

Property Services Group



Service Level Agreement 2023/26

Service Schedule: Academies

Period: 1 September 2023 – 31 August 2026



Introduction from Service Lead

Dear Principal/Head Teacher

Welcome to the Service Schedule for PSG, which contains all of the information you will need about our services on offer.

We continuously endeavour to develop our service and streamline our processes, ***we are now including the asbestos and legionella service, previously offered by Strategic Asset Management, within this SLA, please see section below and proforma.***

We look forward to working with you.

Steve Carpenter, PSG Manager

Description of our service

PSG offer a comprehensive range of services to academy schools, assisting with the core tasks of managing repairs, statutory compliance, planned preventative maintenance, reactive maintenance and development of their buildings.

We are a dedicated, experienced, locally based team of professionals who have vast experience and knowledge of working within academies.

We also provide an award winning multi-disciplinary design service that can make sure you maximise the potential of your existing buildings and we co-ordinate any funding opportunities for new projects. This means we can provide a complete 'one-stop-shop' service from inception to completion and beyond of both new build and refurbishment projects. Our experienced team, work with a range of clients and using the latest state-of-the-art design software, we are able to deliver sustainable and cost-effective building projects.

Service Plans

- **Reactive Maintenance Service (including emergency and out of hours service)**
- **Planned Preventative Maintenance (PPM)**
- **Emergency Repair Fund**
- **Kitchen Equipment Replacement Fund**
- **Asbestos and Legionella Management Service**

Benefits to the Academy

- Access to a highly experienced, locally based team who work extensively with academies.
- A dedicated Building, Electrical and Mechanical Surveyor.
- A dedicated help desk service so academies have one point of contact.
- We will undertake most statutory, planned and reactive maintenance for your buildings. This includes contract maintenance schedules, planning, procuring and administration.
- Provision of an emergency out of hours' service, 24 hours a day 365 days a year.
- Our professional staff will manage and supervise contractors delivering your programmes of work.
- Specialist impartial advice is available to ensure compliance with the appropriate building legislation.
- Access to Technology Forge Cloud property database to view your help calls and compliance data.
- Our contractors are sourced from a fully approved, evaluated and monitored approved list.
- Compliance with all statutory legislation and codes of practice.
- Compliancy with HSE legislation (incorporating CDM).
- Professional Indemnity Cover for work carried out by PSG.
- Professional Negligence Cover for work carried out by PSG.
- We offer peace of mind.

REACTIVE MAINTENANCE SERVICE

Our experienced surveying and business support teams provide a daily help call service to resolve your repairs and breakdowns quickly utilising our fully evaluated and competent list of approved contractors. This enables buildings to continue to operate safely, effectively and with minimum disruption.

We also offer an out of hours' service, 24 hours a day, 365 days a year so you have peace of mind knowing that in an emergency we will be able to get things back on track.

The range and scope of services associated with this pay as you go service are listed below.

	Service Plan
1	Annual meeting with PSG to review the maintenance plan for the academy
2	' Out of hours ' emergency service provision by a Surveyor
3	Administration of works under direct control of Surveyors
4	Instruction and supervision of day-to-day works (other than orders raised directly by academy)

5	Advice and instruction in building and plant operation
6	Support in handling insurance claims
7	Advice regarding property related compliance with Health and Safety legislation
8	Feasibility advice on minor improvements and alterations
9	Access to the TF Cloud customer portal
10	Assessment of reactive maintenance in new acquisitions and auxiliary properties
11	Advice on building services legislation
12	Monthly billing on PAYG basis
13	Expenditure reports

Charging

Any invoices raised on your behalf will incur a fee of 14%, this will be charged on a monthly basis when invoices are received. There is also an annual management charge of £495 per year (payable upon subscription).

The management charge covers our 'out of hours' service, annual meeting with your surveyor and progress meetings if requested, professional advice and support, access to a fully vetted approved list of contractors if you use our help desk service and access to TF Cloud.

The 14% fee covers the help desk service, instructing a contractor, surveyor support and finance support to process orders and invoices, for each help call raised.

Note:

Academies opting out of this SLA will incur a £110/hr charge for any adhoc advice or premises support.

There shall be no right for the subscriber to withdraw from the scheme until the end of a financial year, giving 3 months' notice. This may incur a penalty charge and fees will not be refunded.

PLANNED PREVENTATIVE MAINTENANCE SERVICE (PPM)

The most forgotten aspect of any premises often is the statutory compliance and standard maintenance checks. PSG offer a comprehensive structured support service for the procurement, delivery and monitoring of a full range of planned preventative maintenance ensuring safe and compliant equipment through associations and partnerships with skilled accredited contractors.

Our well designed planned preventive maintenance scheme will improve system reliability, decrease cost of replacement and result in decreased downtime and allow for better spares inventory management.

Academies will be asked to provide a list of items to be maintained using the contract maintenance checklist (Appendix B); a surveyor can assist with this if need be. If the academy has continuous buy in, the current servicing arrangements will already be in place, however these will be reviewed to ensure all items are covered.

Any invoices raised on your behalf will incur a fee of 14%, this will be charged on a monthly basis when invoices are received. There is also a management charge of £495 per year (payable upon subscription). The management charge will be reduced by £250 if academies buy in to the reactive maintenance service above.

The range and scope of services associated with this pay as you go service are listed below.

	Service Plan
1	Identification, negotiation, and administration of service contracts, see Appendix B
2	Service contract monitoring
3	Management of PPM contractors
4	Payment of invoices

It is important to note that PPM service contracts are retendered on a regular basis and this may impact upon the costs charged to academies. If costs exceed the annual CPI we will inform you.

EMERGENCY REPAIR FUND

The PSG Emergency Repair Fund (ERF) is based upon industry standards and the charging for the scheme is wholly charged across academies on a contribution per square metre which includes a management fee. Historical data would indicate that the age of the building does not significantly increase or reduce the number of emergency related repairs and quite often newer build properties may have a significantly more complicated and greater technical equipment presence.

The benefits of buying into ERF are:

- Dedicated immediate response and support.
- The fund will cover the cost of reactive remedial work for unforeseen, sudden failure of a major element of the building which is causing a significant loss of service within the academy, where:-
 - There is an imminent risk to life or limb.
 - There is a closure of the whole or a substantial part of the academy or block.
- Some statutory PPM servicing like fixed wiring, gas detection, chimneys, lightning protection etc. and associated repairs are funded from the ERF.
- No excess fee charged.

(Please see division of responsibility list for details of what is covered in Appendix A).

Where project related works have an impact upon the construction and or services of the building there may be instances where the ERF maybe utilised as a means of contribution to the project. This will require authorisation from the PSG Manager or delegated person and will be based upon the impact of the project on the existing infrastructure.

Charging

Calculation based on a rate per m² of the gross internal area. This is currently £6 per m², included within this amount is our annual management fee of £1.50/m².

KITCHEN EQUIPMENT REPLACEMENT FUND

The fund will cover the cost of the replacement of maintained mechanical and electrical kitchen equipment. If the broken equipment can be fixed, this will be covered under the Kitchen Repair and Maintenance scheme. It will only be replaced under the Kitchen Equipment Emergency Repair Fund if it cannot be fixed, or if the cost of the repairs is greater than the cost of replacement.

Charging

Calculation is based on NOR. £10 per NOR will be charged plus a standing charge of £275. Included within this is our 14% management fee for this service.

The standing charge is to ensure there is a minimum amount in the fund. This will ensure the fund is viable and will protect the level of cover offered.

EMERGENCY REPAIR FUND & KITCHEN EQUIPMENT REPLACEMENT FUND - TERMS AND CONDITIONS

PSG offer to set up and manage a centrally held repair fund that academies may opt to buy into. The fund will be formed by aggregating the subscriptions from all academies opting to take this service. Only academies buying into this option will receive cover from the fund.

The fund will be administered in much the same way as a commercial insurance arrangement, whereby the fund will only pay out for a qualifying incident. This means the entire premium will be centrally controlled, with no proportion being ring fenced for an individual academy. There is no guarantee that within any year of subscription academies will receive work to the value of their contribution.

As the fund is a risk spreading co-operative scheme, it will only run if there are sufficient number and mix of subscribers to make it viable and as long as the funding remains in the fund.

The fund excludes repair or renewal work that could reasonably have been foreseen by the academy and programmed for implementation.

Included within the scheme are professional services in conjunction with undertaking the reactive maintenance for the academy buildings within the scheme. This will include the services of the out of hours surveyor and the necessary associated reactive work, the planning, procurement and administration of the work associated

with the scheme and planned work in respect of preventative measures associated with items covered within the scheme.

There shall be no right for the subscriber to withdraw from the scheme until the end of a financial year, giving 3 months' notice. Withdrawal from the scheme the benefits would be restricted to the items that were agreed during the scheme.

DBS CHECKS

We have received a number of queries regarding contractors in academies and potential issues that can be caused by this blanket demand from Ofsted. We have received the following advice from DBS.

Contractors performing work at the academy refers to building/construction contractors, then the following issues should be taken into consideration:

- a) Does the role have contact with children? – This means that the individual must have the opportunity for contact with children as a consequence of the job that they are performing. This has to be more than incidental contact with children, for example incidental contact passing by children while on the way to the construction area.
- b) Health and safety element – For most construction projects the area of the academy would usually be cordoned off for the children's protection. This usually indicates that the role wouldn't have contact with children as a consequence of the role, other than mere incidental contact.
- c) Are they working in the academy often enough? To be eligible for an enhanced DBS check with a children's barred list check, they must be working at the academy on 3 or more days in a 30-day period.

If they do not have contact with children as outlined in a) and b) above, then they will only be eligible for a basic DBS check.

In the unlikely event that they do have contact with children as a result of their role as mentioned above, and it is determined that they are temporary or occasional workers or if they are not working at the academy often enough as mentioned in c) above, then they will only be eligible for an enhanced DBS check without a children's barred list check.

If contractors are engaging in work during academy holidays and there are no children on site, there is no eligibility or requirement for a DBS check.

Please also note that you are not entitled to ask to see a person's DBS certificate. DBS information is held by PSG.

ASBESTOS AND LEGIONELLA MANAGEMENT SERVICE

Summary

PSG now offers the statutory asbestos and legionella management service agreement previously administered by the Strategic Asset Management team of Shropshire Council. This offer allows peace of mind ensuring that the core duties required under the Control of Asbestos Regulations 2012 in relation to the provision of up-to-date asbestos management surveys, asbestos management plan and advice and support with remediation works. The offer provides biennial water risk assessments to comply with The Control of Legionella Bacteria in Water Systems (ACOP L8) along with advice and support for defects noted within the report. The offer provides monthly water temperature profile monitoring as required to comply with the requirements of The Control of Legionella Bacteria in Water Systems (ACOP L8) along with advice and support for defects noted within the report.

PSG are committed to providing a high quality, comprehensive Statutory Service to ensure the Council and Academy schools are complying with all aspects of current Regulation relating to;

- Control of Asbestos Regulations 2012
- Legionnaires' Disease: The Control of Legionella Bacteria in Water Systems (ACOP L8)

The team provide a friendly, accessible, professional service and have experience across all areas of the above relevant Legislation and Guidance. Additionally, we have access to other areas of expertise that we can draw upon including the Council's Legal, Occupational Health, Health & Safety and other support services as appropriate.

Service to non-LA Maintained Schools.

Schools which are independent of the Council, i.e. Academies/Free Schools, can access the above services from the Council's PSG Team. This service will assist the School to comply with its legal requirements to manage the above specific areas; the services can be tailored to the individual needs of your school.

1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between Shropshire Council, PSG Team and the Academy for the provision of Asbestos and Legionella Management with associated service support.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all Asbestos and Legionella services covered as they are mutually understood by the stakeholders.

2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent Asbestos and Legionella Management to the Customer by the Service Provider.

The **goal** of this Agreement is to obtain mutual agreement for Asbestos and Legionella Management service provision between the Service Provider and Customer.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

3. Stakeholders

The following Service Provider and Customer will be used as the basis of the Agreement and represent the **stakeholders** associated with this SLA:

Asbestos and Legionella Management Service Provider:

Shropshire Council, PSG (“Provider”)

Asbestos and Legionella Management Service Customer:

Academy (“Customer”)

4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Statutory Compliance Officer** (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

5. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

5.1. Service Scope

The following Services are covered by this Agreement;

- Annual asbestos re-inspection management surveys
- Option for the provision of a new management survey, following site specific review & discussion of the benefits (survey would be at customer's cost).
- Support and advice in connection with asbestos management
- Water Risk Assessments, (biennial)
- Reports in respect of Water Risk Assessments
- Monthly water temperature monitoring
- Annual inspection of the cold water storage tank and calorifier water quality check
- Support and advice in connection with legionella management
- Additional services/assistance (extra costs apply)

5.2. Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Payment for all support costs at the agreed interval (annually).
- Reasonable availability of customer representative when items contained in surveys or reports require customer involvement.
- Customer to inform PSG of any removal or remedial works undertaken on identified asbestos containing materials.
- Customer to inform PSG of any alterations covering additions, removals and/or reconfiguring of the water system/s as detailed within the most recently completed WRA.

5.3. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Provision of all management services as outlined above.
- Notification and advice to Customer for all required maintenance/management.

6. Service Management

The following sections provide relevant details on service provision;

6.1 Asbestos Management Service

Included within the scheme are professional management and advisory services associated with the management of asbestos in accordance with the Control of Asbestos Regulations 2012 (CAR 2012). This service is designed to assist Schools with their responsibility to manage asbestos in accordance with the above, arranging on their behalf an annual re-inspection, providing an annual re-inspection report with an executive summary to assist the Schools on the salient aspects and an advisory service to assist on asbestos related questions and queries.

Details of the service

Initial Survey	Where a property does not have an existing Asbestos Management Survey, a new management survey will also be commissioned upon acceptance of the SLA, at the Customers cost, to ensure records are up to date and reflect current survey practices. It will be provided with an Executive Summary indicating any immediate works that the report is highlighting and advising on the course of action that the Customer is recommended to take.
Annual Re-inspection	Where a property does have an existing Asbestos Management Survey, then an annual Re-inspection Survey will be arranged to be carried out on behalf of the Customer. It will be provided with an Executive Summary indicating any immediate works that the report is highlighting and advising on the course of action that the Customer is recommended to take.
Local Asbestos Management Plan	Advice can be provided to assist the Customer to develop their site specific local management plan including advice on its content, its reviewing requirements and obligations to staff and visitors.
Advice and Remedial Work	Either as part of the Initial or Re-inspection Surveys or in respect of interim deterioration/accidental disturbance, advice can be provided on the course of action that the Customer is recommended to take. Actual remedial work will need to be arranged with an appropriately licenced asbestos removal contractor, which will be the Customer's responsibility. Alternatively PSG can arrange for these works to take place subject to a 14% management fee of the value of the works.

6.2 Legionella Management Service

Included within the scheme are professional management and advisory services associated with the management of water systems to safeguard against legionella. Legionnaires Disease is covered by general Health & Safety law, guidance on regimes to prevent disease outbreak are covered by an Approved Code of Practice, HSE ACOP L8, Legionnaires' disease: The control of legionella bacteria in water systems.

This service is designed to assist Schools with their responsibility to manage their water systems in accordance with the above by way of water temperature control, arranging on their behalf a biennial Water Risk Assessment, providing an executive summary to assist the Schools on the salient aspects of its findings, arranging a monthly temperatures and controls monitoring inspection with advice on remedial actions necessary therefrom and an advisory service to assist on water system maintenance related questions and queries.

Details of the service

Water Risk Assessment	Where a property does not have an existing Risk Assessment of its water systems and plant, then one will be arranged to be carried out on behalf of the Customer. It will be provided with an Executive Summary indicating any immediate works that the report is highlighting and advising on the course of action that the Customer is recommended to take. The Risk Assessment will be reviewed biennially or when the original assessment may no longer be valid i.e. after major refurbishment. An on-site Logbook will be provided for the Customers records.
Temperature Monitoring	Arrangements will be put in place for water temperature monitoring as necessary by a specialist contractor on a monthly basis to include reporting of non-compliances, these non-compliances will be supplied to the Customer by way of an Executive Summary indicating any remedial work that will need to be carried out. Remedial work will need to be arranged with a competent contractor, which will be the Customers responsibility.
Cold Water Storage Tanks - Disinfection, Inspection & Certification	Inspection & Certification will be arranged to be carried out on behalf of the Customer at yearly intervals. Disinfection is on an 'as required' basis and will need to be arranged with a competent contractor, which will be the Customer's responsibility.
Calorifiers – annual water quality check	This will be arranged to be carried out on behalf of the Customer at yearly intervals.
Showers - Descale, Disinfection & Certification	Inspection, Certification & Descaling will be arranged to be carried out on behalf of the Customer at Quarterly intervals.

Weekly flushing (of little used outlets)	Advice will be provided to the Site Manager or Caretaking staff on the necessity and regime to be included for this activity.
Advice and Remediation Works	Advice will be provided to the relevant persons to assist in identifying required works. Assistance can also be provided with instructing and managing required works. Assistance for arranging remedial works would be subject to the 14% management fee per invoices.

Charging

Any invoices raised on your behalf will incur a fee of 14%, this will be charged on a monthly basis when invoices are received. There is also an annual management charge for asbestos of £150 for up to 12 asbestos containing materials (ACM) plus an additional £5/per ACM over this amount. For legionella monthly monitor and water risk assessments there is an annual management charge of £200.

Additional services over and above those included within the Service Level Agreements may be requested from time to time and these are able to be provided, where possible.

Additional Services

Additional services will be billed at point of delivery. The following services are available on request:

Ref.	
1	Design and Capital Project Delivery Service including feasibility studies
2	Clerk of Works Service
3	Project Management Service
4	Mechanical and Electrical Design Service
5	Facilities Management
6	Principal Designer Management Coordinator Service
7	School Asset Management Plan Service – 5 year condition survey
8	Identification, negotiation and administration of bespoke tenant service contracts
9	Vandalism
10	Fire Risk Assessment Service
11	Portable Appliance & Microwave Testing Service
12	Planning/Building Regulation application submissions

13	Production of measured floor plans, 3D Surveys & 3D Camera, 3D Walk throughs, topographical surveys
14	Inspection of playground equipment
15	Training for Governors/Premises Managers
16	Statutory Maintenance, Testing & Inspection Service
17	Asset Valuations
18	Estates Management Services including leases and rentals to third parties
19	Crime Prevention Service, safer schools initiative
20	Carbon Management Service
21	Access Audits
22	Cost Estimating Service
23	Structural Engineer Design Service
24	Landscaping Service

Our obligations and requirements

What we will do for you:

Ref.	
P1	We will arrange for any reactive repairs or planned maintenance identified as being required by the school. We will advise, specify, evaluate and administer the selected maintenance contracts. Scheduling of works will be in liaison with the school and with the relevant contractor(s).
P2	We will ensure reactive maintenance is responded to within the stipulated response time.
P3	We will provide dedicated help desk support to access any requirements associated with this SLA. All orders will be placed with the Council's approved contractors for resolution.
P4	We will provide an emergency out of hours service 24 hrs a day, 365 days a year.
P5	Provide dedicated Building, Mechanical and Electrical Surveyors.
P6	We will provide advice, specify, evaluate and administer the selected planned maintenance contracts. Scheduling of works will be in liaison with the school and the relevant contractors.
P7	We will provide monthly budget monitoring and invoicing of schools Repair and Maintenance budgets
P8	We will review the maintenance plan for the school
P9	We will ensure all our contractors are vetted for financial status, insurance, DBS and H&S certificates are in place

P10	Projects will be provided via the PSG team who will advise, specify, evaluate and administer selected minor works contracts. Please see Appendix C for process map.
P11	Access will be given to the Technology Forge Cloud property database so academies can view their property information relating to this SLA.

What we require from you...

Ref.	
C1	Contact the help desk giving full details of the reactive maintenance fault and also confirm priority status and if this is a repeat call out.
C2	Academies should note that all costs for repairing, maintaining and running schools buildings are wholly funded from academy budgets
C3	Request assistance in good time taking into account Surveyors workload, contractors' availability and extended delivery periods in the lead up to the summer holidays.
C4	Ensure that staff with premises responsibilities attend necessary training and meetings.
C5	Give 14 days' notice for the request of additional Repair and Maintenance reports.
C6	Asbestos containing materials may be encountered during work on the items; external walls, internal walls, partitions, glazed screens and ceilings. The Asbestos Register must be checked and signed by any Contractors working on site.
C7	An Asbestos Refurbishment and Demolition survey must be carried out prior to any school managed projects commencing. If any doubt exists you must consult your Building Surveyor. Please also note any work should comply with statutory regulations and in particular 'The Control of Asbestos Regulations 2012'
C8	Inform PSG of new mechanical and electrical plant added by the academy
C9	Inform Learning & Skills if you extend or alter the premises in any way so that a new land survey can be carried out, wholly funded from academy budgets

Days in which service will be provided

Day	Time
Office Hours	
Monday – Thursday	8.00am - 5.00pm
Friday	8.00am – 4.00pm
Out of hours emergency service provision	24 hrs a day/365 days a year

Individual responsibilities of our staff

Roles	Contact details	Responsibilities
PSG Manager	Steve Carpenter 01743 281094	The PSG Manager has overall responsibility for the delivery of PSG and the management of this Service Level Agreement.
Surveyors Building, Mechanical, Electrical	Phil Brown, Team Leader Building Surveyors 01743 281067	To maintain elements of the school buildings and grounds in a safe condition, where responsibility and budget have been delegated.
		To monitor the condition of the school to ensure a healthy and safe environment for children, staff and visitors.
	Luke Blakeway, Team Leader Mechanical and Electrical 01743 281093	To manage a planned programme of work through the Capital Condition Works programme funded from delegated and external budgets.
		To set up procedures to enable unforeseen maintenance works to be organised and prioritised.
		To ensure funds are spent effectively and all works are carried out in accordance with the financial regulations of the Council.
		Ensure all works undertaken at the school are carried out in a safe manner.
Finance	Chris King 01743 281053	Provide budget monitoring of the academy's expenditure
Business Support	Helen Hale 01743 281096	Provide dedicated administration help desk support to academies
Planned Contract Maintenance	Julie Lutwyche 01743 281073	To implement a program of testing and servicing to ensure safe and efficient operation of all appliances, fixed plant and building services.
Statutory Compliance	Gavin Curley 01743 253157	To implement a program of asbestos and legionella inspections and testing enabling compliance with statutory responsibilities

(asbestos & legionella)		
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Individual responsibilities of the academy

Academy	Comply with all relevant statutory requirements, codes of practice and policies of the Council, including standing orders, financial regulations and procedures and obligations as the Planning Authority. Details of these are available on the Council's website.
	Although management responsibility of the academy premises rests with the Head Teacher and Governing Body, general day to day management is often delegated. Academies are asked to give contact details of such person(s) to PSG.
	Where academies intend to self-manage projects to improve, alter, extend or modify the building fabric, then the Landlord is to be notified.
	Academies to monitor their Repair and Maintenance balances
	Refer to Implications section below for responsibilities if opting out of PSG SLA

Key Performance Indicators (KPIs)

Ref	Description of KPI	Target	Tolerances
1.0	SERVICE UNIT COST		
1.1	Ensure projects are completed within budget	80%	Scope creep
1.2	Ensure value for money	80%	
2.0	SERVICE QUALITY		
2.1	Ensure programmed or reactive maintenance works are completed to a high standard	90%	
2.2	Satisfaction rate of academies	90%	Academies to complete Customer Satisfaction Questionnaires in a timely manner
3.0	SERVICE DELIVERY TIME		
3.1	Ensure deadlines are achieved	90%	

Contact information

For more information	
Contact name	Steve Carpenter
Role	PSG Manager
Telephone	01743 281094/ 07990 085499
Email	steve.carpenter@shropshire.gov.uk
Contact name	Luke Blakeway
Role	M&E Team Leader
Telephone	01743 281093
Email	luke.blakeway@shropshire.gov.uk
Business Support	Sarah Hesketh - 01743 281051, sarah.hesketh@shropshire.gov.uk
Contact name	Phil Brown
Role	Building Surveying Team Leader
Telephone	01743 281067
Email	phil.brown@shropshire.gov.uk
Business Support	Joyce Brisbane - 01743 281085, joyce.brisbane@shropshire.gov.uk
Contact name	Helen Hale
Role	Business Support Manager
Telephone	01743 281096
Email	helen.hale@shropshire.gov.uk
Contact name	Chris King
Role	Senior Finance Support Officer
Telephone	01743 281053
Email	chris.king@shropshire.gov.uk
Contact name	Julie Lutwyche
Role	Senior Contract Maintenance Officer
Telephone	01743 281073

Email	julie.lutwyche@shropshire.gov.uk
Contact name	Gavin Curley
Role	Statutory Compliance Officer (Asbestos & Legionella)
Telephone	01743 253157
Email	gavin.curley@shropshire.gov.uk
Contact name	Out of Hours Emergency Call Outs
Telephone	07990 087815
Email	enquiries.psg@shropshire.gov.uk

Review of Service Schedule

The contents of this Service Schedule will be reviewed at regular intervals (minimum 6 monthly). Any amendments must be agreed by both provider and academy.

Responsibilities if Academies opt out of the SLA

PSG offer a holistic property repair, maintenance and design service and provide a highly qualified team of professionals with expert backroom support. If academies do not buy in to our service the responsible person for the building should note the following implications that could affect the H&S welfare of their staff and their legal obligations as Premises Managers.

If you have any queries or require clarification on your responsibilities please contact Steve Carpenter, PSG Manager on telephone 01743 281094, or the PSG Duty Surveyor on telephone 01743 281079.

Where academies intend to self-manage projects and commission works to improve, alter, extend or modify the building then the responsible person should notify the Landlord. The Responsible Person becomes the client in terms of CDM regulations and would be legally liable, dependent upon the circumstances, should there be an accident or a breach of health and safety regulations. For further information please visit the HSE website [Construction - Construction Design and Management Regulations 2015 \(hse.gov.uk\)](http://www.hse.gov.uk/construction-design-management-regulations-2015)

Academies are required to provide details of any proposed works to the Landlord within a reasonable timescale, a minimum of 2 weeks prior to any works starting and/or taking place. All works must be carried out in accordance with all appropriate current regulations, Building Bulletin, legislation, codes of practice, standards and manufacturers recommendations. Specific attention must be paid to CDM Regulations and Health and Safety. Failure to do so could result in works being suspended until such evidence is validated and approved by the Landlord.

Upon notification it is the responsibility of the academy to ensure that all site-specific drawings are maintained and updated, should the academy carry out any minor works, adaptations, improvements and remodelling including extensions. Failure to do so could result in the Landlord instructing, at the academy's expense, a land surveyor and relevant PSG surveyor to resurvey the academy.

An Asbestos Refurbishment and Demolition survey must be undertaken (in the significant majority of projects) **prior** to any academy managed projects commencing. For further information please follow the hyperlink below.

[Asbestos management | Shropshire Council](#)

Using our approved contractors' and consultants you get:

- Compliance with HSE legislation (incorporating CDM)
- Professional Indemnity Cover
- Professional Negligence Cover
- Contract(or) Monitoring – Performance/Finance/Timing/Quality/RAG

Failure to use approved contractors could result in inadequately designed and maintained buildings, services and equipment and could lead to costly retrospective rework.

If you require any further information please contact PSG to discuss or make an appointment on telephone number 01743 281079.

APPENDIX A - DIVISION OF RESPONSIBILITY

Note - where an Academy does not buy into either / or both the Emergency Repair Fund or Kitchen ERF, the responsibility falls back to the Academy.

	Description of work	Emergency Repair Fund	Academy	Kitchen ERF
	BUILDING			
1.	Floor structures repairs (including ground floor and upper floor slabs) timber joists and boarded floors – only when joists are damaged. Main floor screed but not including major capital replacement. Note: - This does not include floor covering or wood block or floorboards unless part of a consequential subfloor repair or replacement.	✓		
2.	Repair and replacement of the following floor finishes, carpets, carpet tiles, sheet PVC, PVC tiles, sheet linoleum, sheet/tiles barrier matting and door mats including levelling screeds		✓	
3.	Repair and refurbishing i.e. sanding and sealing of Granwood floors and block floors, complete with replacement markings		✓	
4.	Alterations or additional markings to flooring		✓	
5.	Sanding and sealing tongue and grooved boarded floors		✓	
6.	Repair broken or loose tongue and grooved floorboards		✓	
7.	Total replacement of quarry tile flooring		✓	
8.	Renewal of safety flooring. (You are advised to consult your Building Surveyor)		✓	
9.	Re-bed or replace broken or loose floor tiles		✓	
10.	Chimney stacks - brick - all major structural repairs to existing brickwork, including rebuilding if unsafe, replacement of broken or loose bricks	✓		
11.	Chimney stacks – steel – all major structural repairs to existing, excluding painting	✓		
12.	Roof structures including weatherproof coverings, broken /missing roof tiles and insulation, valleys and gutters as part of repair or corrective replacement to the affected area, excluding ancillary buildings i.e. stores, garages, cycle sheds and huts, boiler rooms and fuel stores. Major re-roofing projects are to be funded by Capital scheme	✓		
13.	Clearing of debris from roofs, gutters, gullies and channels. It is recommended that this is carried out biannually		✓	
14.	Replacement or repair of rainwater goods as part of remedial re-roofing or refenestration	✓		
15.	Replacement/Repair of rainwater goods. Routine cleaning out gutters, downpipes and rainwater heads, replace broken or missing brackets to rainwater pipes and gutters		✓	

	Description of work	Emergency Repair Fund	Academy	Kitchen ERF
16.	Repair or replace individual skylights, roof lights if damaged. Complete roof lights replacement would be as part of major re-roofing project funded by Capital scheme	✓		
17.	Replace or repair Verandas (glazing and structure)		✓	
18.	Replace or repair all broken glazing, damaged gaskets, broken fittings, winding gear, etc, including roof and skylights		✓	
19.	Repairs to external walls and surfaces including insulation panels, window and doors together with furniture. This is only relevant to the affected area. Major refenestration project would be funded by a capital project.		✓	
20.	Repointing of external fabric brickwork/repairs to externally rendered walls. All areas of plaster or wall linings on internal face of external walls damaged due to structural movement or damp. Major renovation project would be funded by the Academy.	✓		
21.	Repair all areas of accidentally or vandal damaged plaster wall linings and panels on internal face of external walls.		✓	
22.	Replacement of internal walls, partitions and glazed screens and all glazed tiling.		✓	
23.	Replacement of all damaged and broken glazing. If doubt exists on type of glazing, i.e. safety or fire resistant, please consult your Building Surveyor. Refix loose architraves, skirting, cover moulds, chair rails, beads and similar		✓	
24.	Ceiling structures (including suspension system). Total replacement of a plastered ceiling, or ceiling panels in a suspended ceiling		✓	
25.	Repair all areas of loose, cracked or damaged plaster. Replace damaged or stained ceiling panels		✓	
26.	Staircase and landing - finishes to handrails and balustrades		✓	
27.	Repairs to staircases, ramps and landing structures	✓		
28.	Repair or replacement of coverings to treads, risers or landings. Repair or replacement of nosing's to treads. You are advised to consult your Building Surveyor		✓	
29.	Replacement of internal windows, doors and folding partition		✓	
30.	Repair of internal windows, doors and folding partitions. Renewal of all broken glazing. In all areas 'safety glass' or fire resisting glass will be required. Please consult your Building Surveyor for advice to comply with British Standard and the Authority's policy (see Admin Handbook)		✓	
31.	Ease and adjust doors and windows, repair or renewal of door and window hinges		✓	

	Description of work	Emergency Repair Fund	Academy	Kitchen ERF
32.	Where non-standard hinges and fittings have been used, these must be replaced like with like for safety reasons. If in doubt consult your Building Surveyor		✓	
33.	Repair or renewal of handles, locks, keys, bolts, fastenings, catches to doors and windows		✓	
34.	Repair and renewal of door linings		✓	
35.	Renewal of hat and coat hooks, toilet roll holders etc. All replacement fittings should be like with like pattern and size if possible		✓	
36.	Renewal of sash cords and spring balances		✓	
37.	Renewal of draught stripping to doors and windows		✓	
38.	Repair and renew all door closers including floor fitted type. Your Building Surveyor is to be consulted if type of closer required is in doubt		✓	
39.	Structural preservation – treatments to infestations such as woodworm/ beetles	✓		
40.	Repairs associated with dry rot	✓		
41.	Application of waterproof coatings to renders and protective paintwork or stains and varnishes to main external <u>structural</u> elements after associated repairs. Note: not general external decoration	✓		
42.	Pest Control – contact the helpdesk 01743 281079		✓	
	DECORATION			
43.	Internal redecoration - All internal redecoration including cleaning and preparation. The Building Surveyor's expertise is available when the specification, colour scheme and tenders are being considered		✓	
44.	External redecoration (including demountables) - All external redecoration including cleaning and preparation. The Building Surveyor's expertise is available when the specification, colour scheme and tenders are being considered.		✓	
	INTERNAL WATER DRAINAGE			
45.	Routine cleaning and unblocking wastes, gullies and drains		✓	
46.	Replacement of all stall urinals and ranges of wash hand basin		✓	
47.	Repair and replacement of taps, including re-washing		✓	
48.	Renewal of broken and vandalised WC pans, wash hand basins, sink units, bowl urinals, WC and urinal cisterns and traps and waste fittings to the above sanitary equipment to where it enters the main soil drainage system		✓	
	FIXED FURNITURE AND FITTINGS			

	Description of work	Emergency Repair Fund	Academy	Kitchen ERF
49.	Repairs to and replacement of internal joinery, including fixed cupboards, shelves, display boards, benches and other internal seating with its coverings		✓	
50.	Gymnasium equipment: repairs of all fixed sports and gymnasium equipment and markings		✓	
51.	Supply, fixing and maintenance of all internal signs		✓	
52.	Repair or renewal of curtains and tracking, blinds and blackouts complete with boxes		✓	
EXTERNAL WORKS				
53.	Demolition of unsafe buildings and clearance of sites, sealing of services.	✓		
54.	Renewing and repairing damaged drainage below ground level, including damage caused by tree roots	✓		
55.	All resurfacing and repairs to hard play areas, (tarpaved, concrete and Redgra) paths, concrete ramps, car parks, tennis courts and all other courts. Drainage associated with works above. Historical drainage issues will be considered under the insurance scheme on a case-by-case basis. Tarpaving Programme available (consult Building Surveyor)		✓	
56.	Replacement of broken or missing bollards		✓	
57.	Remarking of games lines on hard play areas, road markings and parking spaces		✓	
58.	Structural perimeter or retaining walls - rebuilding if unsafe, after confirmed ownership. Seek advice from your Building Surveyor	✓		
59.	Repairs to perimeter or retaining walls		✓	
60.	Fences - repair and replacement		✓	
61.	Replacement of broken or loose bricks or stones to all walls		✓	
62.	Complete renewal of perimeter fencing, gates, non-structural walls and games court fencing		✓	
63.	Repairs to gates and fencing; this should include replacing individual broken or decayed timber posts and rails		✓	
64.	Repair or renew hinges and fastenings to gates		✓	
65.	Repair and replace broken sections of chestnut fencing and interwoven panel fencing		✓	
66.	Replace broken straining wires		✓	
67.	Replace small areas of damaged posts and chain link fencing		✓	

	Description of work	Emergency Repair Fund	Academy	Kitchen ERF
68.	Replace or repair broken posts to games courts, play areas or boundary fence. If more posts require replacement you are advised to consult your Building Surveyor for further advice		✓	
69.	Maintenance of external electric/gas meters and pump houses	✓		
70.	Maintenance of major external fixtures and statues		✓	
71.	Repair and renewal of signs, notices and flagpoles		✓	
72.	Renewing and repairing damaged mains drainage including traps, gullies and manholes below ground level, including damage caused by tree roots	✓		
73.	Cleaning and unblocking of drains and gullies. Renew broken or missing gratings, manhole covers and wire cages. If frequent blocking of drain occurs, this matter should be reported to your Building Surveyor		✓	
74.	Investigation into repetitive blockages and subsequent repairs	✓		
75.	Maintenance of ancillary building including garages, cycle sheds and huts		✓	
MISCELLANEOUS				
76.	Repairs to fires and fireplaces		✓	
77.	Capping off of unsafe mine shafts	✓		
78.	All repairs, replacements and cleaning etc associated with Vandalism		✓	
79.	Repair or replace flagpoles		✓	
ELECTRICAL				
80.	Statutory 5 yearly testing of fixed wiring		✓	
81.	Portable Appliance Testing		✓	
82.	Any urgent repair to the electrical installation associated with system failure, to ensure non-closure of academy i.e. main panel board switchgear, sub main cables and associated switchgear, from the point of supply to the Academy connection	✓		
83.	Major replacement of general electrical installations due to failure not due to lack of service/maintenance. Including switchgear, cables and containment, but not including light fittings, switches, sockets and other outlets and when the existing system cannot be repaired. If the replacement is required due to time expired installations or non-conformance to current legislation/standards this would require capital funding	✓		
84.	Servicing, cleaning, repair and replacement of electrical installations when not associated with a major rewire		✓	

	Description of work	Emergency Repair Fund	Academy	Kitchen ERF
85.	All testing and repairs for licensing purposes		✓	
86.	All lighting control switches, plug socket outlets, ceiling flex outlets, pendant lamp flex drops and associated fittings		✓	
87.	All light fittings		✓	
88.	All pilot lamps attached to electrical equipment or their supply outlet		✓	
89.	Electric hand driers		✓	
90.	Sanitary disposal equipment		✓	
91.	All separate point of use water heaters (replacement ERF, repair Academy)	✓	✓	
92.	All separate electric space heating inc open bar fires, tubular, fan blower and off peak storage		✓	
93.	All fixed equipment in laboratories and workshops inc extra low voltage 24V outlets in laboratories		✓	
94.	All Vent Axia type extract fans		✓	
95.	Recreation area floodlights		✓	
96.	External area security lights, time switches and photo electric cells		✓	
97.	Fire alarm system complete replacement following system failure only not due to lack of service/maintenance and when the existing system cannot be repaired. If the replacement is required due to time expired installations or non-conformance to current legislation/standards this would require capital funding.	✓		
98.	Glass replacement and resetting manual systems, quarterly / bi-annual servicing repair and maintenance and weekly testing.		✓	
99.	Class change systems – modifications and adaptations if required as part of a complete fire alarm system replacement	✓		
100.	Class change system - replacement if they are independent of the fire alarm system, annual servicing repair and maintenance		✓	
101.	Repairs to class change system and fire alarm system		✓	
102.	Security alarms - replacement, annual servicing repair and maintenance. All routine maintenance repairs/call outs (to be carried out by installation company)		✓	
103.	Emergency lighting systems - complete replacement following complete system failure only not due to lack of service/maintenance and when the existing system cannot be repaired. If the replacement is required due to time expired installations or non-conformance to current legislation/standards this would require capital funding	✓		

	Description of work	Emergency Repair Fund	Academy	Kitchen ERF
104.	Emergency Lighting repair replacement of batteries, luminaires and accessories		✓	
105.	Replacement of major components associated lifts and service hoists. Note - wholesale replacement would require capital funding from the Academy.	✓		
106.	Lifts and service hoists (excluding dumb waiters) – routine servicing, emergency repairs and minor system component replacement due to component failure	✓		
107.	Repair, service, testing and replacement of barriers, all electric door motors and controls. (including replacement of electrical controls to internal doors		✓	
108.	Replacement of external electric door motors which are not due to lack of service/maintenance	✓		
109.	Earth lightning conductors - emergency repairs and minor system component replacement due to component failure.	✓		
110.	Hoists and lifting tackle associated with drama and workshop		✓	
111.	Standby generators		✓	
112.	When faults cause final distribution board fuses or circuit breakers (cbs) to operate then fault location and repair should be instigated. If suggested repairs are difficult to evaluate locally, are of a repetitive nature or costs appear excessive then contact your Electrical Surveyor		✓	
	MECHANICAL			
113.	Any urgent repair to mechanical installations and plant to ensure the non-closure of the Academy ie. boiler failure, heating mains failure etc	✓		
114.	Major replacement of mechanical installations and plant due to component failure not due to lack of service/maintenance. Proof of ongoing maintenance will be required. If the replacement is required due to time expired installations or non-conformance to current legislation/standards this would require capital funding	✓		
115.	Servicing, cleaning, repair or replacement of fan convector parts, when not associated with a major scheme		✓	
116.	Underground services – repair or replacement to the point of entry into the building.	✓		
117.	Statutory testing of fixed gas installation		✓	
118.	Minor day to day repairs of domestic hot and cold water installations and plant i.e. leaking pipework, radiators, or taps		✓	

	Description of work	Emergency Repair Fund	Academy	Kitchen ERF
119.	Boiler, burner and heating controls parts, drinking fountains, ball valves; replacing pipe clips and securing brackets on radiator and pipes		✓	
120.	Day to day repair of building management systems (BMS)		✓	
121.	Complete replacement of building management systems (BMS) and controls i.e. replacement of main components.	✓		
122.	Repair of leaking pumps to include replacement of bearings and seals		✓	
123.	Renewal of pumps – note not due to lack of maintenance or repairs as above.	✓		
124.	Replacing radiator control valve handwheels and repacking radiator valves		✓	
125.	Local venting of the heating system. If required regularly contact your Mechanical Surveyor		✓	
126.	Repair or renew of point of use water heaters (replacement ERF, repair Academy)	✓	✓	
127.	Draining water circuits as necessary at holiday period for frosting protection and subsequent refilling		✓	
128.	Emergency Repairs. Any suggested gas leak which cannot be isolated – contact PSG immediately		✓	
129.	Servicing repair and replacement of Vent Axia type extract fans		✓	
130.	Direct oil and gas fired heater units - replacement of unit due to leakage or beyond economical repair	✓		
131.	Direct oil and gas fired heater units - servicing and minor repairs during service visits		✓	
132.	Fixed Air conditioning units/ventilation - major repair i.e. compressor failure	✓		
133.	Fixed Air conditioning units/ventilation – minor repair i.e. leak detection, re-gassing and filter renewal		✓	
134.	Insulation - all main plant and distribution pipework on heating and domestic hot water circuits when not associated with a major scheme		✓	
135.	Removed			
136.	Flues and chimneys - repair and replacement - all major structural repairs to existing flues and chimneys, including rebuilding if unsafe	✓		
137.	Cleaning flues and chimneys Clearing debris and blockages from chimneys and flues.		✓	
138.	Servicing and repair of direct gas fired plant i.e. Temcana gas heaters		✓	
139.	Renewal of gas fired i.e. Temcana gas heaters	✓		

	Description of work	Emergency Repair Fund	Academy	Kitchen ERF
140.	Servicing and maintenance of oil fired plants - Heavily used hot water service - twice every year; residential heating -twice every year; swimming pools - twice every year (used throughout year); normal heating - once every year		✓	
141.	Replace damaged fuel gauge on oil storage tanks. Cleaning out oil bound compound and repairing tanks		✓	
142.	Renewal or repair of leaking oil delivery pipework	✓		
143.	Sewage pumps, chambers, grease-traps and septic tanks - replacement of complete system and components as result of catastrophic failure	✓		
144.	Routine Servicing and emptying of sewage pumps, chambers, grease-traps and septic tanks		✓	
145.	Swimming pools - replacement of filtration plant, pipes and boilers as a result of catastrophic failure – note not due to lack of maintenance and preventative repairs.	✓		
146.	Swimming pools – repair of boiler when not associated with a major scheme		✓	
147.	Repair and maintenance of swimming pool covers		✓	
148.	Chemical dosing, cleaning, testing, servicing and minor repairs		✓	
149.	Repair and maintenance of fume cupboard including extractor fans and ductwork		✓	
150.	Repair of firefighting equipment (Fixed installation) including sprinklers. Wholesale system replacement will be funded by a Capital scheme by the Academy.	✓		
151.	Provision and maintenance of fire extinguishers, fire blankets and fixed hoses		✓	
	STATUTORY DUTIES & MANDATORY REQUIREMENTS – not covered in the above.			
	ASBESTOS (CAR 2012)			
152.	Initial Survey – covered as part of SLA offering		✓	
153.	Annual Re-inspection – covered as part of SLA offering		✓	
154.	Local Asbestos Management Plan		✓	
155.	Refurbishment & Demolition Survey Note : Refurbishment & Demolition Surveys will be required prior to any upgrading, refurbishment, or demolition and all intrusive works. Persons commissioning works responsible for procurement	See note	See note	
156.	Remediation and removal as required and as identified within asbestos management plan. Remediation and removal recommendations will be assessed by the Statutory Compliance Officer for asbestos and legionella and recommendations will be proposed to the academy by the Statutory Compliance Officer for consideration.	✓	✓	

	Description of work	Emergency Repair Fund	Academy	Kitchen ERF
	LEGIONELLA (HSE ACOP L8)			
157.	Biennial Risk Assessment – covered as part of SLA offering		✓	
158.	Monthly Temperature Monitoring – covered as part of SLA offering		✓	
159.	Weekly Flushing (of little used outlets) – <u>not</u> covered as part of SLA offering		✓	
160.	Cold Water Tank Disinfection Inspection & Certification - as required		✓	
161.	Shower Descale, Disinfection & Certification – covered as part of SLA offering		✓	
162.	Calorifier annual water quality check		✓	
163.	Remediation of issues highlighted in either water risk assessments, and/or monthly temperature monitoring, and/or domestic water tank inspections. Funding source to be based upon nature of failed asset as detailed in this appendix. The Statutory Compliance officer will pass on the findings of the water risk assessment to the academy to action (advice and support can be provided by PSG subject to SLA tenant buy in). Temperature monitoring findings will be dealt with in the same way.	✓	✓	
	KITCHEN MAINTENANCE			
164.	Repair and maintenance of kitchen equipment; ie cookers, fridges, dishwashers, waste disposal units, veg prep, fly killers, cold rooms		✓	
165.	Replacement of unrepairable, previously maintained, electrical and mechanical kitchen equipment			✓
166.	Any asbestos testing, removal and replacement in kitchen equipment	✓		
167.	Repairs to Standard Wall Finishes caused by Normal Use		✓	
168.	Repairs to Glazed Tiling		✓	
169.	Repairs to Glazed or Quarry Tiled Floors – caused by Normal Use		✓	
170.	Repairs to Glazed or Quarry Tiled Floors – caused by Sub Floor failure	✓		
171.	Repairs to Ceiling Structures Tiles and Grid – not part of canopy or not having a special finish		✓	
172.	Repairs to Ceiling Structures Tiles and Grid – part of canopy or having a special finish		✓	
173.	Repairs to Internal Decorations – Normal Frequency		✓	
174.	Repairs to Internal Decorations – Extra Painting if area has been decorated in the last FIVE years		✓	
175.	Repairs to Taps and Toilets – if sanitary ware or hand wash facility in WC area		✓	
176.	Repairs to Taps – if relating to wash up sterilisers, veg. preparation and similar		✓	
177.	Repairs to joinery – normal doors, frames and locks		✓	

	Description of work	Emergency Repair Fund	Academy	Kitchen ERF
178.	Repairs to joinery – windows, frames and locks		✓	
179.	Repairs to joinery – special shutters, shelves, window screens and similar		✓	
180.	Cleaning and Unblocking Drains and/or Grease Traps		✓	
181.	If obstruction is caused by a local problem relating to kitchen use		✓	
182.	Clearing of an obstruction in a mains drain		✓	
183.	Investigation into repetitive drain blockages and subsequent repairs unless found to be tenant negligence then tenant item	✓		
184.	Repairs Following Vandalism		✓	
185.	Repairs or Replacement of Electrical Accessories – plugs, socket outlets, switches and similar		✓	
186.	Remove			
187.	Cleaning or Replacing of Lamps and Diffusers – Normal Frequency		✓	
188.	Cleaning or Replacing of Lamps and Diffusers – Special Cleaning		✓	
189.	Cleaning or Replacing of Lamps and Diffusers – If Part of a Canopy		✓	
190.	Repairs to Extract Fans and Canopies			✓
191.	Cleaning of Extract Fans and Canopies			✓
192.	Repairs or Replacement of Shelves, Drainers and Worktops		✓	
193.	Repairs or Replacement of Fly Screens		✓	
	<u>DINING ROOMS / HALLS</u>			
194.	Dining Room Furniture - When a Health and Safety Issue or extra are required		✓	
195.	Dining Room Furniture – Repairs		✓	
196.	Dining Room Shutters – preventing access to kitchen		✓	
197.	Dining Room Shutters and Doors		✓	
198.	Pest Control		✓	

If you have any queries relating to Appendix A, please consult your dedicated surveyor for clarification.

APPENDIX B – PLANNED MAINTENANCE SERVICE CONTRACTS

Available PSG Service Contracts	ERF Funded (if buying in) Y/N?	Statutory requirement Y/N?	Tick if required
B01 - Gutter Cleaning The B01 contract will provide cleaning and inspection of each item of rainwater downpipes and gutter systems. You will require this if you have rainwater downpipes and gutter systems on the premise	N	N	
B02 - Chimneys The B02 contract will provide annual inspection any brick built and metal free standing chimneys for their structural stability and soundness. You will require this if you have a brick-built chimney or metal free standing chimney on the premise.	Y	N	
B03 - Fall Arrest Systems The B03 contract will inspect and maintain any fall arrest systems to current British Standards and fixed ladders. You will require this if you have any fall arrest or fixed ladders on the premise to comply with Working at Height Regulations.	Y	Y	
B04 - Concrete Slab Testing The B04 contract will provide structural specialist inspection of properties constructed with Stahlton Slab or Intergrid concrete framework. You will / may require this if your property is constructed with Stahlton Slab or Intergrid concrete framework.	Y	N	
E01 - Convactor Heaters The E01 – Convactor Heaters contract will clean filters and maintain any fan assisted convactor heaters on the premise to ensure the free flow of air through the units and check for electrical safety and overall performance. You will require this if you have fan assisted convactor heaters on the premise.	N	N	
E01 - Off Peak Heaters The E01 – Off Peak Heaters contract will clean and maintain any electric storage heaters on the premise to ensure the free flow of air through the units and check for electrical safety and overall performance. You will require this if you have electric storage heaters on the premise.	N	N	
E03 - Emergency Lighting The E03 – Emergency Lighting contract will carry out the annual discharge test to the emergency lighting system as required by the Regulatory Reform Fire Safety Order You will require this if you have emergency lighting installed in the premise. If you do not have emergency lighting this should be clearly documented in your Fire Risk Assessment Document along with the mitigation in place to compensate for this. Note – monthly testing remains the responsibility of the academy to provide.	N	Y	
E03 - Automatic Fire Alarms The E03 – Automatic Fire Alarms contract will maintain the fire alarm system in the building as required by the Regulatory Reform Fire Safety Order.	N	Y	

Available PSG Service Contracts	ERF Funded (if buying in) Y/N?	Statutory requirement Y/N?	Tick if required
<p>You will require this if you have a fire alarm system installed and have a large building. This will allow the servicing to be phased over 4 service visits per year.</p> <p>Note - the weekly testing regime remains the responsibility of the academy to provide.</p>			
<p>E03 - Manual fire alarms</p> <p>The E03 – Manual Fire Alarms contract will maintain the fire alarm system in the building as required by the Regulatory Reform Fire Safety Order.</p> <p>You will require this if you have a fire alarm system installed and have a smaller building. This will allow the servicing to be phased over 2 service visits per year.</p> <p>Note - the weekly testing regime remains the responsibility of the academy to provide.</p>	N	Y	
<p>E04 - Fixed Wiring</p> <p>The E04 – Fixed Wiring Contract will undertake the periodic (typically 5yrlly) inspection of the electrical fixed wiring to produce an Electrical Installation Condition Report. This is required to comply with the Electricity at Work Regulations.</p> <p>Additionally, this will also include as of April 2023 the inspection and testing of fixed items of electrical equipment as required by the IET’s Code of Practice for In-service Inspection and Testing of Electrical Equipment, 5th Edition.</p> <p>You will require this to comply with the above requirements.</p>	N	Y	
<p>E04 - Swimming Pool Wiring Testing</p> <p>The E04 – Swimming Pool Wiring contract includes as outlined for E04 - Fixed Wiring but at the increased frequency required for this type of environment.</p> <p>You will require this if you have a swimming pool.</p>	N	Y	
<p>E05 - Lightning Protection</p> <p>The E05 - Lightning Protection contract will test and inspect any lightning protection systems installed to the premise along with surge protection. This is required to comply with the Electricity at Work Regulations and is usually an insurance condition.</p> <p>You will require this if you have a lightning protection system installed to the premise.</p>	Y	Y	
<p>E06 – Emergency Generators</p> <p>The E06 – Emergency Generators contract will maintain any standby electrical generators present on site</p> <p>You will require this if you have a standby electrical generator on the premise.</p>	N	Y	
<p>E07 - Kitchen Equipment, dishwashers, microwaves, fan cleaning</p> <p>The E07 contract will inspect electrical equipment within commercial kitchens for electrical safety to comply with PUWER. Typical equipment covered under this scope would be Peeler, Mixer, Veg Prep, Waste Disposal Units, Fryer, Steriliser, Fly Killer, Dishwashers, Ovens, Hot Cupboard, Hob, Food Processor, Panini Maker.</p> <p>The contract also covers the cleaning of the extract system fan and filters to prevent a build-up of grease and dirt presenting a fire risk and loss of system performance (critical for gas appliances).</p>	N	Y	

Available PSG Service Contracts	ERF Funded (if buying in) Y/N?	Statutory requirement Y/N?	Tick if required
You will require this if you have a meal serving kitchen			
<p>E08 – Lifts</p> <p>The E08 – Lifts contract will repair and maintain any passenger, goods or platform lift you have at the premises.</p> <p>You will require this if you have a passenger, goods or platform lift in the premise. We offer a fully comprehensive package which includes all normal breakdowns and servicing for a flat fee – exclusions apply please enquire for further detail.</p> <p>NOTE – This is not the statutory LOLER inspection required to keep the unit in operation. PSG unfortunately do not offer this element as it is typically undertaken by an insurance inspector. You will need to arrange this independently.</p>	N	Y	
<p>E09 - Lighting Beams</p> <p>The E09 - Lighting Beams contract will test and inspect the structural suitability of any stage lighting beams to ensure they are safe for continued use and are adequate for the load being supported.</p> <p>You will require this if you have stage lighting beams.</p>	N	N	
<p>E09 - Stage Lighting</p> <p>The E09 - Stage Lighting contract will test and inspect the stage lighting installation for electrical safety. This is required to comply with the Electricity at Work Regulations.</p> <p>You will require this if you have a stage lighting installation at the premise.</p>	N	Y	
<p>E10 - CCTV</p> <p>The E10 - CCTV contract will test and inspect the CCTV installation to the premise to ensure it is working to optimum conditions.</p> <p>You may require this if you have CCTV system fitted to the premise.</p>	N	N	
<p>E11 – Access Controls</p> <p>The E11 – Access Controls contract will maintain any electronic access control system and associated locking devices to ensure all are operating correctly, are soundly installed and are securing the doors.</p> <p>You will require this if you have an electronic access control system.</p>	N	N	
<p>E12 - Car Park Barriers</p> <p>The E12 - Car Park Barriers contract will maintain any automatic car park barrier and associated safety devices to ensure the unit remains safe for ongoing operation.</p> <p>You will require this if you have an automatic car barrier installed on the premise.</p>	N	Y	
<p>E13 – Stairlifts, hoists, baths & stretchers</p> <p>The E13 – Stairlifts, hoists, baths & stretchers contract will service and maintains any hoists you may have fitted in the premise for lifting persons, along with any other lifting aid type equipment.</p> <p>You will require this if you have personal lifting aids in the premises.</p> <p>Note this is not the statutory LOLER safety inspection, this has to be arranged independently by the academy.</p>	N	Y	
<p>E14 – Transformer Testing</p> <p>The E14 contract will service and maintain any high voltage (HV) to low voltage (LV) transformer installed on site not under the control of the local Distribution Network Operator (DNO). It is highly unlikely that this will be required in any schools.</p>	N	Y	

Available PSG Service Contracts	ERF Funded (if buying in) Y/N?	Statutory requirement Y/N?	Tick if required
You may require this if you have a HV to LV transformer installed on the premise not under the control of the local DNO – If in doubt please speak with your electrical surveyor for further guidance.			
E15 - Automatic Doors The E15 – Automatic Doors contract will maintain any power automated doors onsite to ensure they are safe to continue with ongoing operation. You will require this if you have power assisted doors at the premise.	N	Y	
E15 – Roller Shutter Doors, Mechanical Doors The E15 – Roller Shutter Doors, Mechanical Doors contract will maintain any powered on manually operated roller shutters present on premises to ensure they remain safe for continued use. You will require this if either powered or manually operated roller shutters on the premise.	N	Y	
E19 - PAT –Portable Appliance Testing inc Microwaves NOT in Kitchen The E19 contract will undertake Portable Appliance Testing of all portable electrical equipment at the premises in accordance with the IET's Code of Practice for In-service Inspection and Testing of Electrical Equipment, 5th Edition. This is required to comply with the Electricity at Work Regulations. You will require this to comply with the above.	N	Y	
E20 – PV Maintenance (Solar Panels) The E20 contract will maintain any PV systems present on site not under the ownership of the Council who will directly maintain themselves. You will require this if you have a Solar Photovoltaic system fitted to the premise that is not owned and maintained by the Council directly.	N	Y	
EX01 – Urinal Controls The EX01 contract will maintain Aqualogic branded flush controls (associated with urinals) to ensure they are operating in an efficient way and not wasting water. You will require this if you have Aqualogic branded flush controllers in the premise.	N	N	
EX02 - Gas Alarm Controls The EX02 contract will maintain gas detection systems fitted in gas powered boiler houses (typically sub-terranean varieties, although later refurbished boiler houses will be fitted regardless) to ensure they operate correctly and isolate the gas supply in the event of a detected leak You will require this if you have a gas detection fitted in your boiler house.	N	Y	
EX05 – Arjo Baths The EX05 contract will maintain any Arjo branded baths on site. You will / may require this if you have an Arjo branded bath onsite	N	Y	
EX07 – Clocks The EX07 contract will maintain any main powered clocks you have fitted on site. You may require this if you have mains powered clocks installed on site – this is highly unlikely.	N	N	

Available PSG Service Contracts	ERF Funded (if buying in) Y/N?	Statutory requirement Y/N?	Tick if required
EX10 - Clos-o-mats The EX10 contract will maintain Clos-o-mat branded WC's. You will require this if you have a Clos-o-mat branded WC.	N	N	
EX17 – Geberit Toilets – call outs only The EX17 contract will maintain Geberit branded WC's. You will require this if you have Geberit branded WC's.	N	N	
M01 - Air Conditioning The M01 – Air Conditioning contract will maintain any “air conditioning” units installed in the premise. This is required to ensure the systems are working efficiently. This also is required for compliance with the F-Gas regulations to ensure records are maintained in line with said requirements. It will also cover the required TM44 assessments required by the Energy Performance of Buildings Directive for systems with a total power collectively exceeding 12kW. The contract will also cover the maintenance of any centralised air handling units. You will require this if you have air conditioning / air source/ ground source or air handling units installed in the premise.	N	Y	
M01 - Heat Recovery The M01 – Heat Recovery contract will maintain heat recovery units installed in swimming pools. This is required to ensure the systems are working efficiently. This is required for compliance with the F-Gas regulations to ensure records are maintained in line with said requirements. It will also cover the required TM44 assessments required by the Energy Performance of Buildings Directive for systems with a total power collectively exceeding 12kW. You will require this if you have heat recovery equipment installed in a swimming pool as part of an air handling system.	N	Y	
M02 – Above Ground Oil Storage The M02 – Above Ground Oil Storage contract will service and maintain above ground oil storage tanks and bunds. You will require this if you have above ground oil storage tanks.	N	Y	
M02 - Boilers The M02 – Boilers contract will service and maintain any gas or oil-fired boiler on the premise to ensure safe continued operation. You will require this if you have either gas or oil fired boilers on the premise.	N	Y	
M02 - Miscellaneous Gas Equipment The M02 – Miscellaneous Gas Equipment contract will maintain any gas using equipment other than main boilers and commercial kitchen equipment. You will require this if you have gas radiant heaters, cabinet heaters or other gas fired heating appliances.	N	Y	
M02 – Biomass Boiler The M02 – Biomass Boiler contract will service and maintain any Biomass fuelled boiler present on site. You will require this if you have a Biomass Boiler installed on the premises.	N	Y	
M03 - TMVs	N	Y	

Available PSG Service Contracts	ERF Funded (if buying in) Y/N?	Statutory requirement Y/N?	Tick if required
<p>The M03 - TMVs contract will service and maintain any Thermostatic Mixing Valves installed on the premises. This is to ensure the devices are blending to the correct safe temperatures for scald prevention, that they pass the “failsafe test”, and that they are cleaned and disinfected as required to comply The control of legionella bacteria in water systems ACOP L8.</p> <p>You will require this if you have Thermostatic Mixing valves installed on the premises. Please refer to you water system schematic diagram that forms part of your water risk assessment documentation to see if they are shown to be installed or discuss with your Mechanical Surveyor.</p>			
<p>M04 - Gas System Testing</p> <p>The M04 - Gas System Testing contract will pressure test (tightness test) the gas distribution pipework on site to ensure it complies with the relevant standards to ensure undetected leaks are not present.</p> <p>You will require this if you have gas at the premises.</p>	N	Y	
<p>M06 - Kitchen Gas Equipment</p> <p>The M06 - Kitchen Gas Equipment contract will service and maintain all kitchen gas equipment. It will also undertake the statutory CP42 (as it is known) test to ensure environmental conditions whilst appliances are in use are safe for occupation.</p> <p>You will require this if you have gas using equipment in your kitchen(s).</p>	N	Y	
<p>M07 - Local Exhaust Ventilation</p> <p>The M07 - Local Exhaust Ventilation contract will service and certify any local exhaust ventilation equipment you have in the premises such as science lab fume cupboards, dust extraction systems as requested by COSHH.</p> <p>You will require this if you have Local Exhaust Ventilation equipment on site.</p>	N	Y	
<p>M08 - Pressure Sets</p> <p>The M08 – Pressure Sets contract will service and maintain and pressurisation systems and associated expansion vessels at the premises associated with heating and domestic water systems.</p> <p>You will require this if you have pressurisation set(s) at your premises.</p> <p>NOTE – This is not the statutory Pressure Systems Safety Regulations inspections of systems over the 150ltr-bar threshold – this has to be arranged separately with an insurance type inspecting engineer. This is not part of the SLA offering.</p>	N	Y	
<p>M08 – Booster Sets</p> <p>The M08 – Booster Sets contract will service any maintain any pressure bosting sets associated with the domestic water services.</p> <p>You will require this if you have a boosted tank fed domestic water system</p>	N	Y	
<p>M09 - Sewage</p> <p>The M09 - Sewage contract will service and maintain the following: Pumps; controls; septic tanks; cess pits etc associated with non-mains and pumped sewerage / wastewater systems.</p> <p>It also deals with the maintenance and emptying of kitchen grease traps.</p> <p>Petrol interceptors and car park drains gulley cleaning can also be included as required by site installation.</p>	N	Y	

Available PSG Service Contracts	ERF Funded (if buying in) Y/N?	Statutory requirement Y/N?	Tick if required
You will require this if you are not on a direct gravity connection to the mains sewers or have grease traps, or any of the other equipment outlined above.			
M10 – Still Water Boilers – kitchen & non kitchen The M10 – Still Water Boilers contract will service and maintain Still branded water boilers. You will require this if you have Still branded water boiler.	N	N	
M11 – Dry Riser/Sprinkler The M11 – Dry Riser/Sprinkler contract will service and maintain any dry riser(s) or sprinkler system(s) installed within the premises for fire purposes. You will require this if you have dry risers or sprinklers installed on the premises.	N	Y	
M12 – Swimming pool dosing units The M12– Swimming pool dosing units contract will service and maintain the chemical dosing plant associated with swimming pools You will require this if you premises have a swimming pool.	N	N	
M14 - Fire Extinguishers The M14 - Fire Extinguishers contract will service and maintain all fire extinguishers and blankets installed in the premises. You will require this if you have fire extinguishers or fire blankets installed on the premises.	N	Y	
M16 - Gas Suppression The M16 - Gas Suppression and Water Detection contract will service and maintain any gaseous fire suppression system installed in the premises. You will require this if you have a fixed gaseous fire suppression system such as located in a server room.	N	Y	
M17 – Air Risk Assessments The M17 contract will sample any ductwork and grilles associated with air handling / distribution systems to ensure they are within recommended cleanliness standards, and clean if not. You will require this if you have ductwork and grilles associated with an air handling / distribution system.	N	Y	
M20 - Maintenance of Building Management Systems (BMS) The M20 - Maintenance of Building Management Systems contract will maintain any BMS system(s) installed in the premises that are used to control the heating system(s) and other building services related plant. You will require this if you have BMS systems fitted to ensure the systems are operating in an efficient manner.	N	N	
M25 – Fire Dampers The M25 – Fire Dampers contract will test, inspect and certify fire dampers installed within ductwork systems where they cross lines of building compartmentation to ensure that they are free to operate correctly and are installed correctly You will require this if you have a ducted air distribution system that is fitted with fire dampers.	N	Y	
E18 - Fire Risk Assessments	N	Y	

Available PSG Service Contracts	ERF Funded (if buying in) Y/N?	Statutory requirement Y/N?	Tick if required
<p>In compliance with the Regulatory Reform Order (Fire Safety (2005) Employers should provide and document a Fire Risk Assessment of their property for life safety and property protection. The frequency and focus will be dependent on the risk factors and characteristics of the property/use. It is encouraged this should be carried out by a competent fire risk assessor. PSG can provide professional fire risk assessments through external fire risk assessors to provide the Academy with a suitable fire risk assessment identifying any concerns for future action by the Academy.</p>			

Please contact your dedicated surveyor(s) if you require assistance to fill this Appendix in.

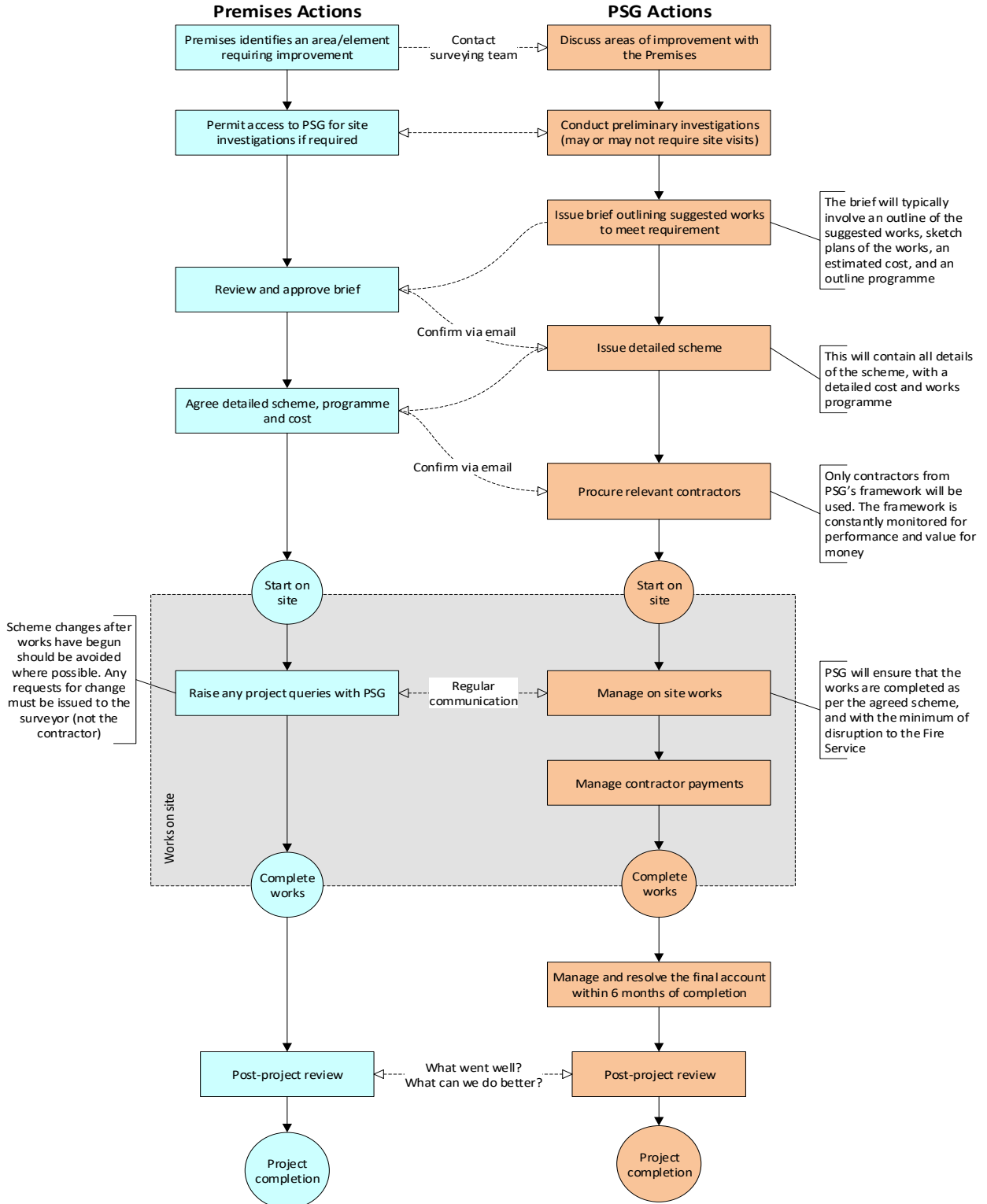
PROPERTY NAME:

DATE:

Note “insurance” type inspections as required by LOLER (Lifting Operations and Lifting Equipment Regulations 1998), PUWER (Provision and Use of Work Equipment Regulations 1998) and PSSR (Pressure Systems Safety Regulations 2000) remain the responsibility of the academy to source.

APPENDIX C - PSG MANAGED PROJECTS

PSG	Process map: surveyor managed Premises construction projects
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APPENDIX D - PSG - PROJECT COMMISSIONING FORM

Project Title:

Date of Issue:

Project Location:

Project Type:

Client Contact:

Tel :

Email:

Cost Centre:

PART A - Commission

Complete items below as appropriate to individual schemes

Project Description:			
Project Constraints/Requirements: (Specific Client Requirements)			
Programme Key Milestones:			
Required Delivery Date:			
Budget (Informed):			
PSG Fees:			
Preparatory and Feasibility work:		If the project is terminated prior to work starting on site then following fees will be charged:- Feasibility stage – 1.5%, Planning stage - 3%, Tender stage – 5%	
COMMISSION	<input checked="" type="checkbox"/>	SERVICE REQUIRED	<input checked="" type="checkbox"/>
Land Survey	<input type="checkbox"/>	Project Management	<input type="checkbox"/>
Investigation	<input type="checkbox"/>	Building Surveying	<input type="checkbox"/>
Initial Appraisal	<input type="checkbox"/>	Architectural	<input type="checkbox"/>
Feasibility Study	<input type="checkbox"/>	Quantity Surveyor	<input type="checkbox"/>
Scheme Design/Estimate	<input type="checkbox"/>	Mechanical Services Engineer	<input type="checkbox"/>
Detailed Design	<input type="checkbox"/>	Electrical Services Engineer	<input type="checkbox"/>
Tender Procedures	<input type="checkbox"/>	Structural Engineer	<input type="checkbox"/>
Contract Management	<input type="checkbox"/>	CDM Co-ordinator	<input type="checkbox"/>
Other	<input type="checkbox"/>	Land Surveyor	<input type="checkbox"/>
	<input type="checkbox"/>	Landscape Designer	<input type="checkbox"/>

Issued By (Client Contact):

Signed:

Date:

PART B – Acceptance/Variation Request

Completed by PSG

I would request that the Client considers the following revisions to the Commission offer indicated in Part A for the reasons included for each item below:

	Item	Accepted by Client
1		
2		

To be completed by PSG as part of the proposal to the Client

Commission Acceptance

Accepted by:

Signed: