

Property Services Group



Service Level Agreement 2026/29

Service Schedule: LA Maintained Schools

Period: 1 April 2026 – 31 March 2029



Introduction from Service Lead

Dear Headteacher and Chair of Governors,

Welcome to the Service Schedule for PSG. This document provides all the information you need about the services we offer.

We continually strive to improve our service and streamline processes. Based on your feedback, we've made the following key changes:

- Reduced the fee for Planned and Reactive Maintenance Plans from **14% to 12%** on every invoice
- Introduced Out of Hours service as a separate purchase option
- Summarised the services included in each plan under the **'What is Included'** section
- Reviewed and updated our KPIs to align with customer expectations, contractor response times, and workmanship standards

We look forward to working with you.

Matt Jordan

Facilities & Maintenance Manager

Our Service Commitment

PSG provides a comprehensive range of property and facilities management services designed specifically for Local Authority Maintained Schools. Our locally based, experienced team supports every aspect of building maintenance, statutory compliance, and project delivery. We offer practical, reliable, and responsive support to help schools maintain safe, compliant environments and make the most of their facilities.

As your trusted partner, we will deliver:

- **End-to-end support** for repairs, compliance, and planned maintenance
- **Expert design and project management services** for refurbishments and improvements
- **Guidance on funding opportunities** and coordination for capital projects
- **Sustainable, cost-effective solutions** using modern technology and best practice

Our goal is to give you peace of mind, so you can focus on delivering outstanding education for your pupils.

Our Service Options

- **Reactive Maintenance Service:** Fast response to urgent repairs and breakdowns.
- **Out of Hours Service:** 24/7 emergency support for critical issues.
- **Planned Preventative Maintenance (PPM):** Scheduled maintenance to ensure compliance and reliability.
- **Emergency Repair Fund:** Rapid support for major failures of buildings and equipment.
- **Kitchen Equipment Replacement Fund:** Cover for unrepairable kitchen equipment.

Benefits to the School

Partnering with PSG gives your school access to a comprehensive, reliable, and expert property management service, including:

Expert Support

- Access to a highly experienced, locally based team with deep knowledge of school environments
- Dedicated help desk for all queries and issues

Operational Continuity

- Fast, effective reactive and planned maintenance
- Optional 24/7 out-of-hours emergency support

- End-to-end contractor management

Compliance & Assurance

- Impartial specialist advice to ensure full compliance with premises-related legislation
- Adherence to Health & Safety Executive (HSE) requirements, including CDM Regulations
- Statutory compliance for peace of mind

Financial Transparency

- Monthly expenditure reports for budget monitoring and planning
- Access to the Technology Forge Cloud property database

Quality & Safety

- All contractors fully vetted, approved, and monitored
- Professional Indemnity and Negligence cover for all work

Confidence & Reassurance

- A reliable, professional service that supports school leadership and reduces risk

Reactive Maintenance Service

1 – Service Overview

Our Reactive Maintenance Service provides Local Authority Maintained Schools with rapid, reliable support for unexpected repairs and building issues. Delivered by our experienced surveying, technical, and business support teams, this service ensures that any repairs or breakdowns are addressed swiftly and efficiently, minimising disruption to your school's daily operations.

By utilising our fully vetted and approved list of contractors, we guarantee that all issues are resolved to a high standard, with a strong focus on safety, compliance, and operational continuity. Our goal is to help you maintain a safe, effective learning environment, ensuring your buildings always remain operational and compliant.

2 – Key Features & Inclusions

- 24/7 help desk for reporting and triaging maintenance issues
- Rapid response to repairs and breakdowns, minimising disruption to school operations
- Access to a fully vetted and approved list of contractors
- End-to-end management of each repair, from initial report to completion
- Professional oversight and supervision to ensure quality and compliance
- Support from experienced surveying, technical, and business support teams
- Clear communication and updates throughout the process
- Assurance of compliance with all relevant statutory legislation and codes of practice
- Monthly expenditure reports to support budget monitoring and financial planning
- Access to the Technology Forge Cloud property database for help desk tracking and compliance data

3 – Benefits to Your School

- **Experienced, Local Team:** Access to a highly skilled, locally based team with extensive knowledge of school environments
- **Dedicated Support:** A specialist team for reactive maintenance ensures timely and effective resolution of issues
- **Single Point of Contact:** Streamlined communication and issue resolution through our dedicated help desk
- **Minimal Disruption:** Fast, reliable repairs keep your school operational and maintain a safe learning environment
- **Compliance Assurance:** Professional oversight ensures all works meet statutory and health & safety requirements
- **Financial Transparency:** Monthly expenditure reports support effective budget monitoring and planning

- **Peace of Mind:** Confidence that all repairs are managed by vetted contractors and overseen by experienced professionals

4 – How the Service Works

When your school experiences a repair need or building issue, simply contact our dedicated help desk by phone or email. Your request will be logged and triaged according to urgency and impact. For urgent or emergency issues, our team will prioritise your case and assign a fully vetted contractor from our approved framework.

Throughout the process, you will receive regular updates on progress. If a repair cannot be resolved within the expected timeframe, or if you are dissatisfied with the response, you can escalate the issue directly to the Facilities & Maintenance Manager or the Responsive Works Team Leader for review and action.

Once the repair is complete, our team will confirm that all work meets compliance and quality standards. You will also be invited to provide feedback through a short satisfaction survey, allowing us to monitor service quality and address any concerns. All feedback is reviewed regularly and used to drive continuous improvement.

5 – Performance Standards (KPIs)

We are committed to delivering a consistently high level of service. Our key performance indicators for reactive maintenance are:

- **Emergency Response:** Attend and make safe within 4 hours of notification; permanent repair arranged as soon as possible (target: within 1 day, including out-of-hours)
- **Urgent Repairs:** Respond within 8 hours; target completion within 2 working days
- **Priority 24:** Respond within 24 hours; target completion within 3 working days
- **Enhanced:** Respond within 3 working days; target completion within 7 working days
- **Standard:** Respond within 7 working days; target completion within 14 working days
- **Completion Quality:** All works meet agreed standards, with $\leq 2\%$ rework rate
- **Customer Satisfaction:** Target of $\geq 90\%$ positive feedback, measured via post-completion surveys and regular review meetings

Performance is monitored continuously, and results are shared with schools as part of our commitment to transparency and ongoing improvement.

Charging & Fees

- A 12% fee is applied to all invoices raised on your behalf for reactive maintenance works. This fee is charged monthly upon receipt of invoices.

- There is an annual management charge of £495, payable upon subscription.
 - This management charge covers a comprehensive suite of services, including an annual strategic review meeting with PSG, access to professional advice and ongoing support, use of a fully vetted and compliant contractors' framework, termly budget reports, and access to the Technology Forge Cloud property database. It also includes priority response coordination for urgent issues.
- The 12% fee covers the helpdesk service (triage and logging of issues), instruction and coordination of approved contractors, surveyor support for technical queries and site visits, and finance support for processing orders, invoices, and budget tracking. Each help call benefits from end-to-end management, ensuring timely resolution, best value, and clear communication throughout.
- This fee also contributes to maintaining service quality standards, performance monitoring, and continuous improvement of the support framework.

Out of Hours Service (OOH)

1 – Service Overview

Our Out of Hours Service provides **Local Authority Maintained Schools** with emergency support 24 hours a day, 365 days a year. This ensures that critical facilities issues can be addressed swiftly and safely, even outside standard working hours, minimising disruption and safeguarding your school community.

2 – Benefits to Your School

- Peace of mind that emergency support is always available
- Rapid response to urgent issues, regardless of time or day
- Continuity of care and operations during evenings, weekends, and holidays
- Direct access to experienced professionals for escalation and resolution

3 – How the Service Works

If a critical facilities issue arises outside normal office hours, school staff can contact our dedicated out-of-hours emergency line. Our team will assess the situation, deploy approved contractors as needed, and provide updates throughout the resolution process. For complex or ongoing incidents, escalation to senior PSG staff is available to ensure swift decision-making and support.

4 – Performance Standards (KPIs)

- **Emergency Response:** Out-of-hours emergencies are triaged immediately, with a target to attend and make safe within 4 hours of notification. Permanent repairs arranged as soon as possible (target: within 1 day, including nights, weekends, and holidays).
- **Ongoing Communication:** Regular updates provided until the issue is resolved.
- **Completion Quality:** All works meet agreed standards, with $\leq 2\%$ rework rate.

5 – Charging & Fees

- The Out of Hours Service is available as an optional add-on, charged at £5 per week.
- For schools not subscribing to the SLA, out-of-hours support is subject to availability, may be delayed, and will be charged at a higher rate. See Terms & Conditions.

Planned Preventative Maintenance Service (PPM)

1 – Service Overview

Our Planned Preventative Maintenance (PPM) Service provides structured, proactive support for the ongoing maintenance and statutory compliance of your school's buildings and equipment.

All maintenance schedules are developed in accordance with SFG20 industry standards, ensuring best practice and consistency across all planned tasks. By partnering with skilled, accredited contractors, we help reduce the risk of breakdowns, extend asset life, and maintain a safe, compliant learning environment.

2 – Benefits to Your School

- Improved reliability and performance of building systems and equipment
- Reduced risk of unexpected failures and costly emergency repairs
- Assurance of compliance with statutory and health & safety requirements for selected services
- More efficient management of spares and maintenance budgets
- Peace of mind for school leaders, staff, and governors

3 – How the Service Works

Schools complete a contract maintenance checklist (Appendix C) to identify the items to be maintained. Our team assists with this process and reviews existing servicing arrangements to ensure full coverage and compliance. We procure, schedule, and monitor all planned maintenance activities, providing regular updates and reports. Any

issues identified during routine servicing are addressed promptly, with clear communication throughout.

4 – Performance Standards (KPIs)

- All statutory and scheduled maintenance tasks completed within agreed timeframes*
- Remedial actions identified during PPM addressed within 30 working days of approval of works*
- Compliance with all relevant legislation and codes of practice

*Achievement of KPIs is subject to reasonable access, timely availability of materials, and excludes remedial works requiring major projects or capital investment.

5 – Charging & Fees

- 12% fee applied to all invoices raised on your behalf, charged monthly upon receipt
- Annual management charge: £495 (reduced to £250 if also subscribing to the Reactive Maintenance Service)
- PPM service contracts are regularly retendered to ensure best value and quality

Emergency Repair Fund (ERF)

1 – Service Overview

The Emergency Repair Fund (ERF) provides Local Authority Maintained Schools with rapid financial and operational support for critical building failures. This cooperative scheme pools contributions from participating schools to create a centrally managed fund, enabling immediate response to major incidents that could otherwise cause significant disruption or closure.

Historical data shows that building age does not significantly affect emergency repair frequency. In fact, newer buildings often contain more complex systems, which can increase technical repair needs.

2 – Benefits to Your School

- Immediate Response: Priority support for urgent repairs to keep your school operational
- Comprehensive Coverage: Includes remedial work for sudden, unforeseen failures of major building elements and certain statutory servicing tasks (e.g., fixed wiring, gas detection, chimneys, lightning protection)
- No Excess Fees: Repairs covered under ERF incur no additional excess charges
- Risk Sharing: Spreads the financial risk of major repairs across participating schools

3 – How the Service Works

Schools opting into ERF pay an annual contribution based on their Gross Internal Area (GIA). When a qualifying incident occurs, PSG coordinates the repair using approved contractors and covers the cost from the fund. Qualifying incidents include:

- Imminent risk to life or limb
- Closure of a whole school or substantial block
- Failure of a major building element causing significant service disruption
- Statutory Servicing: Certain statutory PPM tasks (e.g., fixed wiring, gas detection, chimneys, lightning protection) and associated repairs are included (see Appendix C for details)

4 – Charging & Fees

- Rate: £6.00 per m² of Gross Internal Area
- Management Fee: Included within the above rate at £1.50 per m²
- See Appendix A for full coverage details
- Where project works are being carried out by PSG that impact existing infrastructure, ERF may contribute subject to approval by the PSG Manager or delegated authority

Kitchen Equipment Replacement Fund

1 – Service Overview

The Kitchen Equipment Replacement Fund provides Local Authority Maintained Schools with financial cover for the replacement of mechanical and electrical kitchen equipment maintained by PSG. If an item cannot be repaired, or if the cost of repair exceeds the cost of replacement, the fund ensures that a suitable replacement is provided promptly, reducing downtime and maintaining catering operations.

2 – Benefits to Your School

- Guaranteed cover for unrepairable kitchen equipment
- Reduced financial risk for high-cost replacements
- Maintains continuity of catering services for pupils and staff
- Access to PSG's vetted suppliers and contractors for quality replacements

3 – How the Service Works

Schools opting into this fund pay an annual contribution based on their Number on Roll (NOR), plus an annual management fee. When a qualifying incident occurs, PSG assesses the equipment and arranges replacement if repair is not feasible or cost-effective. See Appendix B for full details.

4 – Performance Standards (KPIs)

- Assessment and decision on repair vs. replacement within 5 working days
- Replacement arranged promptly following approval
- Compliance with all relevant safety and catering standards

5 – Charging & Fees

- £10 per NOR (Number on Roll) plus a management fee of £275
- Includes PSG's 12% management fee for service administration

The management fee ensures the fund is managed effectively and remains reliable for all participating schools

Summary of Services

	Service	Reactive	PPM	ERF	OOH
1	Annual meeting with PSG to review the SLA services	✓	✓	✓	
2	Provision of help desk service which covers reactive, PPM, emergency services and general enquiries	✓	✓	✓	
3	Out of hours emergency service provision			✓*	✓
4	Identification, negotiation and administration of PPM service contracts in accordance with industry guidance such as SFG20, see Appendix C		✓		
5	Instruction of day-to-day works (other than orders raised directly by school)	✓			
6	Advice and instruction in building and plant operation		✓		
7	Support in handling insurance claims			✓	
8	Advice to establishment regarding property related compliance with Health and Safety legislation		✓		
9	Feasibility advice on minor improvements and alterations	✓			
10	Access to the TF Cloud customer portal	✓	✓	✓	✓
11	Assessment of reactive maintenance in new acquisitions and auxiliary properties	✓			
12	Advice on building services legislation	✓	✓		
13	Monthly expenditure & KPI reports	✓	✓	✓	✓
14	Administration of approved contractors list including DBS checks, insurance and H&S accreditation	✓	✓	✓	✓
15	Service contract monitoring		✓		
16	Management of PPM contractors		✓		
17	Payment of invoices	✓	✓	✓	✓

*Only calls for items covered under ERF are included, see appendix A for further information

Shropshire Council Retained Responsibilities

Statutory 5-Year Fixed Wiring Testing

Shropshire Council will carry out statutory five-year testing of fixed electrical wiring and complete all remedial works identified during the inspection to ensure compliance with regulations, remedial works covered are FI, C1 & C2 to provide a satisfactory report, C3's will not be covered under retained responsibilities.

Exclusions:

- The Council will not fund the replacement or repair of damaged equipment such as broken sockets, switches, or accessories caused by misuse or wear and tear.
- The Council will not rectify any non-compliant installations or alterations carried out by the school or its contractors. If work undertaken by the school is found to breach regulations, responsibility for correction rests with the school.

Statutory Testing of Fixed Gas Installation

Shropshire Council will carry out statutory testing of fixed gas pipework to ensure compliance with current regulations and safety standards.

Exclusions:

- The Council will not service, repair, or replace any gas appliances, such as boilers, water heaters, or other equipment.
- The Council will not rectify non-compliant installations or alterations carried out by the school or its contractors. If work undertaken by the school is found to breach regulations, responsibility for correction rests with the school.

Asbestos (CAR 2012)

Shropshire Council will carry out the initial asbestos survey and annual re-inspections, including remediation and removal as required and identified within the Asbestos Management Plan. All remediation and removal recommendations will be assessed by the Statutory Compliance Officer for asbestos and legionella, and works will be prioritised on a risk-based approach within available budgets.

Exclusions:

- The Council will not provide or maintain a local Asbestos Management Plan for the school.
- The Council will not rectify non-compliant installations or alterations carried out by the school or its contractors.

Legionella Control

Shropshire Council will undertake the following activities for Local Authority Schools:

Biennial Legionella Risk Assessment

- Comprehensive review of water systems to identify potential risks.
- Update risk assessment documentation in line with current legislation and guidance.

Monthly Temperature Monitoring

- Routine checks of hot and cold water outlets to ensure compliance with temperature control requirements.
- Record and maintain logs for audit purposes.

Cold Water Storage Tank Disinfection, Inspection & Certification

- Scheduled inspection and cleaning of tanks.
- Issue certification following successful disinfection.

Calorifier Annual Water Quality Check

- Sampling and testing to verify water quality and compliance.

Remediation of Identified Issues

Address issues highlighted in:

- Legionella risk assessments
- Monthly temperature monitoring
- Domestic water tank inspections

Exclusions: Remediation will not cover damage caused by the school or by third-party works commissioned by the school.

School Responsibilities:

- Weekly Flushing of Little-Used Outlets
- Schools must continue to carry out weekly flushing of infrequently used taps, showers, and other outlets in accordance with HSE guidance.
- Records of flushing should be maintained for compliance purposes.

PSG Staff Responsibilities & Contact Directory

Role / Area	Staff Name	Contact Details	Responsibilities
Facilities & Maintenance Manager	Matt Jordan	Tel: 01743 252668 Email: Matt.jordan@shropshire.gov.uk	Overall responsibility for delivery of PSG and management of the SLA.
Team Leader Technical & Compliance	Luke Blakeway	Tel: 01743 251093 Email: luke.blakeway@shropshire.gov.uk	Planned Preventative Maintenance & technical compliance
Team Leader Reactive	Nathan Davies	Tel: 01743 254518 Email: nathan.davies@shropshire.gov.uk	Reactive maintenance.
Finance Support	Chris King Hattie Bew	Tel: 01743 251053 Email: chris.king@shropshire.gov.uk	Budget monitoring of school expenditure.
Business Support	Helen Hale	Tel: 01743 251096 Email: helen.hale@shropshire.gov.uk	Dedicated administration help desk support.
Statutory Compliance (Asbestos & Legionella)	Gavin Curley	Tel: 01743 253157 Email: gavin.curley@shropshire.gov.uk	Asbestos and legionella inspections/testing, statutory compliance.
Reactive Help Desk	PSG Team	Tel: 01743 251079 Email: enquiries.psg@shropshire.gov.uk	First point of contact for reactive maintenance issues.
Out of Hours Emergency	PSG Team	Tel: 07990 087815 Email: enquiries.psg@shropshire.gov.uk	Emergency call outs outside office hours.
Planned Maintenance	PSG Team	Tel: 01743 251079 Email: contract.maintenance@shropshire.gov.uk	Planned maintenance queries and support.

Appendix A – ERF Scope of Cover

Note - If a School does not subscribe to the Emergency Repair Fund, responsibility for these repairs remains with the school.

The table below summarises the building elements covered under the Emergency Repair Fund (ERF), along with any exclusions.

	Building		
	Area Covered	What's Included	What's Excluded
1	Floors	Structural repairs to slabs, joists, boarded floors, and glazed or quarry tiled floors (only when caused by subfloor failure or joist damage)	Floor coverings (e.g., carpet, wood block, floorboards) unless part of a consequential subfloor repair or replacement
2	Chimney Stacks	Major structural repairs to brick or steel chimneys, including rebuilding if unsafe and replacing broken or loose bricks (painting excluded for steel)	Routine painting (for steel chimneys) and general decoration.
3	Roof Structures	Structural repairs to roof coverings, broken/missing tiles, insulation, valleys, gutters, and damaged skylights/roof lights (individual units only)	Major re-roofing projects (Capital funded); ancillary buildings (stores, garages, cycle sheds, huts, boiler rooms, fuel stores); complete replacement of roof lights
4	External Walls	Repointing of brickwork, repairs to rendered walls, and repairs to plaster or wall linings on the internal face of external walls (when damaged by structural movement or damp)	Major renovation projects (Capital funded)
5	Staircases, Ramps, Landings	Structural repairs only	Routine maintenance or cosmetic repairs
6	Structural Preservation & Dry Rot	Treatments for structural infestations (e.g., woodworm, beetles) and repairs associated with dry rot	Routine pest control or non-structural treatments
7	Waterproof Coatings	Application of waterproof coatings, protective paintwork, stains, or varnishes to main external structural elements after associated repairs	General external decoration
8	Drain Blockages	Investigation and repair of repetitive drain blockages and subsequent repairs	Blockages or repairs due to tenant negligence (Capital responsibility)/ Demarcation is site perimeter boundary
External Works			
9	Demolition & Clearance	Demolition of unsafe buildings and site clearance	Routine demolition or clearance of non-unsafe buildings

10	Drainage (Below Ground)	Renewing and repairing damaged mains drainage including traps, gullies and manholes below ground level, including damage caused by tree roots	Routine maintenance or cleaning of drains
11	Perimeter/Retaining Walls	Structural perimeter or retaining walls - rebuilding if unsafe, after confirmed ownership. Seek advice from your Building Surveyor	Cosmetic repairs or routine maintenance
12	External Meters & Pump Houses	Maintenance of external electric/gas meters and pump houses	External Meters & Pump Houses not owned by the school
13	Mine Shafts	Capping off unsafe mine shafts, including newly discovered shafts, where required for safety	If the school does not subscribe to ERF, responsibility for capping and associated costs falls to the school/landowner
	Electrical		
14	Electrical System Failure	Urgent repair to electrical installation to prevent school closure (main panel board switchgear, sub main cables, associated switchgear, from point of supply to school connection)	Routine repairs, upgrades, or improvements not related to system failure or closure risk
15	Major Electrical Replacement	Major replacement of general electrical installations due to failure (not due to lack of service/maintenance). Includes switchgear, cables, containment.	Light fittings, switches, sockets, other outlets; replacements due to age, wear, or non-compliance (capital funded); repairs where the system can be repaired
16	Fire Alarm Systems	Fire alarm system complete replacement following system failure only not due to lack of service/maintenance and when the existing system cannot be repaired.	Replacement required due to time expired installations or non-conformance to current legislation/standards this would require capital funding.
16	Point of Use Water Heaters	Complete replacement following system failure (not due to lack of service/maintenance and when the system cannot be repaired)	Replacement due to age, wear, or non-compliance (capital funded); routine servicing, upgrades, or improvements
17	Class Change Systems	Modifications/adaptations if required as part of a complete fire alarm system replacement	Modifications not linked to fire alarm system replacement; routine upgrades
18	Emergency Lighting	Complete replacement following system failure (not due to lack of service/maintenance and when the system cannot be repaired)	Replacement due to age, wear, or non-compliance (capital funded); routine servicing, upgrades,

			improvements or previously identified faults.
19	Lifts & Hoists (Major)	Replacement of major components associated with lifts and service hoists	Wholesale replacement of lifts/hoists (capital funded); routine servicing, minor repairs
20	Lifts & Hoists (Routine)	Routine servicing, emergency repairs, and minor system component replacement due to component failure (excluding dumb waiters)	Wholesale replacement (capital funded); repairs due to lack of maintenance
21	Electric Door Motors	Replacement of external electric door motors not due to lack of service/maintenance	Replacement due to lack of maintenance; routine servicing, upgrades, or improvements
22	Lightning Conductors	Emergency repairs and minor system component replacement due to component failure	Routine servicing, upgrades, or improvements; replacement due to age or non-compliance (capital funded)
	Mechanical		
23	Mechanical System Failure	Any urgent repair to mechanical installations and plant to ensure non-closure of the school (e.g. boiler failure, heating mains failure)	Routine repairs, upgrades, or improvements not related to system failure or closure risk
24	Major Mechanical Replacement	Major replacement of mechanical installations and plant due to component failure (not due to lack of service/maintenance). Proof of ongoing maintenance required.	Replacement due to age, wear, or non-compliance (capital funded); repairs where the system can be repaired
25	Underground Services	Repair or replacement of underground services to the point of entry into the building	Repairs beyond point of entry; routine maintenance
26	Building Management Systems (BMS)	Replacement of BMS main components due to failure	Partial upgrades, routine servicing, or replacements due to age/non-compliance (capital funded)
27	Pumps	Renewal of pumps where a repair cannot be completed (not due to lack of maintenance).	Renewal due to lack of maintenance; routine servicing
28	Point of Use Water Heaters	Repair or renewal of point of use water heaters	Renewal due to age or non-compliance (capital funded); routine servicing
29	Oil/Gas Heater Units	Replacement of direct oil and gas fired heater units due to failure and being beyond economical repair	Replacement due to age, wear, or non-compliance (capital funded); routine servicing

30	Air Conditioning/Ventilation	Major repair to fixed air conditioning units/ventilation (e.g. compressor failure)	Routine servicing, upgrades, or replacements due to age/non-compliance (capital funded), recharging and leak detection of refrigerant
31	Flues and Chimneys	Repair and replacement – all major structural repairs to existing flues and chimneys, including rebuilding if unsafe	Routine cleaning, minor repairs, or replacements due to age/non-compliance (capital funded)
32	Oil Delivery Pipework	Renewal or repair of leaking oil delivery pipework	Renewal due to lack of maintenance; routine servicing
33	Sewage/Grease/Septic Systems	Replacement of complete system and components (pumps, chambers, grease-traps, septic tanks) as result of catastrophic failure	Routine servicing, emptying, or repairs not due to catastrophic failure
34	Swimming Pool Plant	Replacement of filtration plant, pipes, and boilers because of catastrophic failure (not due to lack of maintenance/preventative repairs)	Routine servicing, repairs due to lack of maintenance, or upgrades (capital funded)
35	Firefighting Equipment (Fixed)	Repair of firefighting equipment (fixed installation) including sprinklers	Wholesale system replacement (capital funded); routine servicing, upgrades, or improvements
	Asbestos		
36	Refurbishment & Demolition Survey	Where PSG are delivering the project on your behalf: Refurbishment & Demolition Survey prior to any upgrading, refurbishment, demolition, or intrusive works.	Routine management surveys; surveys not linked to refurbishment, demolition, or intrusive works. Refurbishment & Demolition Surveys for school organised projects.
37	Remediation & Removal	Asbestos works limited to removal or encapsulation of previously unknown asbestos discovered during operations, including emergency response to accidental release of known asbestos fibres, including immediate containment. This provision includes air testing and completion of the statutory four-stage clearance process. Historic issues not included	ERF funding will not cover any asbestos works relating to materials already identified in surveys or registers. Planned removal, encapsulation, or management of known asbestos, routine monitoring, and any non-emergency works are excluded from this provision.
38	Kitchen Equipment Asbestos	Any asbestos testing, removal, and replacement in kitchen equipment.	Routine asbestos management in non-kitchen equipment; works not linked to kitchen equipment
	Legionella (HSE ACOP L8)		

39	Legionella Remediation	Emergency remediation only for unforeseen Legionella risks, including immediate chlorination of tanks and systems, follow-up water testing, and urgent corrective actions for accidental contamination or critical failures identified during routine checks. Planned or previously identified remedial works remain excluded.	ERF funding will not cover planned or previously identified remedial works, routine maintenance, or upgrades. This includes rectifying non-compliant installations, design flaws, or system improvements unrelated to emergency failures or PSG responsibilities.
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Appendix B – Kitchen ERF Scope of Cover

Note: If a Schools does not subscribe to the Kitchen Equipment Replacement Fund, responsibility for these repairs and replacements remains with the school.

The table below summarises the kitchen equipment and services covered under the Kitchen Equipment Replacement Fund (Kitchen ERF), along with any exclusions.

	Kitchen ERF		
	Area Covered	What's Included	What's Excluded
1	Kitchen Equipment Replacement	Replacement of unrepairable, previously PSG maintained electrical and mechanical kitchen equipment	Repairs to kitchen equipment; replacement of equipment not previously maintained by PSG
2	Extract Fans & Canopies (Repairs)	Repairs to extract fans and canopies	Replacement of extract fans and canopies; repairs to equipment not previously maintained by PSG

Additional Services

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	Planning/Building Regulation application submissions
10	Production of measured floor plans, 3D Surveys & 3D Camera, 3D Walk throughs, topographical surveys
11	Arrange inspection of playground equipment
12	Training for Governors/Premises Managers – see list of available courses
13	Asset Valuations
14	Estates Management Services including leases and rentals to third parties

15	Cost Estimating Service
16	Structural Engineer Design Service
17	Landscaping Service

Appendix C – 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: Cleaning and inspection of gutters and downpipes.	N	N	
B02 - Chimneys: Inspection of brick or metal chimneys for structural stability.	Y	N	
B03 - Fall Arrest Systems: Inspection and maintenance of fall arrest systems and fixed ladders.	Y	Y	
B04 - Concrete Slab Testing: Structural inspection of Stahlton or Intergrid concrete frameworks.	Y	N	
E01 - Convactor Heaters: Cleaning filters and maintaining convactor heaters for airflow and electrical safety.	N	N	
E01 - Off Peak Heaters: Cleaning and maintenance of electric storage heaters for airflow and safety.	N	N	
E01 – Jaga Heaters Maintenance of Jaga heaters to ensure optimal performance, safety, and compliance.	N	N	
E03 - Emergency Lighting: Annual discharge test of emergency lighting system (monthly checks remain schools' responsibility).	N	Y	
E03 - Fire Alarms: Maintenance of fire alarm systems as per Fire Safety Order (weekly tests remain schools' responsibility).	N	Y	
E03 – Cass Call Maintenance for Cass Call systems to ensure reliable operation and compliance. Includes functional testing, inspection of components, and verification of system performance.	N	N	
E03 – Natural Smoke Ventilation Includes inspection of vents, actuators, and controls, functional testing, and verification of automatic opening mechanisms	N	Y	
E03 – Emergency Voice Communication (ECV) Maintenance of Emergency Voice Communication systems to ensure full operational readiness and compliance. Includes functional testing of outstations, line integrity checks, and verification of emergency call performance	N	Y	
E04 - Fixed Wiring: Periodic inspection of electrical wiring and fixed equipment; includes certification for compliance.	Y	Y	SC Landlord Retained
E04 – Fixed Electrical Equipment	Y	Y	

Available PSG Service Contracts	ERF Funded (if buying in) Y/N?	Statutory requirement Y/N?	Tick if required
Includes visual inspections, functional testing, and verification of connections and protective devices in accordance with statutory requirements and manufacturer guidelines			
E04 – Thermal Imaging Inspection Imaging inspection of fixed electrical installations to identify potential faults such as overheating, loose connections, or load imbalances	Y	Y	
E04 - Swimming Pool Wiring Testing: Electrical inspection and testing for swimming pool environments.	Y	Y	SC Landlord Retained
E05 - Lightning Protection: Inspection and testing of lightning protection and surge systems for compliance.	Y	Y	
E06 - Emergency Generators: Maintenance of standby electrical generators.	N	Y	
E07 - Kitchen Equipment: Inspection of kitchen electrical equipment for safety and cleaning of extract fans/filters.	N	Y	
E08 - Lifts: Repair and maintenance of passenger, goods, or platform lifts	N	Y	SC Landlord Retained
E09 - Lighting Beams: Inspection of stage lighting beams for structural safety and load capacity.	N	N	
E09 - Stage Lighting: Inspection and testing of stage lighting for electrical safety compliance.	N	Y	
E10 - CCTV: Inspection and testing of CCTV systems to ensure optimal performance.	N	N	
E11 - Access Controls: Maintenance of electronic access control systems and locking devices.	N	N	
E12 - Car Park Barriers: Maintenance of automatic car park barriers and safety devices.	N	Y	
E13 - Stairlifts, Hoists & Baths: Servicing of personal lifting aids and equipment (excludes statutory LOLER inspections).	N	Y	
E14 – Transformer Testing: Maintenance of HV to LV transformers not under DNO control. If in doubt please contact PSG for further guidance.	N	Y	
E15A – Automatic Doors: Maintenance of power-operated automatic doors for safe operation.	N	Y	
E15B – Appliance Bay Doors	N	Y	

Available PSG Service Contracts	ERF Funded (if buying in) Y/N?	Statutory requirement Y/N?	Tick if required
Includes inspection of door panels, tracks, rollers, and seals, lubrication of moving parts, and functional testing of opening and closing mechanisms			
E15C - Roller Shutter & Mechanical Doors: Maintenance of powered or manual roller shutters for safe operation.	N	Y	
E15D – Folding Partition Maintenance of folding partitions to ensure smooth, safe, and reliable operation. Includes inspection of panels, hinges, tracks, and seals, lubrication of moving parts, and functional testing	N	N	
E15E – Automatic Gates Maintenance of automatic gates to ensure safe, reliable, and compliant operation	N	N	
E17 – Digital Communicator Maintenance of digital communicator systems to ensure reliable alarm signalling and compliance.	N	Y	
E19 - PAT (Portable Appliance Testing): Testing of portable electrical equipment for compliance with safety regulations.	N	Y	
E20 - PV Maintenance (Solar Panels): Maintenance of solar PV systems not maintained by the Council.	N	Y	SC Landlord Retained
EX01 - Urinal Controls: Maintenance of Aqualogic flush controls for efficient operation and water saving.	N	N	
EX02 - Gas Alarm Controls: Maintenance of gas detection systems in boiler houses to ensure safe operation and automatic isolation.	N	Y	
EX05 - Arjo Baths: Maintenance of Arjo branded baths.	N	Y	
EX07 - Clocks: Maintenance of mains-powered clocks on site.	N	N	
EX10 - Clos-o-mats: Maintenance of Clos-o-mat branded WCs.	N	N	
EX17 - Geberit Toilets: Maintenance of Geberit branded WCs (call-out service only).	N	N	
M01F – Heat Pumps & Refrigeration: Contract covers maintenance of all air conditioning units and centralised air handling systems to ensure efficiency and compliance. This includes F-Gas record keeping and TM44 assessments for systems exceeding 12kW, as required by the Energy Performance of Buildings Directive	N	Y	
M01V – Ventilation: Covers maintenance of all ventilation systems, including	N	Y	

Available PSG Service Contracts	ERF Funded (if buying in) Y/N?	Statutory requirement Y/N?	Tick if required
supply/extract units, air handling units, and heat recovery systems, to ensure efficiency. Required for premises with ventilation equipment as part of an air handling system			
M02OT – Above Ground Oil Storage Contract covers inspection and maintenance of above-ground oil storage tanks and associated equipment to ensure safety, integrity, and compliance	N	Y	
M02H – Gas, Oil and Biomass heating appliances and miscellaneous gas equipment: Gas, Oil and Biomass contract covers servicing and maintenance of gas, oil-fired, and biomass heating equipment to ensure safe operation	N	Y	
M02ST – Solar Thermal Covers servicing and maintenance of solar thermal systems to ensure efficient operation and compliance	N	Y	
M02 - Miscellaneous Gas Equipment: Maintenance of gas-fired heating appliances other than boilers and kitchen equipment.	N	Y	
M02 - Biomass Boiler: Servicing and maintenance of biomass-fueled boilers.	N	Y	
M03 - TMVs: Maintenance of Thermostatic Mixing Valves for safe temperature control and legionella compliance.	N	Y	
M04 - Gas System Testing: Pressure testing of gas pipework to ensure leak-free compliance.	N	Y	SC Landlord Retained
M06 - Kitchen Gas Equipment: Servicing of kitchen gas appliances and CP42 safety testing.	N	Y	
M07 - Local Exhaust Ventilation: Servicing and certification of fume cupboards and dust extraction systems for COSHH compliance.	N	Y	
M08B - Booster Sets: Maintenance of pressurisation systems and expansion vessels.	N	Y	
M09 - Sewage: Maintenance of pumps, septic tanks, cess pits, grease traps, and related wastewater systems.	N	Y	
M10 - Still Water Boilers: Servicing and maintenance of Still-branded water boilers.	N	N	
M11DR - Dry Riser: Servicing and maintenance of dry risers systems for fire safety.	N	Y	

Available PSG Service Contracts	ERF Funded (if buying in) Y/N?	Statutory requirement Y/N?	Tick if required
M11S – Sprinkler Systems: Sprinkler Systems contract will service and maintain any sprinkler system(s) installed within the premises for fire purposes.	N	Y	
M12 - Swimming Pool Dosing Units: Servicing and maintenance of chemical dosing systems for swimming pools.	N	N	
M14 - Fire Extinguishers: Servicing and maintenance of fire extinguishers and fire blankets.	N	Y	
M15 – Closed Water System Analysis Contract covers routine sampling and testing of closed water systems (e.g., heating and chilled water circuits) to ensure water quality, prevent corrosion, and maintain system efficiency	N	N	
M16 - Gas Suppression: Servicing and maintenance of gaseous fire suppression systems (e.g., server rooms).	N	Y	
M17 - Air Risk Assessments: Sampling and cleaning of ductwork and grilles to meet cleanliness standards.	N	Y	
M20 - Building Management Systems (BMS): Maintenance of BMS controlling heating and building services for efficient operation.	N	N	
M25 - Fire Dampers: Testing, inspection, and certification of fire dampers in ductwork for correct operation and installation.	N	Y	
E18 - Fire Risk Assessments: Professional fire risk assessment to ensure compliance with Fire Safety Order and identify safety concerns.	N	Y	

Terms & Conditions - Local Authority Schools

1. Agreement Duration and Termination

This Agreement shall commence on 1st April 2026 and shall continue for a fixed term of three (3) years, unless terminated earlier in accordance with the provisions set out below.

Either party may terminate this Agreement by providing a minimum of three months' written notice, such notice to expire no earlier than the end of the first full contract year.

Termination without the required notice will incur a charge equivalent to the remaining management fee for the notice period.

Conversion to Academy Status:

If the School converts to academy status during the term of this Agreement, the School may cancel the SLA. However, a minimum of three months' written notice is still required. Any outstanding charges for the notice period will remain payable.

2. Service Access and Charges

For Local Authority Schools not subscribing to the SLA, out-of-hours support is subject to availability and will be charged at £125 per hour (minimum one hour per callout).

Schools not opting into the Reactive Maintenance Service may access PSG support on an ad hoc basis, subject to availability:

- Out-of-hours support may be delayed and charged at a higher rate due to prioritisation for SLA clients.
- Ad hoc advice, premises support, and contractor coordination will be charged at £75 per hour, with enhanced rates for emergency or out-of-hours services.

PPM service contracts are retendered regularly to ensure best value and quality. This may result in changes to contractor rates and associated costs.

3. Emergency Repair Fund

The Emergency Repair Fund (ERF) operates as a risk-spreading cooperative scheme for subscribing schools only.

- PSG offers a centrally held repair fund for academies opting in. Only subscribing schools receive cover.
- The fund operates as a risk-spreading cooperative scheme, paying out only for qualifying incidents. Premiums are centrally controlled and not ring-fenced for individual academies.
- There is no guarantee that academies will receive work equal to their contribution in any year.
- The fund will only run if there are sufficient subscribers and funding remains.

- Excludes repair or renewal work that could reasonably have been foreseen and programmed by the school.
- Professional services included: out-of-hours surveyor, reactive work, planning, procurement, administration, and preventative measures for covered items.
- Where project works impact existing infrastructure, ERF may contribute subject to approval by the PSG Manager or delegated authority.
- All costs for repairing, maintaining, and running academy buildings are wholly funded from school budgets.

Scope Limitation:

Services provided under this SLA do not include the rectification of existing, pre-identified, or known faults present prior to the commencement of this agreement. The scope of coverage applies only to new issues arising during the term of the SLA. Any pre-existing defects or outstanding remedial works remain the responsibility of the school or its appointed contractors.

4. PSG Obligations

PSG will:

- Arrange and manage reactive repairs and planned maintenance identified by the school.
- Ensure all works are carried out safely and in compliance with statutory regulations.
- Provide dedicated help desk support and monthly budget monitoring.
- Vet all contractors for financial status, insurance, DBS, and health & safety compliance.
- Provide schools with access to the Technology Forge Cloud property database.

5. School Responsibilities

Schools must:

- Report faults promptly and provide accurate details when contacting the help desk.
- Ensure staff with premises responsibilities attend required training and meetings.
- Notify PSG of any new mechanical/electrical plant or building alterations.
- Check the Asbestos Register before any works and arrange required surveys for projects.
- Request additional reports with at least 14 days' notice.
- Comply with all relevant statutory requirements, codes of practice.
- Provide PSG with contact details for persons delegated with day-to-day management.
- Notify the Landlord when self-managing projects to improve, alter, extend, or modify the building fabric.
- Ensure there are adequate budgets for Repair and Maintenance balances.
- Refer to the Implications section for responsibilities if opting out of the PSG SLA.

6. Service Hours

Day/Service	Time
Office Hours (Mon–Thu)	8.00am – 5.00pm
Office Hours (Fri)	8.00am – 4.00pm
Out-of-hours emergency service (if opted in)	24 hours a day / 365 days a year

7. Key Performance Indicators (KPIs)

- **Emergency Daytime:** Respond within 4 hours to make safe and prevent further damage; permanent repair arranged as soon as possible (target: 1 day, including outside normal hours).
- **Urgent:** Respond as soon as possible or within 8 hours; target completion within 2 working days.
- **Priority 24:** Respond within 24 hours; target completion within 3 working days.
- **Enhanced:** Respond within 3 working days; target completion within 7 working days.
- **Standard:** Respond within 7 working days; target completion within 14 working days.
- **PPM Remediation:** Respond within 30 working days for repairs identified during routine maintenance.
- **Completion Quality:** All works must meet agreed standards, with $\leq 2\%$ rework rate.
- **Customer Satisfaction:** Target $\geq 90\%$ positive feedback, measured via satisfaction surveys and review meetings.

Achievement of KPIs is subject to reasonable access, timely availability of materials, and absence of major project requirements.

8. DBS Checks for Contractors

All contractors are vetted through PSG and will hold an enhanced DBS Check. Schools are not entitled to see a contractor's DBS certificate; this information is held by PSG.

9. Force Majeure

Neither PSG nor the School shall be liable for any failure or delay in performing any obligation under this Agreement if caused by circumstances beyond its reasonable control, including but not limited to acts of God, war, terrorism, civil disturbance, industrial action, pandemic, or governmental restrictions.

10. Limitation of Liability

PSG will rectify any errors or omissions caused by its own actions or negligence at no additional cost to the School. PSG's liability under this Agreement shall be limited to the reasonable costs of correcting such errors and restoring affected services. PSG shall not be liable for indirect, consequential, or special losses.

11. Data Protection & Confidentiality

Both parties shall comply with all applicable data protection legislation, including UK GDPR and the Data Protection Act 2018. PSG shall treat all information received from the School as confidential.

12. Dispute Resolution

In the event of any dispute, the parties shall use all reasonable endeavours to resolve the matter amicably. If unresolved within thirty (30) days, the matter shall be referred to mediation before legal proceedings.

13. Variation Clause

No variation, amendment, or modification of this Agreement shall be effective unless made in writing and signed by authorised representatives of both PSG and the School.

14. Implications of Opting Out of the SLA

PSG provides a comprehensive property repair, maintenance, and design service supported by a highly qualified team and robust compliance processes. If a school chooses not to buy into this SLA, the **Responsible Person for the building** should note the following implications, which may affect health and safety obligations and legal responsibilities as tenants:

14.1. Compliance and Legal Liability

- The Responsible Person becomes the **client under CDM Regulations** for any school-managed projects and assumes full legal liability for health and safety compliance.
- Schools must ensure all works comply with current regulations, Building Bulletins, legislation, codes of practice, and manufacturer recommendations.
- Failure to comply may result in works being suspended until evidence of compliance is validated and approved by the Landlord.

14.2. Project Authorisation

- Schools intending to self-manage projects (alterations, extensions, improvements) must obtain **specific authorisation from the Landlord** at least **two weeks prior to works commencing**.
- All site-specific drawings must be updated following any works. Failure to do so may result in the Landlord commissioning surveys at the school's expense.

14.3. Asbestos Management

- An **Asbestos Refurbishment and Demolition Survey** is required for most projects before works begin.
- Failure to undertake this survey will result in suspension of works. Any abortive costs, asbestos clean-up, air monitoring, and PSG support will be recharged to the school, plus a management fee (currently 12% of total invoice).

14.4. Statutory Maintenance and Testing

- Schools opting out are responsible for procuring and managing all statutory maintenance, testing, and inspections (e.g., PAT testing, playground equipment inspections) in compliance with regulations and Contract Rules.
- Certificates and test sheets must be submitted electronically for validation to ensure compliance with Council insurance requirements. Failure to do so may result in PSG commissioning validation testing at the school's expense, plus a management fee (currently 12%).

14.5. Risks of Non-Compliance

- Failure to use approved contractors may result in inadequately designed or maintained buildings, leading to costly retrospective rework.
- The Landlord reserves the right to inspect, suspend, or authorise any works at any time.

For queries or clarification:

Contact the Facilities & Maintenance Manager on **01743 252668** or the Help Desk on **01743 251079**.

Agreement Signatures

For and on behalf of Shropshire Council (PSG):

Name: Matt Jordan

Position: Facilities and Maintenance Manager

Signature:

Date: 17/12/2025

For and on behalf of the School:

School Name:

Responsible Person:

Position:

Signature:

Date: