

Property Services Group



Service Level Agreement 2026/29

Service Schedule: Academies

Period: 1 September 2026 – 31 August 2029



Introduction from Service Lead

Dear Principal/Head Teacher,

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 tailored for academy schools. Our locally based, experienced team supports all aspects of building maintenance, statutory compliance, and project delivery. We offer practical, reliable, and responsive support, helping schools maximise their buildings' potential and maintain safe, compliant environments.

As your trusted partner, we will deliver:

- End-to-end support for repairs, compliance, and planned maintenance
- Award-winning design and project management services
- Support in identifying and coordinating funding opportunities for new projects
- Sustainable, cost-effective solutions using the latest technology

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

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.
- **Asbestos and Legionella Management Service:** Statutory compliance and risk management.

Benefits to the Academy

Partnering with PSG gives your academy 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 academy environments
- Dedicated help desk for all queries and issues

Operational Continuity

- Fast, effective reactive and planned maintenance
- Option of 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 and 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 are fully vetted, approved, and monitored
- Professional Indemnity and Negligence cover for all work

Confidence & Reassurance

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

REACTIVE MAINTENANCE SERVICE

1 – Service Overview

Our Reactive Maintenance Service provides academy 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 academy 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 the Academy

- **Experienced, Local Team:** Access to a highly skilled, locally based team with extensive knowledge of academy 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 academy 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 on a regular basis 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 Repairs:** Respond within 3 working days; target completion within 7 working days.
- **Standard Repairs:** 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 academies 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, ensuring 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 academies with access to emergency support 24 hours a day, 365 days a year. This ensures that critical facilities issues can be addressed swiftly and safely, even outside of standard working hours, minimising disruption and safeguarding your school community.

2 - Benefits to the Academy

- Peace of mind that emergency support is always available
- Rapid response to urgent issues, regardless of the time or day
- Continuity of care and operations, even 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 of normal office hours, academy 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 particularly 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 are arranged as soon as possible (target: within 1 day, including nights, weekends, and holidays).

- Ongoing Communication: You will receive regular updates 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 academies 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 academy'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 the Academy

- 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 in relation to selected services
- More efficient management of spares and maintenance budgets
- Peace of mind for academy leaders, staff, and governors

3 – How the Service Works

Academies 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

1 - Service Overview

The Emergency Repair Fund (ERF) provides academies with rapid financial and operational support for critical building failures. This cooperative scheme pools contributions from participating academies 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 the Academy

- Immediate Response: Priority support for urgent repairs to keep your academy 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 academies.

3 – How the Service Works

Academies 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 academy 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 academies 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 the Academy

- 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

Academies 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 academies

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

Asbestos Management Service

1 - Service Overview

Our Asbestos Management Service supports your academy on compliance with the requirements of the Control of Asbestos Regulations 2012 (CAR 2012). We provide professional management and advisory services to help you meet your legal obligations, maintain accurate records, and manage asbestos safely across your estate.

2 - Benefits to the Academy

- Support with compliance on the requirements with statutory asbestos regulations
- Reduced risk of exposure for staff, pupils, and visitors
- Expert advice and support for remediation and management planning
- Peace of mind through regular inspections and clear reporting

3 – How the Service Works

- **Initial Survey:** If your property does not have an existing Asbestos Management Survey, PSG will arrange a new survey upon acceptance of the SLA (at the academy's cost).
- **Annual Re-inspection:** For properties with an existing survey, PSG arranges annual re-inspections and provides an executive summary highlighting any immediate actions.
- **Local Management Plan:** Advice and support to develop and maintain a site-specific asbestos management plan.
- **Quality Assurance Review:** Once reports are received from specialist contractors, we carry out a rigorous quality assurance review to ensure accuracy and completeness
- **Remedial Work:** Recommendations for remediation or removal are provided. PSG can arrange works with licensed contractors subject to a 12% management fee.

4 – Performance Standards (KPIs)

- Annual re-inspection completed within agreed timescales
- Executive summary issued within 21 working days of inspection
- Compliance with CAR 2012 and HSE guidance

5 - Charging & Fees

- Annual management charge: £150 for up to 12 ACMs (additional £5 per ACM beyond this)
- 12% fee applied to any invoices raised on your behalf

Legionella Management Service

1 - Service Overview

Our Legionella Management Service supports your academy on compliance with the requirements of the **HSE ACOP L8** and associated guidance for water systems. We provide a comprehensive program of risk assessments, monitoring, and advisory support to safeguard against Legionnaires' disease and maintain a safe environment for staff and pupils.

2 - Benefits to the Academy

- Support compliance with statutory requirements for water safety
- Reduced risk of Legionella outbreaks and associated health hazards
- Expert advice and support for remedial actions
- Peace of mind through proactive monitoring and reporting

3 - How the Service Works

PSG arranges biennial Water Risk Assessments and monthly temperature monitoring through specialist contractors. Once reports are received, we carry out a **quality assurance review** to ensure:

- All checks meet **HSE ACOP L8** standards
- **Water Risk Assessment:** If your property does not have a current Water Risk Assessment, PSG will arrange one and provide an Executive Summary highlighting urgent actions and recommended next steps. Risk Assessments are reviewed every two years or sooner if major changes occur. An on-site logbook will also be provided for your records.
- **Temperature Monitoring:** Monthly water temperature monitoring will be carried out by a specialist contractor. Any non-compliances will be reported in an Executive Summary with recommended remedial actions. Remedial work must be arranged by the academy either through PSG or another competent contractor.
- **Cold Water Storage Tanks:** Annual inspection and certification will be arranged by PSG. Disinfection is carried out as needed and must be arranged by the academy either through PSG or another competent contractor.
- **Cold Water Storage Tanks:** Six monthly temperature monitoring.
- **Annual water quality check Calorifiers:** This will be arranged to be carried out on behalf of the Customer at yearly intervals.
- **Descale, Disinfection & Certification of Showers:** Inspection, Certification & Descaling will be arranged to be carried out on behalf of the Customer at Quarterly intervals.
- **Weekly flushing:** Advice will be provided to the Site Manager or Caretaking staff on the necessity and regime to be included for this activity.
- **Advice and Remediation Works:** Recommendations for remedial works are appropriate, cost-effective, and prioritised
- **Findings:** Clearly communicated to the academy with practical next steps

We also provide advice on weekly flushing regimes for little-used outlets and maintain an on-site logbook for compliance records. Any remedial works can be coordinated by PSG, subject to the standard management fee.

4 - Performance Standards (KPIs)

- Biennial Water Risk Assessment completed on schedule
- Monthly temperature monitoring reports reviewed within 5 working days
- Remedial actions identified addressed promptly (target: within 30 working days)

5 - Charging & Fees

- Annual management charge: £200 for Legionella monitoring and risk assessments
- 12% fee applied to any invoices raised on your behalf
- Additional services beyond the SLA scope available on request

Additional Services

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

Ref.	
1	Design & Project Delivery / Management Service including feasibility studies
2	Mechanical and Electrical Design Service
3	Facilities Management
4	Principal Designer Management Coordinator Service
5	School Asset Management Plan Service – 5 year condition survey
6	Estates Management Services including leases and rentals to third parties
7	Planning/Building Regulation application submissions
8	Production of measured floor plans, 3D Surveys & 3D Camera, 3D Walk throughs, topographical surveys
9	Arrange inspection of playground equipment
10	Training for Governors/Premises Managers – List of courses Available on Request
11	Asset Valuations
13	Sustainability management & Energy Advice
14	Structural Engineer Design Service
15	Landscaping Service

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 academy 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 an academy does not subscribe to the Emergency Repair Fund, responsibility for these repairs remains with the academy.

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 (Academy 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 (academy 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 (academy 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 Academy
13	Mine Shafts	Capping off unsafe mine shafts, including newly discovered shafts, where required for safety	If the academy does not subscribe to ERF, responsibility for capping and associated costs falls to the academy/landowner
	Electrical		
14	Electrical System Failure	Urgent repair to electrical installation to prevent academy closure (main panel board switchgear, sub main cables, associated switchgear, from point of supply to academy 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 (Academy 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 Academy 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 (Academy 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 (Academy funded); routine servicing, upgrades, or improvements
19	Lifts & Hoists (Major)	Replacement of major components associated with lifts and service hoists	Wholesale replacement of lifts/hoists (Academy 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 (Academy 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 (Academy funded)
	Mechanical		
23	Mechanical System Failure	Any urgent repair to mechanical installations and plant to ensure non-closure of the Academy (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 (Academy 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 (Academy 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 (Academy 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

			(Academy 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 (Academy 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 (Academy 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 as a result of catastrophic failure (not due to lack of maintenance/preventative repairs)	Routine servicing, repairs due to lack of maintenance, or upgrades (Academy funded)
35	Firefighting Equipment (Fixed)	Repair of firefighting equipment (fixed installation) including sprinklers	Wholesale system replacement (Academy 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 academy 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.

Appendix B – Kitchen ERF Scope of Cover

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

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

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 academy's responsibility).	N	Y	
E03 - Fire Alarms: Maintenance of fire alarm systems as per Fire Safety Order (weekly tests remain academy 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	

Available PSG Service Contracts	ERF Funded (if buying in) Y/N?	Statutory requirement Y/N?	Tick if required
E04 - Fixed Wiring: Periodic inspection of electrical wiring and fixed equipment; includes certification for compliance.	Y	Y	
E04 – Fixed Electrical Equipment Includes visual inspections, functional testing, and verification of connections and protective devices in accordance with statutory requirements and manufacturer guidelines	Y	Y	
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	
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	
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	

Available PSG Service Contracts	ERF Funded (if buying in) Y/N?	Statutory requirement Y/N?	Tick if required
E15B – Appliance Bay Doors Includes inspection of door panels, tracks, rollers, and seals, lubrication of moving parts, and functional testing of opening and closing mechanisms	N	Y	
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	
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	N	Y	

Available PSG Service Contracts	ERF Funded (if buying in) Y/N?	Statutory requirement Y/N?	Tick if required
required by the Energy Performance of Buildings Directive			
M01V – Ventilation: Covers maintenance of all ventilation systems, including 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	N	Y	
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	
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	

Available PSG Service Contracts	ERF Funded (if buying in) Y/N?	Statutory requirement Y/N?	Tick if required
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	
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	

Please contact PSG if you require assistance to fill this Appendix in, who can raise a help call and assign you a surveyor.

PROPERTY NAME:

DATE:

Terms & Conditions

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.

If the Academy terminates this Agreement prior to the expiry of the three (3) year contract term, having made one or more claims from the Emergency Repair Fund (ERF), PSG reserves the right to recover from the Academy an amount equivalent to the total value of ERF claims paid out during the contract period, less the Academy's total ERF contributions. Such clawback shall be invoiced to the Academy upon termination and payable within thirty (30) days of the invoice date.

2. Service Access and Charges

For academies 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).

Academies 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 & Kitchen Equipment Replacement Fund

- PSG offers a centrally held repair fund for academies opting in. Only subscribing academies 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 academy.
- 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 academy budgets.

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 academy or its appointed contractors.

4. PSG Obligations

PSG will:

- Arrange and manage reactive repairs and planned maintenance identified by the academy.
- 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 academies with access to the Technology Forge Cloud property database.

5. Academy Responsibilities

Academies 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 is 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 (Monday – Thursday)	8.00am – 5.00pm
Office Hours (Friday)	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 Key Performance Indicators (KPIs) as set out in this Agreement is expressly subject to the Academy providing reasonable access to all relevant areas, the timely availability of required materials, and the absence of any circumstances necessitating remedial works that constitute major projects or capital investment. PSG shall not be held responsible for any failure to meet KPIs where such conditions are not met.

8. DBS Checks for Contractors

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

9. Force Majeure

Neither PSG nor the Academy shall be liable for any failure or delay in performing any obligation under this Agreement if such failure or delay is 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. In such cases, the affected party shall notify the other party as soon as reasonably practicable.

10. Limitation of Liability

PSG will rectify any errors or omissions caused by its own actions or negligence at no additional cost to the Academy. 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, including but not limited to loss of profit, loss of business, or loss of reputation.

11. Data Protection & Confidentiality

Both parties shall comply with all applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. PSG shall treat all information received from the Academy as confidential and shall not disclose such information to any third party except as required for the performance of this Agreement or as required by law.

12. Dispute Resolution

In the event of any dispute arising out of or in connection with this Agreement, the parties shall use all reasonable endeavours to resolve the dispute amicably and in good faith. If the dispute cannot be resolved within thirty (30) days, the parties agree to refer the matter to mediation before commencing any legal proceedings.

13. Variation Clause

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

14. Implications of Opting Out of the SLA - Academies

PSG provides a comprehensive property repair, maintenance, and design service supported by a highly qualified team and robust compliance processes. If an academy 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 Premises Managers:

14.1. Compliance and Legal Liability

- The Responsible Person becomes the **client under CDM Regulations** for any academy-managed projects and assumes full legal liability for health and safety compliance.
- Academies 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.

- For further guidance, refer to **HSE Construction Design and Management Regulations 2015**: <https://www.hse.gov.uk/construction/cdm.htm>.

14.2. Project Authorisation

- Academies intending to self-manage projects (alterations, extensions, improvements) must notify 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 academy's expense.

14.3. Asbestos Management

- An **Asbestos Refurbishment and Demolition Survey** is required for most projects before works begin.
- For further guidance, refer to: <https://www.shropshire.gov.uk>.

14.4. Risks of Non-Compliance

- Failure to use approved contractors may result in inadequately designed or maintained buildings, leading to costly retrospective rework.
- Using PSG-approved contractors and consultants ensures:
 - Compliance with HSE legislation (including CDM)
 - Professional Indemnity Cover
 - Professional Negligence Cover
 - Contractor monitoring for performance, finance, timing, and quality

14.5. Contact for Support

If you have any queries or require clarification on your responsibilities, please contact:

- **Facilities & Maintenance Manager:** 01743 252668
- **Help Desk:** 01743 251079

Agreement Signatures

For and on behalf of Shropshire Council (PSG):

Name: Matt Jordan

Position: Facilities and Maintenance Manager

Signature:

Date:

For and on behalf of the School:

School Name:

Responsible Person:

Position:

Signature:

Date: