

**Customer Care Department**

**Corporate Property Service**

**Service Level Agreement**  
**Building Maintenance**  
**Voluntary Aided Primary Schools**  
**April 2020 - March 2023**

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## 1. INTRODUCTION AND DEFINITIONS

### 1.1 The Agreement

This is a Service Level Agreement (SLA) between Gwynedd Primary Voluntary Aided Schools and Gwynedd Council, regarding providing a Buildings Maintenance service. The maintenance service is provided by the Corporate Property Service, in the Customer Care Department. The Property Service structure chart is included in Appendix B.

The first section defines the organizational aspects of the SLA. The second section outlines the Council and the School's maintenance responsibilities, and the third section refers to other aspects that the Council fulfils on schools behalf as regards the buildings, that are beyond the basic remit of this SLA.

### 1.2 Aims of the Maintenance Service

The principal aims of the Service is to:

- Forge a Partnership with the Schools to ensure that the buildings are maintained to the highest possible standard.
- Respond promptly to requests for assistance and provide a solution of a high standard and which meets the school's requirements.
- Provide a high standard of customer care in every instance, including constant request for feedback.
- Implement a strategy of dealing with technical problems by paying the minimum number of visits, solving similar problems during one visit.
- Provide technical expertise across the range of disciplines as regards building maintenance.
- Take evidence based action, tailoring the service to an appropriate response.

### 1.3 Length of Agreement

The agreement covers April 2020 until March 2023, and supersedes the previous Service Level Agreement.

### 1.4 Principal elements of the Service

The proposed maintenance service comprises three principal elements:

- a. **Responsive Maintenance** - respond to the School's requests for maintenance work e.g. repair a broken item, an item whose condition has deteriorated or is not in working order. Requests will be referred to the Property Help Desk and a qualified technical officer will take responsibility for the case from start to finish, including making arrangements for a suitable contractor to attend, providing technical instructions and dealing with the invoice for the work.

The Council is committed to dealing with all requests for work to be done either as soon as possible or on a date that the school finds convenient. The Property officers will assess the nature of the call and a response will immediately be made in urgent cases.

Property officers will request constant feedback from the Schools as to their level of satisfaction with the work done and the overall standard of the service provided. This feedback will be regularly reviewed and used so as to improve the service.

The school may have an obligation to finance this work but that they wish the Council to do it on their behalf. In such an instance, invoices will be directly sent to the school or an expenditure code will be requested beforehand. The second part of this SLA defines responsibilities for different work in greater detail.

- b. **Scheduled Maintenance** - maintenance work (usually substantial) that is scheduled to be done annually e.g. re-roofing, new boilers, new windows. A qualified individual will conduct an inspection of condition at least every three years that will record the state of all elements of every building. All the inspections held throughout the county will enable us to identify the worst situations and that thus first require attention. This will form the basis of an annual programme of maintenance work.

Once up-dated, schools will receive a copy of the condition survey for their school. The survey will clearly indicate any work for which the school is responsible for planning and funding. The Council will monitor the completion of this work and can provide support to arrange for the work to be done if the school so wishes.

Every school will receive a copy of the primary schools programme at the start of each financial year. All work will be managed by a Project Manager (e.g. buildings surveyor, architect, mechanical and electrical surveyor) including design, tendering, planning matters, building regulations and health and safety requirements. The Project Manager will be your initial contact as regards day to day matters to do with the specific plan. If you have an enquiry about a plan following its completion, you can contact the Maintenance Client Officer who is responsible for the entire work programme. The Property Help Desk should be contacted following the usual procedure.

- c. **Cyclical Maintenance** – equipment maintenance and inspection work that needs to be done regularly so as to ensure that it works as it should and complies with statutory safety rules e.g. inspect and test gas boilers, inspect and test electrical systems

Legislation stipulates that various systems and elements of a building are inspected and tested at specific times. Failure to carry out these tests would endanger the users health and safety and leave the Council and the school at risk of prosecution.

## 1.5 Access to the Service

A school may gain access to the Services provided through contacting the Property Help Desk on 01286 679059 or e-mailing [Eiddo@gwynedd.gov.uk](mailto:Eiddo@gwynedd.gov.uk)

The normal Help Desk opening hours are 8.00 a.m. to 5 p.m.

An emergency 24/7 service is also provided to deal with maintenance issues. The same phone number should be used to seek assistance in such an instance - 01286 679059. Out of hours calls will be transferred to the mobile phone of the on duty Property Department Officer. Schools are asked not to contact via e-mail regarding urgent matters out of hours.

Through this Agreement, schools commit to provide complete information about the repair requirements in every instance and to do so as soon as possible once the defect has become apparent.

Schools will also have a commitment to provide feedback for the Council as to how satisfied they are with the work, on its completion. Property officers will contact the school for feedback on the work done and without the Site Manager's co-operation, this feedback cannot be used so as to ensure continual improvement to the service.

### **1.6 Resolution of a dispute/complaints**

Any complaints or comments about the Service should be referred to the Property Help Desk in the first instance. Unless there is a satisfactory resolution, the matter should be referred to the Maintenance Client Officer who will try to resolve any difference of opinion on the contents or implementation of this agreement through discussion.

Unless an agreement can be reached, the dispute will be referred to a Buildings Maintenance SLA Dispute Panel. The Panel Members Comprise the Head of Customer Care, Corporate Property Senior Manager, Senior Manager Schools (Resources) and a Primary Head. The relevant Head will also be invited to present the school's case.

In each case, the Council will respond to correspondence in compliance with the Council's policy of acknowledgement of all letters within 5 days and provide a full response within 15 days.

### **1.7 Confidentiality**

The Corporate Property Service ensures that all staff members respect the confidentiality of all data, and that information is securely stored ensuring full compliance with the Data Protection Act.

### **1.8 Performance Monitoring and quality assurance**

We regularly monitor our performance and annually report on the following measures:

- The average time taken to deal with an individual request for maintenance work to be carried out
- Percentage of positive feedback from schools on completion of requested maintenance work

We also provide reports for every Headteacher on annual expenditure on individual sites

### **1.9 Terminating the agreement**

A written notice of three months will be given before the start of a financial year by either party prior to termination of the agreement.

## **2. RESPONSIBILITIES**

### **2.1 Division of responsibilities**

The division of responsibilities for various forms of repair and maintenance work has been established in the Fair Funding Agreement and this Agreement, therefore, must reflect its contents.

By signing this Agreement the school will undertake to transfer the relevant element of the repairs and maintenance budget back to the Council. This means that all the finance that is transferred will be managed as one central budget to benefit all primary schools. By doing so, significant elements of repairs and maintenance responsibilities will also be transferred to the Council and schools will also gain the following advantages: .

- a) A competent technical service to solve repair and maintenance matters
- b) A service that includes the health and safety aspects of the work commissioned
- c) A service that includes administrative and financial management aspects of the work commissioned
- ch) Because of its nature, emergency repairs and maintenance work often cannot be foreseen, Schools will avoid a situation of having unexpected spending (possibly significant) in one financial year - this can be considered a sort of insurance policy.

The Council's Corporate Assets Strategy has ensured a significant increase in the finance now available to invest in our buildings and is proof of the Council's clear commitment to improve the standards of school buildings.

### **2.2 The Council's Responsibilities**

In addition to the commitments in this Agreement, the Council is responsible for all the buildings repair and maintenance aspects which are listed in part 2.3 of this Agreement. Any aspect not listed under 2.3 is the School's responsibility.

### **2.3 The School's Responsibilities**

The Head is the Site Manager in every case in a school. The responsibilities of a site manager are outlined in Appendix A, these are already known to every head and specific training has been provided and is still available on request. For further information, contact your Health and Safety Consultant.

Generally, it is the Site Manager's and the Governing Body's responsibility to ensure that the site is being managed in an appropriate manner and in a way that is safe for all users. This includes planning and financing the work for which they are responsible. The condition reports referred to in paragraph 1.4b above will be of assistance to every school in this regard.

A major part of the repairs and maintenance responsibilities for Voluntary Aided schools remain in the hands of the Governing Body. However, the Council assumes responsibility for internal repairs and maintenance. These elements are listed below. If the work is not listed here, it remains the responsibility of the Governing Body:

<b>Walls, Partitions and Internal Doors</b>	
	Fire shutters
	Fire barriers, cavity barriers, fire curtains
<b>Floors, Stairs - see also foundations (1.1)</b>	
	Internal stairs, handrails - replace
	Suspended floors (structural)
	Screed on floors
<b>Suspended ceilings</b>	
	Asbestos insulating boards - inspect / air tests, provide sealing coats to protect the asbestos face.
	Asbestos insulating boards – disposal / specialist replacement of materials when asbestos is damaged / disturbed, planned or emergency
	Fire stoppers and barriers
<b>Internal Finishings – Floors and Stairs</b>	
	Disposal of asbestos floors if the school wishes to renew floor covering e.g. carpet or vinyl
	All carpets and mats including edges and joints. When asbestos material has to be disposed of before a new cover can be laid, the Council will finance the disposal element of this work.
	All vinyl floor covering, “ Altro ” etc
	Ducts and their covers
	Wooden strips, wooden blocks, gym sprung floors, quarry or ceramic tiles, including screed , grano / terrazzo – repairing or replacing such floors over an area of 100m <sup>2</sup> (the school is responsible for the first 100m <sup>2</sup> pro rata)
<b>Internal finishings - ceilings</b>	
	Upgrading fire ratings

<b>Electrical fittings</b>	
	Enabling cabling work for computer networks (Financed by the LEA)
	Earth bonding to satisfy regulations after repairing or inspections - (apart from work arranged by the school itself)
	Electrical fittings – replace old or dangerous fittings
	Fire alarm systems – monitor (except payments to BT which is the school’s responsibility), annual inspection and service.
	Fire alarm systems – replace the entire system or replace the main panel.
	Fire alarm / emergency lighting services (except disposable goods which the school should pay for)
	Internal lighting, light fittings
	Lightning conductors – replace
	Major installations, including distribution boards
	Sub main electrical supply, section board, three phase equipment including distribution boards - repair /replace and test.
	Switching equipment from substation to internal electrical switching equipment – repair / replace / maintain.
	Water heaters and boilers (electric) - replace
	Test permanent electrical installations periodically
	Periodic electrical testing and inspecting (permanent infrastructure)
	Emergency lighting - inspect and test
	Electricity sub station inspections
	Emergency electric generator – servicing
	Lightning conductors – Inspect and test
	External lighting – stand alone columns – inspect only
	Combined heat and power - CHP units
<b>Mechanical systems including Heating Systems</b>	
Plumbing work	Clean, clear blockages or minor repair work in drains, pipes, gutters, landers, rain water pipes, soil vent pipes, traps, manholes, fat traps etc
	All sinks, taps and washers - repair or replace



	Drinking water fountain
	Small water boilers
	Repair or renew toilets / urinals including cisterns.
	Showers
	Water pipes on surface servicing taps, toilets, urinals etc
	Heating and domestic hot water pipes and fittings insulated with asbestos - replace, test, monitor
	Independent flues – inspect and replace
	Inspect chimneys and steel flues and test lighting conductors
	Heat expellers - replace
	Heating boilers, biomass boilers (including fuel feeding equipment), direct gas water boilers, burners, heat exchangers plates, and flues - replace
	Heating pipes including valves, isolation valves, insulation and automatic ventilation - repair and replace.
	Inspecting liquid petroleum gas tanks
	Pressure vessel – test, replace and repair
	Water sprinkler systems – fire fighting – repair and replace
	Servicing fire prevention systems and sprinkler systems
	Gas safety tests
	Testing and servicing individual gas heaters
	Test and Servicing all types of boilers
	Gas tests on kitchens (but only servicing, repair and replace)
	Gas taps in laboratories – testing (but only servicing, repair and replace)
	Heating – service the equipment only
	Servicing isolating / automatic gas detection equipment
	Complete water risk assessment (Legionella Control, new L8)
	Air conditioning systems - servicing
	Servicing and inspecting air condensers
	Air treatment units – servicing and inspecting (roof top)

	Hydrotherapy pools – servicing and inspecting
	External oil tanks - inspecting and testing
<b>Control equipment</b>	
	Energy control systems in buildings – remote monitoring and adaptations
	Heating control equipment - replace
	Servicing heating control and Energy Management equipment
	Monitor energy use – use of oil, fuel, water, electricity and gas except readings on site
<b>Building's Fittings</b>	
	All fixtures and fittings e.g. soap machines, toilet roll holders, IT equipment etc
	All aspects of vandalism or graffiti on buildings or site
	Ventilation cupboards and associated extraction flues – repair and annual inspections
	Ventilation cupboards and associated extraction flues – initial inspection, complete replacement
	Rolls of water pipes
	Toilets, urinals (including water pipes and cisterns), wash basins, taps and pipes, showers, drinking fountains - revamp small places (Must consult with the LEA beforehand) 50% / 50%
	Toilets, urinals (including water pipes and cisterns), wash basins, showers, drinking fountains
	Rain water pipes, landers and sewer ventilating pipes
	Water sprinkler system (i.e. fire)
	Water storage tanks – clean and disinfect
	Rain water harvesting systems – service, repair and replace
	Water storage tanks and calorifiers - replace
<b>School Kitchens</b>	
	Ventilation extraction and ducts, filters, canopies, fans, motors etc – replace
<b>Micellaneous</b>	
	Asbestos removal - inspect / air tests, provide sealing coats to protect the asbestos face.
	Asbestos removal – disposal / specialist replacement of materials when asbestos is damaged / disturbed, planned or emergency

	Loop system (i.e. for people with hearing impairment)
	Lifts, stair lifts, passenger lifts, goods lifts and lifting equipment – relace and service
	Spray to eradicate plagues of wood beetles / flies
<b>Doors and windows</b>	Repair or renew all sort of glass including any seal or putty (internal)
	Solar film or safety film
<b>Decoration</b>	All internal painting except the main kitchen
	Art work
	Wallpaper or other finishing on a wall
	Anti vandalism paint to external structure

**NOTE**

**There is a system in place whereby Council authorisation is required before proceeding to carry out certain elements of work on the building. An Application Form for authorisation to Carry out Work on a Building (C1) has been circulated to every school and, mainly due to statutory health and safety implications, it is crucial that an application is submitted prior to undertaking the work.**

**Some elements of the work are exempt from the requirement to obtain authorization under this procedure. Schools will already be aware that this list (C3) is regularly up-dated and circulated to schools. Only the work listed on it can be completed unless authorisation has been received.**

Please note also that the school is responsible for providing access so as to enable Property officers and contractors to fulfil maintenance work.

### **3. OTHER NON-MAINTENANCE MATTERS**

#### **3.1 Safe Management of Asbestos**

Managing asbestos in buildings has been identified as one of the Council's main health and safety priorities, everybody has a responsibility to ensure that statutory guidelines and regulations are properly implemented. Our aim is to ensure that asbestos does not affect anybody who makes use of our buildings.

The actions that we take in this field are based on Regulation 4 of the 2006 Asbestos in the Workplace Management Regulations.

The Council accepts responsibility for holding a detailed inspection of all buildings so as to identify where there is asbestos. This work has already been done. The Council also has responsibility for holding an annual inspection of the condition of this asbestos and keeping an up-dated register of all pieces of asbestos. Any asbestos found to be in poor condition during the annual inspection and that poses a risk for the building's occupants, will be disposed of by the Council.

The asbestos register has been sent to every site and schools have an obligation to keep it in their "blue box" and show it to any individual or company who intend to carry out work on the site. This is a blanket requirement. Schools have an obligation to keep a register of all contractors who visit the site and as part of the signing in process, the contractor is required to sign stating that he has checked the asbestos register.

The Council's asbestos management scheme is regularly up-dated. It currently stipulates that all work involving contact with asbestos requires a formal Authorisation to Work and should be undertaken by a qualified licenced contractor.

#### **Schools should not undertake any work that would disturb asbestos.**

There is a further reference to asbestos management in the Site Manager duties in appendix A.

#### **3.2 Compliance with Fire Risk Assessment requirements**

Since the introduction of the 2005 Regulation Amendment Order (Fire Safety), there is now a requirement to conduct a Fire Risk Assessment on all buildings that serve as a workplace. The purpose of such an assessment is to identify matters that could endanger life or the building itself if a fire broke out and to provide recommendations on how that risk can be lessened. The Council's Fire Policy is based on these requirements.

The Council has completed Fire Risk Assessments on the buildings. Such assessments identify dangers and an Action Plan will then be prepared to deal with the issues highlighted.

The action plan identifies work required on the building e.g. up-grade fire doors, new fire alarm etc. The Council will be responsible for the work.

The action plan also identifies management issues e.g. the need to conduct regular fire alarm tests, fire door kept open by an item of furniture etc. Resolving these managerial matters will be the school's responsibility.

The fire risk assessment will be repeated in its entirety every three years and the school will receive a copy.

The Council holds an annual risk assessment review and sends it to the School. The school has a legal duty to respond to these reviews and return them to the Council having been signed. There is support available to interpret these reports if you so wish – you can contact via the Property Help Desk in the usual manner.

The list of Site Manager's duties in appendix A contains a further reference to fire risk management matters.

### **3.3 Legionnaires Disease**

The Council has adopted a Policy on Water Hygiene and Controlling Legionnaires Disease in response to the need to aim to eliminate or ameliorate, wherever reasonable and practical, the risks of Legionnaires Disease bacteria in its buildings. This requirement stems from various pieces of legislation that places a legal obligation on the Council to ensure that water hygiene standards reach the requirements set by the Health and Safety Executive (HSE).

The Policy stipulates the need to undertake an appropriate risk assessment in every property in order to locate and identify circumstances that could breed this bacteria. The Council will be responsible for holding these risk assessments and for responding to any subsequent work to rectify/upgrade.

The list of site Manager's duties listed in Appendix A contains a further reference to Legionnaires disease management issues.

### **3.4 Advising on General Property related Matters**

From time to time, general advice is required on buildings or site related matters. This advice is available through contacting the Property Help Desk following the usual procedure.

### **3.5 Estates Service**

The Council has an Estates Management Service with Chartered Surveyors and Valuers doing property purchasing, selling and leasing work, including setting capital and rental valuations.

There is a requirement to use this Service when renting or making any kind of building or site related agreement. The Service is available to advise and assist the Schools to deal with such matters.

The Service also deals with the schools rates levels and presents rates appeals on their behalf.

### **3.6 Energy Conservation Service**

The Council has adopted a Carbon Management Scheme with the objective of trying to reduce our carbon emissions by 30% by 2014/15 and thus far we have been very successful in this regard as we have already achieved 17% by the end of 2011/12.

This is achieved through a combination of investment in our buildings and through advice and raising awareness of energy conservation methods.

We have already invested in new energy efficient boilers, new lighting, insulation etc, that has led to revenue savings of over £250,000 per annum. We will continue with this investment and work will be done on school buildings.

A Raising Awareness Officer has also been appointed and the Low Energy Schools Scheme has thus far been a huge success. In the first year, 35 primary schools made an average saving of 32% on their energy use. The Scheme will continue over the next two years so as to enable every primary school to join up.

We are also preparing a detailed business plan to present renewable energy schemes for several schools.

For advice on energy conservation related matters, please contact the Property Help Desk following the usual procedure.

### **3.7 Assisting Schools with self-financed projects**

If a school wishes to self-finance work on the buildings, there is support available from the Maintenance Service. If it involves minor work where detailed designs and building planning/regulations authorisation is not required, then support can be obtained free of charge. If it involves more substantial work, it may have to be referred to an Architect or Buildings Surveyor in Gwynedd Consultancy and a fee will be charged for the time spent undertaking the work. In such a case, you will receive support from a Client Officer free of charge to assist you to provide instructions for an Architect etc.

Remember if a School intend to arrange work themselves, it is essential that they present a request for authorisation from the Council on the usual C1 form (see appendix C) before undertaking any work.

Support with such projects is available through contacting the Property Help Desk in the usual manner.

### **3.8 Contractor Management**

Responsibility for ensuring safe working practices and that a contractor is qualified to do the work rests with the person/s who commissions the work to be done, be it a Property officer or a Site Manager. This is a legal requirement under Building Management and Design Regulations (CDM).

All Site Managers should therefore ensure, if he does work on the school after receiving authorisation following submission of C1 form, that he receives a methodology declaration from a contractor before agreeing for the work to commence on a site. If you are in any doubt, you should consider asking the Council to do the work on your behalf.

Compliance with the requirement that all contractors sign a register on arrival at the site and confirm that he has checked the asbestos register is an integral part of the safe management of contractors process.