



# Property Services Group

Service Schedule: Secondary & Primary Schools 2019/20

Period: 1 April 2019 – 31 March 2020

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## Introduction from Service Lead

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Dear Headteacher and Chair of Governors,

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, and as a result *we are now offering one Reactive & Planned Maintenance Service Plan with one management fee and a standing charge to ensure consistency for all our clients. Following feedback from clients, we have also re-calculated the Kitchen Equipment Emergency Repair Fund fee.*

We look forward to working with you.

**Steve Carpenter**  
**PSG Manager**

## Description of our service

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PSG offer a comprehensive range of services to schools, assisting with the core tasks of managing repairs, planned and 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 schools.

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 software, including Building Information Modelling (BIM), are able to deliver sustainable and cost effective building projects.

We administer an Emergency Repair Fund which schools can buy into which will cover emergency repair work that is not covered by the council's insurance.

### Service Plans

- **Emergency Repair Fund**
- **Kitchen Emergency Repair Fund**
- **Tenant Repair and Maintenance Service (reactive and planned maintenance).**
- **Kitchen Repair and Maintenance Service**

### Benefits to the School

- Access to a highly experienced, locally based team who work extensively with schools.
- A dedicated Building, Electrical and Mechanical Surveyor.
- A dedicated Administrator so schools have one point of contact.
- We will undertake 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 premises legislation.
- We will provide budget monitoring of the school's Tenant Repair and Maintenance pot and Emergency Repair Fund.
- Access to Technology Forge Cloud property database to view your building information.

- Access to a fully approved, evaluated and monitored approved list of Contractors.
- We comply with all statutory legislation and codes of practice.
- A complete one-stop-shop design service tailored to your needs.
- On design projects we work closely with head teachers, governors and pupils and ensure they are involved at every stage.
- Throughout the design process we use state-of-the art 3D visualisation software that allows clients and stakeholders to fully engage with the design.
- Compliancy with HSE legislation (incorporating CDM).
- Professional Indemnity Cover for work carried out by PSG.
- Professional Negligence Cover for work carried out by PSG.
- Peace of mind.

## Our obligations and requirements

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### What we will do for you:

Ref.	
<b>P1</b>	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).
<b>P2</b>	We will ensure reactive maintenance is responded to within the stipulated response time.
<b>P3</b>	We will provide dedicated admin support to access any requirements associated with this SLA. All orders will be placed with the Council's approved contractors for resolution.
<b>P4</b>	We will provide an emergency out of hours service 24 hrs a day, 365 days a year.
<b>P5</b>	Provide dedicated Building, Mechanical and Electrical Surveyors.
<b>P6</b>	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.
<b>P8</b>	We will provide termly budget monitoring of schools Tenant Repair and Maintenance budgets. If reports are required outside of this timeframe these can be produced at an additional cost, giving 14 days' notice.
<b>P9</b>	We will manage the central Emergency Repair Fund that schools can opt to buy into.
<b>P10</b>	We will review the maintenance plan for the school
<b>P11</b>	We will ensure all our contractors are vetted for financial status, insurance, DBS and H&S certificates are in place

<b>P12</b>	Projects will be provided via the PSG team who will advise, specify, evaluate and administer selected minor works contracts. See Appendix C.
<b>P13</b>	Access will be given to the Technology Forge Cloud property database so schools can view their property information relating to this SLA.

## What we require from you...

Ref.	
<b>C1</b>	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.
<b>C2</b>	Schools should note that all costs for repairing, maintaining and running schools buildings are wholly funded from school budgets with the exception of major capital works and the Emergency Repair Fund.
<b>C3</b>	Request assistance in good time taking into account Surveyors workload, contractors' availability and extended delivery periods in the lead up to the summer holidays.
<b>C4</b>	Ensure that staff with premises responsibilities attend necessary training and meetings.
<b>C5</b>	Give 14 days' notice for the request of additional Tenant Repair and Maintenance reports.
<b>C6</b>	Inform PSG finance if you wish to adjust the amount you pay into the Tenant Repair and Maintenance Plan at the time of signing the proforma
<b>C7</b>	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.
<b>C8</b>	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'

## 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

## Charging and enquiries

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### **EMERGENCY REPAIR FUND**

The PSG Emergency Repair Fund (ERF) is based upon industry standards and the charging for the scheme is wholly charged across the authority 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.

Most buildings have a similar requirement in terms of landlord related services and landlord statutory items, such as fixed wiring, gas detection, chimneys, lightning protection etc. and these charges and associated repairs are funded from the ERF.

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 school, where:-

- There is an imminent risk to life or limb.
- There is a closure of the whole or a substantial part of the school or block.

(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. This will ensure economies of scale, future planning and ensuring 'landlord' identified items within the SLA are reviewed and updated on a project by project basis.

If a school opts out of the Emergency Repair Fund and subsequently decides to re-join the scheme at a later date, they will pay an increased contribution charge of:

- 1 year – 10% increase for the first year
- 2 years – 20% “
- 3 years and above - 30% “

### **Charging**

Calculation based on a rate per m<sup>2</sup> of the gross internal area. This is currently £6 per m<sup>2</sup> with a management fee charge of 14%.

### **KITCHEN EQUIPMENT EMERGENCY REPAIR FUND**

The fund will cover the cost of the replacement of 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 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 £250. There is a 14% management fee for this service

The standard 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 EMERGENCY REPAIR FUND - TERMS AND CONDITIONS**

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

The fund will be administered in much the same way as a commercial insurance arrangements, 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 school. There is no guarantee that within any year of subscription schools 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 school and programmed for implementation.

Included within the scheme are professional services in conjunction with undertaking the reactive maintenance for the school 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.

## **TENANT REPAIR AND MAINTENANCE**

Included within the scheme are professional services in conjunction with undertaking planned and reactive maintenance for school buildings. This includes amongst other services contract maintenance, planning, procuring and administering maintenance associated with tenant maintenance (see division of responsibility list for details of what is covered in Appendix A).

Subscription to the Tenant Repair and Maintenance plan requires that monies are devolved back to PSG to manage tenant maintenance. Maintenance expenditure will be determined through liaison with the school or their designated representative who will agree before any commitment is made.

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 will incur a penalty charge and fees will not be refunded.

### ***Charging***

Budgets will be transferred to the school's Buy Back 'N' Code under the Plan. Budgets will be based on historical spend data (where historical data is not available, comparable data will be used).

There will be a standing charge of £450 (payable upon subscription) and a management fee of 14% of the calculated budget.

The standing charge covers our 'out of hours' service, annual meetings with your surveyor and progress meetings if requested, professional advice and support, fully vetted contractors framework, up to date plans of your school, termly buy back reports and access to TF Cloud.

The management fee covers the instruction of a contractor, surveyor support and finance support including processing orders and invoices, for each help call raised.

	<b>Service Plan</b>
1	Annual meeting with PSG to review the maintenance plan for the school
2	' <b>Out of hours</b> ' emergency service provision by a Surveyor
3	Identification, negotiation and administration of tenant service contracts, see Appendix B
4	Administration of works under direct control of Surveyors
5	Instruction and supervision of day-to-day works (other than orders raised directly by school)
6	Advice and instruction in building and plant operation
7	Progress meeting with Surveyors on request
8	Acting as agent for the establishment in handling insurance claims, negotiations and arbitration
9	Advice to establishment regarding compliance with Health and Safety legislation
10	Feasibility advice on minor improvements and alterations
11	Access to the TF Cloud customer portal
12	Assessment of maintenance liabilities in new acquisitions and auxiliary properties
13	Advice on standards of locally instructed works arranged by the school
14	Advice on building services legislation
15	Maintenance of specialist property records – to be held at school site
16	Termly buy back reports

Note:

Any service carried out by PSG over and above the opted plan will be subject to an agreed fee for design and administration appropriate to the works involved. Avoid using buy back for project work as this will impact on end of year balances.

Schools opting out of this SLA will incur a £90/hr charge for any adhoc advice or premises support.

## **KITCHEN REPAIR AND MAINTENANCE**

The money has been devolved to the school for the repair and maintenance of kitchen equipment therefore repairs and renewal of defective and time expired catering equipment shall be funded from the School's buy back. The school will be responsible for the repairs of all kitchen equipment.

### **Charging**

Fee based on £2/per pupil. Works will be coded to the Tenant Repair & Maintenance Budget (Buy Back).

## Individual responsibilities of our staff

<b>Roles</b>	<b>Contact details</b>	<b>Responsibilities</b>
<b>PSG Manager</b>	Steve Carpenter 01743 281094	The PSG Manager has overall responsibility for the delivery of PSG and the management of this Service Level Agreement.
<b>Surveyors Building, Mechanical, Electrical</b>	Peter Allen, North Team 01743 255378  Phil Brown, South Team 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.
		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.
<b>Finance</b>	Roshni Shrosbree 01743 281145	Provide budget monitoring of the school's expenditure
<b>Administration</b>	Helen Hale 01743 281096	Provide dedicated administration support to schools
<b>Planned Contract Maintenance</b>	Katie Travis 01743 281054	To implement a program of testing and servicing to ensure safe and efficient operation of all appliances, fixed plant and building services.

## Individual responsibilities of the school

<p>School</p>	<p>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.</p>
	<p>Although management responsibility of the school premises rests with the Head Teacher and Governing Body, general day to day management is often delegated. Schools are asked to give contact details of such person(s) to PSG.</p>
	<p>Where schools opt out of the Statutory Maintenance, Testing and Inspection, reports and copies are required to be sent to the Landlord confirming that the statutory and other monitoring/inspections requirements have been carried out. Schools will need to adhere to the Council's specification and standards for statutory testing and inspection. The schools identified Responsible Person retains responsibility and accountability for the administration and management of all service contracts.</p>
	<p>Where schools intend to self-manage projects to improve, alter, extend or modify the building fabric, then specific authorisation is required from the Landlord. Schools are required to provide details of the proposed work to the Landlord prior to works taking place.</p>
	<p>Where schools opt out of the Reactive Repairs and Planned Maintenance Service then reports are required to be completed and sent to the Landlord confirming that any urgent repairs or improvements identified by statutory tests and inspections have been carried out.</p>
	<p>Although PSG will manage the Buy Back budget on the schools behalf, the school must remain responsible for expenditure against this budget.</p> <p>Deficit balances above 20% of the annual contribution will be highlighted to the school as soon as possible. Deficit balances will not be carried forward to the next financial year unless a repayment plan has been identified.</p>
	<p>Refer to Implications section below for responsibilities if opting out of PSG SLA</p>

## Key Performance Indicators (KPIs)

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

## Contact information

For more information	
Contact name	<b>Steve Carpenter</b>
Role	PSG Manager
Telephone	01743 281094/ 07990 085499
Email	<a href="mailto:steve.carpenter@shropshire.gov.uk">steve.carpenter@shropshire.gov.uk</a>
Contact name	<b>Peter Allen</b>
Role	North Team Leader
Telephone	01743 255378
Email	<a href="mailto:peter.allen@shropshire.gov.uk">peter.allen@shropshire.gov.uk</a>
Business Support	Sarah Heskesth - 01743 281051, <a href="mailto:sarah.heskesth@shropshire.gov.uk">sarah.heskesth@shropshire.gov.uk</a>

Contact name	<b>Phil Brown</b>
Role	South Team Leader
Telephone	01743 281067
Email	<a href="mailto:phil.brown@shropshire.gov.uk">phil.brown@shropshire.gov.uk</a>
Business Support	Wendy Bradley - 01743 281085, <a href="mailto:wendy.bradley@shropshire.gov.uk">wendy.bradley@shropshire.gov.uk</a>
<b>Phil Brown</b>	
Contact name	<b>Helen Hale</b>
Role	Business Support Manager
Telephone	01743 281096
Email	<a href="mailto:helen.hale@shropshire.gov.uk">helen.hale@shropshire.gov.uk</a>
<b>Helen Hale</b>	
Contact name	<b>Roshni Shrosbree</b>
Role	Finance & Business Development Manager
Telephone	01743 281145
Email	<a href="mailto:roshni.shrosbree@shropshire.gov.uk">roshni.shrosbree@shropshire.gov.uk</a>
<b>Roshni Shrosbree</b>	
Contact name	<b>Katie Travis</b>
Role	Contract Maintenance Officer
Telephone	01743 281054
Email	<a href="mailto:katie.travis@shropshire.gov.uk">katie.travis@shropshire.gov.uk</a>
<b>Katie Travis</b>	
Contact name	<b>Out of Hours Emergency Call Outs</b>
Telephone	<b>07990 087815</b>
Email	<a href="mailto:enquiries.psg@shropshire.gov.uk">enquiries.psg@shropshire.gov.uk</a>

## Review of Service Schedule

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

## Additional Services

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Additional services will be billed at point of delivery. The following services will be 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	3D Surveys/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

## Responsibilities if schools opt out of the SLA

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PSG offer a holistic property repair, maintenance and design service and provide a highly qualified team of professionals with expert backroom support. If schools 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 Tenants.

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 schools intend to self-manage projects and commission works to improve, alter, extend or modify the building then specific authorisation is required from 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 follow the hyperlink below.

<http://staff.shropshire.gov.uk/policies-and-guidance/health-and-safety/construction-design-management-procedure-cdm/>

Schools 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.

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

An Asbestos Refurbishment and Demolition survey must be undertaken (in the significant majority of projects) **prior** to any school managed projects commencing.

Failure to do so will result in all planned works being suspended until authorisation has been sought and approved by the Landlord. All expenses for any abortive works, asbestos surveys, additional surveys, asbestos clean-up, air monitoring and assistance for the school from PSG staff supporting the school will be reclaimed in full with an additional management fee currently based upon 9% of the total invoice charge . For further information please follow the hyperlink below.

<http://staff.shropshire.gov.uk/policies-and-guidance/health-and-safety/asbestos-in-council-premises-a-quick-guide/>

The schools identified Responsible Person retains responsibility and accountability for the administration and management of all service contracts. Where schools opt out of the Reactive Repairs and Planned Maintenance Servicing, Statutory Maintenance, Testing and Inspection, PAT testing and Playground Equipment Inspections and wish to carry out their own procurement of such contracts as per:- existing current regulations, legislation, standards and manufacturers guidelines, it is the responsibility of the school to comply with Contract Rules whilst under LA control. For further information please follow the hyperlink below.

<http://staff.shropshire.gov.uk/policies-and-guidance/procurement/general-terms-and-conditions-for-goods-services-and-works/>

Upon completion of any works including all service and contract maintenance visits, the school shall submit electronically all certificates and relevant industry standard test sheets for validation of the works to ensure the terms of the Council's insurers are met. Failure to do so could result in the PSG Manager authorising a third party contractor to carry out sample validation testing and inspection of the works at the expense to the school plus a management fee currently based on 9% of the total invoice charge. Schools shall adhere to the Council's specification and standards for statutory testing and inspection of all equipment, this is available upon request. Where regular maintenance and servicing is not carried out by the school the Landlord will not be held responsible for any works associated with reinstating, replacing or upgrading such systems.

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 our 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 at any time please contact PSG to discuss or make an appointment on telephone number 01743 281094.

**NB: The Landlord can inspect, suspend and authorise any works at all times**

## APPENDIX A - DIVISION OF RESPONSIBILITY

	Description of work	Emergency Repair Fund	Tenant Repair and Maintenance	SC Landlord Retained	Kitchen Maintenance Scheme
	<b>BUILDING</b>				
1.	Floor structures (including ground floor and upper floor slabs) Timber joists and boarded floors – only when joists are damaged. Main floor screed. Note:- This does not include floor covering or wood block or floorboards unless part of a subfloor repair/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 floor boards		✓		
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 and insulation, valleys and gutters as part of repair or corrective replacement to the affected area, excluding ancillary buildings ie stores, garages, cycle sheds and huts, boiler rooms and fuel stores.. Major re-roofing projects funded by Capital scheme	✓			
13.	Clearing of debris from roofs, gutters, gullies and channels. It is recommended that this is carried out biannually		✓		

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	Description of work	Emergency Repair Fund	Tenant Repair and Maintenance	SC Landlord Retained	Kitchen Maintenance Scheme
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		✓		
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 Capital Scheme		✓		
20.	All areas of plaster or wall linings on internal face of external walls damaged due to structural movement or damp	✓			
21.	All areas of plaster or wall linings on internal face of external walls damaged due to structural movement or damp caused by tenant failing to undertake maintenance		✓		
22.	Repair all areas of accidentally or vandal damaged plaster wall linings and panels on internal face of external walls		✓		
23.	Replacement of internal walls, partitions and glazed screens and all glazed tiling		✓		
24.	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		✓		
25.	Ceiling structures (including suspension system). Total replacement of a plastered ceiling, or ceiling panels in a suspended ceiling		✓		

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	Description of work	Emergency Repair Fund	Tenant Repair and Maintenance	SC Landlord Retained	Kitchen Maintenance Scheme
26.	Repair all areas of loose, cracked or damaged plaster. Replace damaged or stained ceiling panels		✓		
27.	Staircase and landing - finishes to handrails and balustrades		✓		
28.	Repairs to staircase and landing structures (excluding handrails and balustrades)	✓			
29.	Repair or replacement of coverings to treads, risers or landings. Repair or replacement of nosings to treads. You are advised to consult your Building Surveyor		✓		
30.	Replacement of internal windows, doors and folding partition		✓		
31.	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)		✓		
32.	Ease and adjust doors and windows, repair or renewal of door and window hinges		✓		
33.	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		✓		
34.	Repair or renewal of handles, locks, keys, bolts, fastenings, catches to doors and windows		✓		
35.	Repair and renewal of door linings		✓		
36.	Renewal of hat and coat hooks, toilet roll holders etc. All replacement fittings should be like with like pattern and size if possible		✓		
37.	Renewal of sash cords and spring balances		✓		
38.	Renewal of draught stripping to doors and windows		✓		
39.	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		✓		
40.	Structural preservation – treatments to infestations such as woodworm/ beetles	✓			

	Description of work	Emergency Repair Fund	Tenant Repair and Maintenance	SC Landlord Retained	Kitchen Maintenance Scheme
41.	Repairs associated with dry rot	✓			
42.	Application of waterproof coatings to renders and protective paintwork or stains and varnishes to main external structure after associated repairs	✓			
43.	Pest Control – contact directly on 01743 258462		✓		
<b>DECORATION</b>					
44.	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		✓		
45.	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		✓		
<b>INTERNAL WATER DRAINAGE</b>					
46.	Routine cleaning and unblocking wastes, gullies and drains		✓		
47.	Replacement of all stall urinals and ranges of wash hand basin		✓		
48.	Repair and replacement of taps, including re-washing		✓		
49.	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		✓		
<b>FIXED FURNITURE AND FITTINGS</b>					
50.	Repairs to and replacement of internal joinery, including fixed cupboards, shelves, display boards, benches and other internal seating with its coverings		✓		
51.	Gymnasium equipment: repairs of all fixed sports and gymnasium equipment and markings		✓		
52.	Supply, fixing and maintenance of all internal signs		✓		
53.	Repair or renewal of curtains and tracking, blinds and blackouts complete with boxes		✓		

# Inspire to Learn

	Description of work	Emergency Repair Fund	Tenant Repair and Maintenance	SC Landlord Retained	Kitchen Maintenance Scheme
	<b>EXTERNAL WORKS</b>				
54.	Demolition of unsafe buildings and clearance of sites, sealing of services.	✓			
55.	Renewing and repairing damaged drainage below ground level, including damage caused by tree roots	✓			
56.	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. Tarpaving Programme available (consult Building Surveyor)		✓		
57.	Wooden ramps including repair or replacement		✓		
58.	Replacement of broken or missing bollards		✓		
59.	Remarking of games lines on hard play areas, road markings and parking spaces		✓		
60.	Structural perimeter or retaining walls - rebuilding if unsafe, after confirmed ownership. Seek advice from your Building Surveyor	✓			
61.	Repairs to perimeter or retaining walls		✓		
62.	Fences - repair and replacement		✓		
63.	Replacement of broken or loose bricks or stones to all walls		✓		
64.	Complete renewal of perimeter fencing, gates, non-structural walls and games court fencing		✓		
65.	Repairs to gates and fencing; this should include replacing individual broken or decayed timber posts and rails		✓		
66.	Repair or renew hinges and fastenings to gates		✓		
67.	Repair and replace broken sections of chestnut fencing and interwoven panel fencing		✓		
68.	Replace broken straining wires		✓		
69.	Replace small areas of damaged posts and chain link fencing		✓		
70.	Replace or repair broken posts to games courts, play areas or boundary fence. If more posts require replacement you are		✓		

# Inspire to Learn

	Description of work	Emergency Repair Fund	Tenant Repair and Maintenance	SC Landlord Retained	Kitchen Maintenance Scheme
	advised to consult your Building Surveyor for further advice				
71.	Maintenance of external electric/gas meters and pump houses	✓			
72.	Maintenance of major external fixtures and statues		✓		
73.	Repair and renewal of signs, notices and flagpoles		✓		
74.	Renewing and repairing damaged mains drainage including traps, gullies and manholes below ground level, including damage caused by tree roots	✓			
75.	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		✓		
76.	Investigation into repetitive blockages and subsequent repairs	✓			
77.	Maintenance of ancillary building including garages, cycle sheds and huts		✓		
	<b>MISCELLANEOUS</b>				
78.	Repairs to fires and fireplaces		✓		
79.	Capping off of unsafe mine shafts	✓			
80.	All repairs, replacements and cleaning etc associated with Vandalism		✓		
81.	Repair or replace flagpoles		✓		
	<b>ELECTRICAL</b>				
82.	Statutory 5 yearly testing of fixed wiring			✓	
83.	Portable Appliance Testing		✓		
84.	Any urgent repair to the electrical installation associated with system failure, to ensure non-closure of school ie main panel board switchgear, sub main cables and associated switchgear, from the point of supply to the School connection	✓			
85.	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	✓			

# Inspire to Learn

	Description of work	Emergency Repair Fund	Tenant Repair and Maintenance	SC Landlord Retained	Kitchen Maintenance Scheme
	repaired. If the replacement is required due to time expired installations or non-conformance to current legislation/standards this would require capital funding				
86.	Servicing, cleaning, repair and replacement of electrical installations when not associated with a major rewire		✓		
87.	All testing and repairs for licensing purposes		✓		
88.	All lighting control switches, plug socket outlets, ceiling flex outlets, pendant lamp flex drops and associated fittings		✓		
89.	All fluorescent fittings		✓		
90.	All pilot lamps attached to electrical equipment or their supply outlet		✓		
91.	Electric hand driers		✓		
92.	Sanitary disposal equipment		✓		
93.	All separate point of use water heaters		✓		
94.	All separate electric space heating inc open bar fires, tubular, fan blower and off peak storage		✓		
95.	All fixed equipment in laboratories and workshops inc extra low voltage 24V outlets in laboratories		✓		
96.	All Vent Axia type extract fans		✓		
97.	Recreation area floodlights		✓		
98.	External area security lights, time switches and photo electric cells		✓		
99.	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.	✓			
100.	Glass replacement and resetting manual systems, annual servicing repair and maintenance and weekly testing using methods approved by the Fire Officer		✓		
101.	Class change systems – modifications and adaptations if required as part of a complete fire alarm system replacement	✓			

# Inspire to Learn

	Description of work	Emergency Repair Fund	Tenant Repair and Maintenance	SC Landlord Retained	Kitchen Maintenance Scheme
102.	Class change system - replacement if they are independent of the fire alarm system, annual servicing repair and maintenance		✓		
103.	Repairs to class change system and fire alarm system		✓		
104.	Security alarms - replacement, annual servicing repair and maintenance. All routine maintenance repairs/call outs (to be carried out by installation company)		✓		
105.	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	✓			
106.	Emergency Lighting repair replacement of batteries, luminaires and accessories		✓		
107.	Replacement of lifts and service hoists	✓			
108.	Lifts and service hoists (excluding dumb waiters) – emergency repairs and minor system component replacement due to component failure	✓			
109.	Repair, service, testing and replacement of barriers, all electric door motors and controls. (including replacement of electrical controls to internal doors		✓		
110.	Replacement of external electric door motors	✓			
111.	Earth lightning conductors - emergency repairs and minor system component replacement due to component failure	✓			
112.	Hoists and lifting tackle associated with drama and workshop		✓		
113.	Standby generators		✓		
114.	When faults cause final distribution board fuses or miniature circuit breakers (mcbs) 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		✓		

# Inspire to Learn

	Description of work	Emergency Repair Fund	Tenant Repair and Maintenance	SC Landlord Retained	Kitchen Maintenance Scheme
115.	All annual servicing of electrical installations as per Service Contracts responsibilities	✓	✓	✓	✓
<b>MECHANICAL</b>					
116.	Any urgent repair to mechanical installations and plant to ensure the non-closure of the School ie. boiler failure, heating mains failure etc	✓			
117.	Major replacement of mechanical installations and plant due to component failure not due to lack of service/maintenance  If the replacement is required due to time expired installations or non-conformance to current legislation/standards this would require capital funding	✓			
118.	Servicing, cleaning, repair or replacement of fan convector parts, when not associated with a major scheme		✓		
119.	Underground services – repair or replacement to the point of entry into the building.	✓			
120.	Statutory testing of fixed gas installation			✓	
121.	Minor day to day repairs of domestic hot and cold water installations and plant ie leaking pipework, radiators, or taps		✓		
122.	Boiler, burner and heating controls parts, drinking fountains, ball valves; replacing pipe clips and securing brackets on radiator and pipes		✓		
123.	Day to day repair of Trend energy management systems		✓		
124.	Complete replacement of Trend energy management systems and controls i.e. replacement of main components	✓			
125.	Repair of leaking pumps to include replacement of bearings and seals		✓		
126.	Renewal of pumps	✓			
127.	Replacing radiator control valve handwheels and repacking radiator valves		✓		

# Inspire to Learn

	Description of work	Emergency Repair Fund	Tenant Repair and Maintenance	SC Landlord Retained	Kitchen Maintenance Scheme
128.	Local venting of the heating system. If required regularly contact your Mechanical Surveyor		✓		
129.	Repair or renew of point of use water heaters		✓		
130.	Draining water circuits as necessary at holiday period for frosting protection and subsequent refilling		✓		
131.	Emergency Repairs. Any suggested gas leak which cannot be isolated – contact PSG immediately		✓		
132.	Servicing repair and replacement of Vent Axia type extract fans		✓		
133.	Direct oil and gas fired heater units - replacement of unit due to leakage or beyond economical repair	✓			
134.	Direct oil and gas fired heater units - servicing and minor repairs during service visits		✓		
135.	Fixed Air conditioning units/ventilation - major repair i.e. compressor failure	✓			
136.	Fixed Air conditioning units/ventilation – minor repair i.e. leak detection, re-gassing and filter renewal		✓		
137.	Insulation - all main plant and distribution pipework on heating and domestic hot water circuits when not associated with a major scheme		✓		
138.	Insulation of all major pipework and ceiling spaces when associated with a major scheme i.e. boiler replacement	✓			
139.	Flues and chimneys - repair and replacement - all major structural repairs to existing flues and chimneys, including rebuilding if unsafe	✓			
140.	Cleaning flues and chimneys Clearing debris and blockages from chimneys and flues.		✓		
141.	Servicing and repair of direct gas fired plant i.e. Temcana gas heaters		✓		
142.	Renewal of gas fired i.e. Temcana gas heaters	✓			
143.	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		✓		

# Inspire to Learn

	Description of work	Emergency Repair Fund	Tenant Repair and Maintenance	SC Landlord Retained	Kitchen Maintenance Scheme
144.	Replace damaged fuel gauge on oil storage tanks. Cleaning out oil bound compound and repairing tanks		✓		
145.	Renewal or repair of leaking oil delivery pipework	✓			
146.	Sewage pumps, chambers, grease-traps and septic tanks - replacement of complete system and components as result of catastrophic failure	✓			
147.	Routine Servicing and emptying of sewage pumps, chambers, grease-traps and septic tanks		✓		
148.	Swimming pools - replacement of filtration plant, pipes and boilers as a result of catastrophic failure	✓			
149.	Swimming pools – repair of boiler when not associated with a major scheme		✓		
150.	Repair and maintenance of swimming pool covers		✓		
151.	Chemical dosing, cleaning, testing, servicing and minor repairs		✓		
152.	Repair and maintenance of fume cupboard including extractor fans and ductwork		✓		
153.	Repair of fire fighting equipment (Fixed installation) including sprinklers. Replacement will be funded by a Capital scheme	✓			
154.	Provision and maintenance of fire extinguishers, fire blankets and fixed hoses		✓		
155.	All annual servicing of mechanical installations as per Service Contracts responsibilities	✓	✓	✓	✓
<b>STATUTORY DUTIES &amp; MANDATORY REQUIREMENTS</b>					
<b>ASBESTOS ( CAR 2012 )</b>					
156.	<ul style="list-style-type: none"> <li>Initial Survey</li> </ul>			✓	
157.	<ul style="list-style-type: none"> <li>Annual Re-inspection</li> </ul>			✓	
158.	<ul style="list-style-type: none"> <li>Local Asbestos Management Plan</li> </ul>		✓		
159.	<ul style="list-style-type: none"> <li>Refurbishment &amp; Demolition Survey</li> </ul> <p><b>Note : Refurbishment &amp; Demolition Surveys will be required prior to any upgrading, refurbishment, or demolition and all intrusive</b></p>	See note	See Note		

# Inspire to Learn

	Description of work	Emergency Repair Fund	Tenant Repair and Maintenance	SC Landlord Retained	Kitchen Maintenance Scheme
	<b>works. Persons commissioning works responsible for procurement</b>				
	<b>LEGIONELLA (HSE ACOPL8)</b>				
160.	• Biennial Risk Assessment			√	
161.	• Monthly Temperature Monitoring			√	
162.	• Weekly Flushing ( of little used outlets )		√		
163.	• Cold Water Tank Disinfection Inspection & Certification			√	
164.	• Shower Descale, Disinfection & Certification			√	
165.	• Calorifier annual water quality check			√	
	<b>SCHOOL KITCHEN MAINTENANCE</b>				
166.	Repair and maintenance of kitchen equipment; ie cookers, fridges, dishwashers, waste disposal units, veg prep, fly killers, cold rooms, to be funded from buy back. Excludes specialist equipment and items not listed on the maintenance schedule				√
167.	Replacement of unrepairable, previously maintained, kitchen equipment <b>Kitchen ERF only</b>	√			
168.	Any asbestos testing, removal and replacement	√			
169.	Repairs to Standard Wall Finishes caused by Normal Use		√		
170.	Repairs to Glazed Tiling		√		
171.	Repairs to Glazed or Quarry Tiled Floors – caused by Normal Use		√		
172.	Repairs to Glazed or Quarry Tiled Floors – caused by Sub Floor failure	√			
173.	Repairs to Ceiling Structures Tiles and Grid – not part of canopy or not having a special finish		√		
174.	Repairs to Ceiling Structures Tiles and Grid – part of canopy or having a special finish		√		
175.	Repairs to Internal Decorations – Normal Frequency		√		
176.	Repairs to Internal Decorations – Extra Painting if area has been decorated in the last FIVE years		√		

# Inspire to Learn

	Description of work	Emergency Repair Fund	Tenant Repair and Maintenance	SC Landlord Retained	Kitchen Maintenance Scheme
177.	Repairs to Taps and Toilets – if sanitary ware or hand wash facility in WC area		✓		
178.	Repairs to Taps – if relating to wash up sterilisers, veg. preparation and similar				✓
179.	Repairs to joinery – normal doors, frames and locks		✓		
180.	Repairs to joinery – windows, frames and locks		✓		
181.	Repairs to joinery – special shutters, shelves, window screens and similar		✓		
182.	Cleaning and Unblocking Drains and/or Grease Traps		✓		
183.	If obstruction is caused by a local problem relating to kitchen use		✓		
184.	Clearing of an obstruction in a mains drain		✓		
185.	Investigation into repetitive drain blockages and subsequent repairs unless found to be tenant negligence then tenant item	✓			
186.	Repairs Following Vandalism		✓		
187.	Repairs or Replacement of Electrical Accessories – plugs, socket outlets, switches and similar		✓		
188.	Repairs or Replacement of Electrical Accessories – specialist nature	✓			
189.	Cleaning or Replacing of Lamps and Diffusers – Normal Frequency		✓		
190.	Cleaning or Replacing of Lamps and Diffusers – Special Cleaning		✓		
191.	Cleaning or Replacing of Lamps and Diffusers – If Part of a Canopy		✓		
192.	Repairs to Extract Fans and Canopies				✓
193.	Cleaning of Extract Fans and Canopies				✓
194.	Repairs or Replacement of Shelves, Drainers and Worktops		✓		
195.	Repairs or Replacement of Fly Screens		✓		
	<b><u>DINING ROOMS / SCHOOL HALLS</u></b>				

# Inspire to Learn

	Description of work	Emergency Repair Fund	Tenant Repair and Maintenance	SC Landlord Retained	Kitchen Maintenance Scheme
196.	Dining Room Furniture - When a Health and Safety Issue or extra are required		✓		
197.	Dining Room Furniture – Repairs		✓		
198.	Dining Room Shutters – preventing access to kitchen		✓		
199.	Dining Room Shutters and Doors		✓		
200.	Pest Control		✓		

## APPENDIX B – AVAILABLE SERVICE CONTRACTS

	Emergency Repair Fund	Tenant Responsibility	SC Landlord Retained Responsibility	Kitchen R&M	Please tick if required
E01 - Convector Heaters		✓			
E01 - Off Peak Heaters		✓			
E02 - Emergency Lighting		✓			
E03 - Manual fire alarms		✓			
E03 – Panic Alarms		✓			
E03- Automatic Fire Alarms		✓			
E04 - Fixed Wiring			✓		
E04 - Swimming Pool Wiring Testing			✓		
E05 - Lightning Protection	✓				
E06 – Emergency Generators		✓			
E07 - Dishwasher				✓	
E07 - Fan Cleaning				✓	
E07 - Kitchen Equipment *				✓	
E07 - Microwave Ovens – kitchen				✓	
E08 – Lifts			✓		
E09 - Lighting Beams		✓			
E09 – Stage Lighting		✓			
E10 – Still water boilers		✓			
E12 - Car Park Barriers		✓			
E13 - CCTV Cameras		✓			
E15 - Automatic Doors		✓			
EX01 – Urinal Controls		✓			
EX02 - Gas Detectors		✓			
EX04 - Liff Water Conditioners		✓			

# Inspire to Learn

	Emergency Repair Fund	Tenant Responsibility	SC Landlord Retained Responsibility	Kitchen R&M	Please tick if required
EX05 - Arjo Baths		✓			
EX07 – Clocks		✓			
EX08 - Kreft Combination Ovens				✓	
EX09 - Stairlifts		✓	✓		
EX10 - Clos-o-mats		✓			
EX12- Hoists		✓	✓		
EX13 – Wessex Hoists		✓	✓		
EX14 – UPS Systems		✓			
EX17 – Geberit Toilets		✓			
M01 - Air Conditioning		✓			
M01 - Heat Recovery		✓			
M02 – Above ground oil storage		✓			
M02 - Boilers		✓			
M02 - Miscellaneous Gas Equipment		✓			
M03 – Thermostatic Mixing Valves		✓			
M04 - Gas System Testing			✓		
M05 - IES Water Softeners				✓	
M06 - Kitchen Gas Equipment				✓	
M07 - Local Exhaust Ventilation		✓			
M08 - Pressure Sets		✓			
M09 - Sewage		✓			
M10 – Landis & Staefa		✓			
M11 – Dry riser/sprinkler		✓			
M12 – Swimming pool dosing units		✓			
M13 - Chimneys	✓				

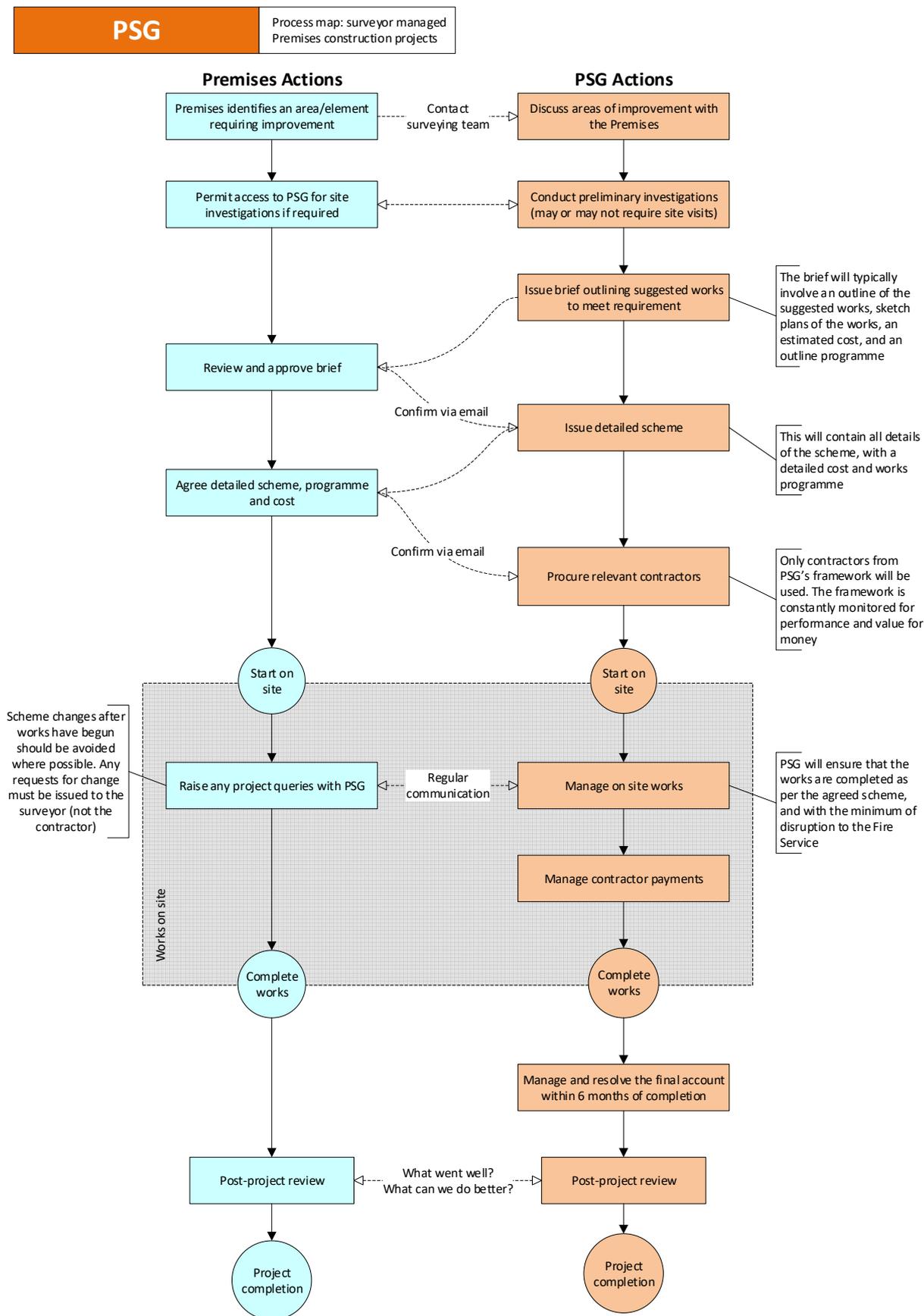
# Inspire to Learn

	Emergency Repair Fund	Tenant Responsibility	SC Landlord Retained Responsibility	Kitchen R&M	Please tick if required
M14 – Fire Extinguishers		✓			
M16 – Fire Suppression and water detection		✓			
M17 – Air Risk Assessments		✓			
M18 - Roller Shutter Doors/Mechanical Doors		✓			
M19 - Fall Arrest Systems	✓				
M20 - Maintenance of BMS		✓			
M24 - Concrete Slab Testing	✓				
PAT –Portable Appliance Testing inc Microwaves NOT in Kitchen		✓			

\* - excludes maintenance of electric cookers, fridges, freezers, cold rooms - includes repairs

SCHOOL NAME: \_\_\_\_\_

## APPENDIX C – PSG MANAGED PROJECTS



## APPENDIX C

### 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%
<b>COMMISSION</b>	<input checked="" type="checkbox"/> <b>SERVICE REQUIRED</b> <input checked="" type="checkbox"/> <b>NOTES</b>
Land Survey	Project Management
Site Investigation	Building Surveying
Initial Appraisal	Architectural
Feasibility Study	Quantity Surveyor
Scheme Design/Estimate	Mechanical Services Engineer
Detailed Design	Electrical Services Engineer
Tender Procedures	Structural Engineer
Contract Management	Principal Designer (CDM)
Other	Landscape Designer
Land Surveyor	

**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:**