Head teacher and the Governing Body.

The relationship between aided schools, academies and the local authority is different to community schools. However, this Service Level Agreement recognises that the premises manager and health and safety responsibilities remain the same and, therefore, provides the same high levels of service to all aided and academy schools.

Your school has the funding responsibility for all repairs and maintenance. You must, therefore, choose how best you should manage this requirement. To assist in this process we have outlined the alternative options below.

Corporate Property Group Service Level Agreement:

- Receive expert assistance from a professional consultancy in discharging your duties as a premises manager
- Ensure that you are compliant with statute and legislation whilst managing the premises
- Benefit from buying into corporately agreed rates for servicing contracts, maximising bulk purchasing powers
- Receive advice around all aspects of repairs and maintenance for building and engineering
- Be assured that your maintenance requirements, foreseen and unforeseen, will be managed effectively
- Receive emergency out of hours support
- Benefit from advice relating to funding, bidding processes and future maintenance needs

For those choosing not to use this service, or organising works themselves, careful consideration as to how responsibilities are managed will need to be given.

Some of the main points for schools to consider are covered below:

- Maintain the building in a safe operational manner
- Accept responsibility and accountability for all maintenance of the school's property
- Take on all health and safety responsibilities
- Ensure you are compliant with all statutory and legislative requirements for the building and its infrastructure
- Accept the responsibility for the control of contractors including the management of asbestos associated with undertaking repair and maintenance works

Service Level Agreement Options

Not every client has the same level of resources to manage their building effectively; therefore this Service Level Agreement provides choices enabling you, the client, to tailor our services to better meet your needs dependent of the level of skill, competency and resource already available to you.

Managing the building can be divided into the following key aspects:

- Consultancy and advice, forward planning and health and safety
- Engineering service contracts and statutory compliance
- Planned and reactive maintenance and repair works

Acknowledging that choice is a key factor in offering our services, we present the following Service Agreement options:

Service Agreement 1

- Consultancy and Advice
- Engineering Service Contracts
- Building and Engineering

Service Agreement 2

- Engineering Service Contracts



Service Agreement 1

- Consultancy and Advice
- Engineering Service Contracts
- Building and Engineering Repair and Maintenance

This Service Agreement is pivotal to managing any building portfolio, working in partnership with the client the service is led by a professional building surveyor. The District Surveyor is your designated point of contact for all professional services and is supported by customer focused teams within Corporate Property Group. Covering all aspects of property management and support this service will operate as follows.

Consultancy and Advice

Providing professional guidance, support and coordination of professional property services and working closely with Premises Managers. We provide strategic consultancy and advice around all aspects of asset management planning, statutory compliance, construction health and safety and premise management responsibilities.

We assist in building development planning; preparation of bids for buildings related funding and provide procurement and contractual advice. This service provides a 'one-stop' arrangement for a wide range of professional property services delivered through your District Surveyor.

We will also:

- Chair liaison meetings, produce and circulate associated minutes and deal with actions
- Provide a technical help desk permanently manned during office hours to provide an immediate response to any property related problems
- Provide technical advice and cost estimates for building and engineering work
- Meet with the Premises Manager and advise on aspects of the Premises Manager responsibilities

Engineering Service Contracts

Supporting the Premises Manager in complying with legislative, statutory and good practice service requirements we procure engineering service contracts and undertake specific tests of service installations. A schedule of equipment will be drawn up in consultation with the Premises Manager to ascertain the extent of the required testing and services regime within the extent of the building(s). Individual (where applicable, combined) service and testing contracts will be specified, procured and monitored on behalf of the Premises Manager.

This arrangement provides the client with the benefit of buying into corporately agreed rates for each item and clients will benefit from knowing all contracts have been procured in accordance with Lancashire County Council's guidelines and European procurement law.

Building and Engineering Repair and Maintenance

This element of our Service Level Agreement covers both building and engineering requirements and provides clients with a direct and effective route in addressing reactive maintenance issues along with planned revenue requirements.

BECON, our dedicated 24/7 customer call centre, deals with every eventuality and is supported by your single point of contact, your District Surveyor, and a Building Services Engineer providing peace of mind. All aspects of reactive maintenance are dealt with, including mechanical and electrical failures, vandalism, water ingress through to fire and storm damage.

As part of this service we will also manage individual planned revenue projects on your behalf, agreeing the brief, providing specifications, obtaining tenders and providing full supervision of projects from start to completion.

We will also:

- Provide a day-to-day building maintenance service
- Deal with all building and engineering reactive maintenance and repair issues
- Deal with contractors on the clients behalf
- We arrange repairs following engineering service visits
- Manage individual planned revenue projects, including developing the brief, specification writing and drawing preparation, selecting appropriate contractors, obtaining tenders, administering and supervising the contract, preparing and agreeing the final account
- Ensure compliance with Construction Design and Management Regulations 2007
- Ensure all contractors are complaint with current Health and Safety legislation
- Local approved contractors ensure punctuality and cost effectiveness
- Deliver the BECON Service through the Customer Service Centre
- Operate the BECON telephone service 24 hours a day, 7 days per week and will provide buildings assistance where needed
- Provide an out of hours automated service which will guide you to an on duty Building Surveyor for premises related emergencies only

Fees and Charges

Consultancy and Advice

- A lump sum management fee will be charged to cover professional fees.

Building and Engineering Repair and Maintenance

- A percentage management fee will be charged on the face value of each individual building or engineering project (planned or reactive maintenance) irrespective of value.

Engineering Service Contracts

- A percentage management fee will be charged on the face value of each engineering service contract visit.
- Each individual job, service visit or inspection test undertaken on behalf of the school will be charged separately to the school's budget.

The fees and charges associated with these services are detailed on the accompanying Schedule of Fees and Charges and are tailored specifically to your school.

Service Agreement 2

• Engineering Service Contracts

Corporate Property Group procures engineering service contracts and undertakes specific tests of service installations. This option assists and supports

the Premises Manager in complying with legislative, statutory and good practice service requirements in relation to engineering services within the building(s).

This service will operate as follows – when taken out as a standalone service

- A schedule of equipment will be drawn up in consultation with the Premises Manager to ascertain the extent of the required testing and services regime within the extent of the building(s). This will form the basis of the agreement informing Corporate Property Group of each test or service required. The schedule will be reviewed and agreed annually.
- We will provide a minimum service provision which will comprise testing and reporting on fixed electrical wiring, gas safety and legionella along with servicing of the fire alarm system
- Individual (where applicable, combined) service and testing contracts will be specified, procured and managed and monitored on behalf of the Premises Manager
- The Premises Manager will be provided with contractor's services sheets and/or reports to allow them to interpret and procure follow up work.
- Any further action required, following service or test remains the responsibility of the Premises Manager
- The arrangement provides the client with the benefit of buying into corporately agreed rates for each item
- Provide the client with the benefit of knowing all contracts have been procured in accordance with Lancashire County Council and European procurement law
- All contractors will be assessed as competent and capable of compliance with current Health and Safety legislation
- Clients duties under the Construction Design and Management Regulations 2007 will be met
- Administering and supervising the contracts, preparing and agreeing all accounts.

Fees and Charges

Engineering Service Contracts

- A percentage management fee will be charged on the face value of each engineering service contract visit.
- Each service visit or inspection test undertaken on behalf of the school will be charged separately to the school's budget.

The fees and charges associated with these services are detailed on the accompanying Schedule of Fees and charges and are tailored specifically to your school.

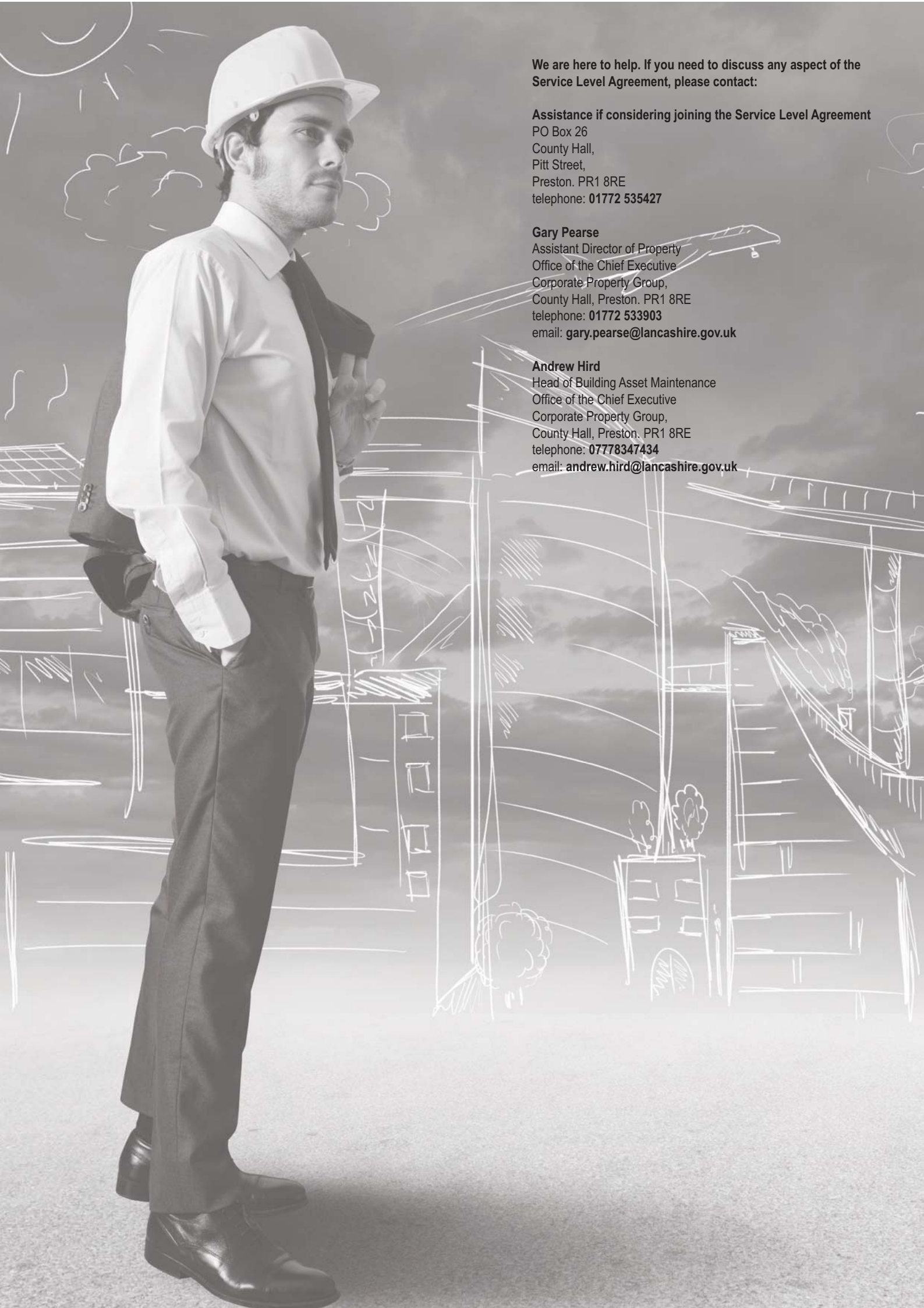
Additional Services

As a multi disciplinary consultancy Corporate Property Group can also offer a number of additional services which can be accessed at any time irrespective of your school's buy back arrangement. Any initial enquiry can be made through your District Surveyor who will provide advice accordingly.

Where these services are required but fall outside the direct scope of this Service Level Agreement, an additional fee to cover the professional services will be agreed in advance with the client. Examples of additional services can be found below:

- Architectural and building design service, including feasibility studies
- Capital project delivery
- Construction Design and Management Coordinator services
- Structural Engineering Design
- Mechanical and Electrical Design Service
- New Build and refurbishment projects
- Estates management services including leases and rentals to third parties
- Asset valuations, rating advice and building insurance valuations
- Landscaping and Architectural Landscaping
- Planning applications and Building Regulation submissions
- Condition Surveys
- Electronic floor plans – (updating and production of)
- Scientific services (water and air quality)
- Asbestos management (surveys, reports and testing)
- Fire Risk Assessments
- Topographical surveys
- Grounds and cleaning support services





We are here to help. If you need to discuss any aspect of the Service Level Agreement, please contact:

Assistance if considering joining the Service Level Agreement

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