

Hertford College, Oxford

## Service Level Agreement (SLA)

For

Maintenance, Risk Management, and  
Domestic Accommodation Services

At

Hertford College, its residential annexes  
and non-residential properties

September 2012

Dr. A D. M. Beaumont, Home Bursar

## **1. Scope of this Service Level Agreement (SLA)**

This agreement identifies the service levels that can be expected generally in all Hertford College accommodation. The term “Accommodation” includes all undergraduate and postgraduate accommodation, Fellows’ and lecturers’ rooms, administrative offices and staff areas, lecture and tutorial rooms, sports facilities, dining and catering facilities, sanitary rooms (including bathrooms and wcs), as well as all storage areas and all ‘hard’ surfaced areas within the main site grounds, and within those of all external buildings and structures (these include kerbs, fences, boundary walls, and rights of way).

This document does not include alteration work, which is subject to separate planning and agreement.

## **2. Maintenance Service Levels**

### **a. Staffing**

Maintenance staff will normally be on site from Monday-Friday inclusive, from 08.00 until 15.00 (exclusive of meal and other designated breaks). Outside of these hours of operation, the college lodge will either seek to undertake repairs (within their level of competence), or contact a member of the maintenance team, or contact an appropriate contractor. During public bank holidays and/or periods of college closure, the out-of-hours service outline above will be in effect.

### **b. Remote reporting**

An online reporting system is under development at this time. At present, maintenance requests can be made in person, via telephone, or via email to the housekeeping staff, maintenance staff, or lodge staff, for processing.

### **c. Planned maintenance**

Planned maintenance works will ordinarily be carried out during the ordinary hours of staffing outlined above. This includes maintenance projects (including scheduled refurbishment programmes) as well as cyclical maintenance tasks, conducted on a periodic basis.

Where required, the Maintenance Manager, Domestic Manager or Home Bursar will liaise with all relevant staff in advance of any planned works, and provide a schedule for completion where possible.

## **3. Housekeeping Service Levels**

### **a. Staffing**

Housekeeping staff will normally be on site from Monday-Friday inclusive, from 08.00 until 14.00 (exclusive of meal and other designated breaks). Administrative staff (the Domestic Manager and Assistant) are on site from Monday-Friday from 08.00 until 16.00. Out-of-hours residential caretakers in North and South Oxford are available at evenings and weekends, and the college lodge can also be contacted in emergency. Contact details for all housekeeping managers, team leaders and caretakers can be found under the ‘Contact us (accommodation)’ section of the college’s website.

### **b. Room Service Schedule**

Student and other residential bedrooms are serviced by a member of the housekeeping staff (a scout).

The term "Room Service" refers to the following specific services, performed by the housekeeping team.

On a daily basis, scouts must:

- Empty waste bins and non-glass comingled recycling bins from all student bedrooms, common areas, and communal facilities
- Clean all common areas, communal facilities (bathrooms, kitchens, wcs,), corridors, and other areas as required.
- Provide toilet rolls

On a weekly basis, scouts must:

- Clean student bedrooms (vacuuming, dusting)
- Clean ensuite toilets (where required), and provide toilet rolls

On a regular basis, an external contractor removes and replaces sanitary bins in all communal toilets.

For non-college members, visitors and residential conference delegates, the provision of room service provided by the housekeeping team can vary.

c. Service Expectations

Staff must be:

- courteous, polite, and attentive to the needs of college residents and staff, fellows, and visitors.
- visibly identifiable while on duty, whether by uniform or staff badge.
- suitably attired for all weather and working environments: this includes the provision of personal protective equipment (PPE).

#### **4. Maintenance Service Specifications**

a. General

All building, plant, equipment, commissioned and/or installed services must be maintained in accordance with all relevant legal requirements, and as per manufacturer and/or contractor recommendations.

All maintenance tasks must be carried out in compliance with internal Health & Safety policies, H&S legislation, and any relevant government legislation relating to the maintenance task or site.

All works must be conducted in a manner that ensures that the college maintains a safe and comfortable environment. Where works are carried out by contractors, they must adhere where possible to all relevant college policies relating to maintenance conduct (such as right of entry and hours of operation).

b. Maintenance Staff

It is a requirement that the maintenance team are:

- of the relevant and necessary skill mix.
- sufficiently trained so as to provide the required service level.

- adequate in order to provide the required service level of the college and its properties.
  - sufficient in both number and skill to cover annual leave, sickness or other staff absences.
- c. Service Expectations  
Staff must be:
- courteous, polite, and attentive to the needs of college residents and staff, fellows, and visitors.
  - visibly identifiable while on duty, whether by uniform or staff badge.
  - suitably attired for all weather and working environments: this includes the provision of personal protective equipment (PPE).
- d. Contract Labour  
Where the college employs contract labour or maintenance workers, the contractors must provide the college with confirmation of their public liability insurance, any method statements as may be required in relation to specific tasks, and any risk assessment documentation relevant to those tasks.

Contractors must adhere to the same requirement expected of the college's maintenance staff, insofar that they must be:

- courteous, polite, and attentive to the needs of college residents and staff, fellows, and visitors.
- visibly identifiable while on duty, whether by uniform or staff badge.
- suitably attired for all weather and working environments: this includes the provision of personal protective equipment (PPE).

## 5. Reactive Maintenance

Requests for reactive maintenance will be categorised and actioned by the Maintenance Manager or their deputy, on the grounds of relative urgency. These categories are as follows:

- **Emergency:** Those faults or issues whereupon there is an immediate and serious risk of injury to college staff, residents or visitors. Examples include structural collapse, flooding, gas leak, exposed power cables, or individuals locked or trapped in any area of the college's property.
- **Urgent:** Those faults or issues whereupon a situation of significant disruption occurs. These include localised power, heating, or hot water failures, failures in access or site security, or building defects preventing the use of basic facilities.
- **Routine:** Those faults or issues that have no immediate impact upon the use of rooms. These include minor defects where no substantial structural damage has occurred, and access and use of properties and facilities are not significantly disrupted.

Response times to these categories, wherever possible, are as follows:

- **Emergency:** Response immediate: fault rectified by end of working day
- **Urgent:** Response by end of working day: fault rectified within two working days.
- **Routine:** Response within two working days: fault rectified within five working days.

The purpose of this guide is to ensure that labour is directed to where it is most urgently needed at any specific time.

In conducting reactive work, the maintenance staff will liaise with room users wherever possible to minimise disruption.

## **6. College Property Information**

Where possible, data relating to college properties must be maintained in a format readily accessible for presentation or issuance upon demand to relevant staff members, and to external observers, auditors, local authorities, and H&S professionals, as required.

Where it is suitable to do so, secure duplicates will be kept in digital soft copy on the college IT server, and backed up by a secondary offsite IT server.

All documentation must be kept as up to date and accurate as possible.

## **7. Emergency & Contingency Planning**

Where emergency action plans or business continuity plans exist, they must be subject to periodic review and circulated to all staff likely to be involved in responding to such situations. Such plans will identify key figures in all scenarios, and include contingencies for individual absence.

## **8. Mechanical Services**

### **a. General**

All works must be carried out in compliance with statutory regulations, and in a manner ensuring that the college is able to maintain a safe and comfortable environment.

### **b. Heating Sources**

All heating in accommodation must be maintained in order to operate effectively and at optimal levels, as per manufacturer instructions.

### **c. Heating, Ventilation, and Air Conditioning Systems (HVAC)**

All HVAC systems in accommodation must be maintained in order to operate effectively and to provide optimal performance, as per manufacturer instructions.

### **d. Hot and Cold Water Systems**

All installations must be maintained in good condition, and in compliance with the Health & Safety Executive's Approved Code of Practice and Guidance (in particular, Section L8 relating to the control of legionella bacteria in water systems). The integrity of individual water systems and tanks must be maintained and protected.

### **e. Fire Fighting Equipment**

Periodic inspection of all fire-fighting equipment must be conducted by either the college maintenance team or approved contractors, and records collected and maintained for all items and any defects found.

### **f. Other Mechanical Equipment**

Any equipment used but not otherwise identified above must be maintained in safe order, and in compliance with the operating needs of its users and/or any manufacturer instructions for usage.

## **9. Electrical Services**

### **a. Electrical Installations**

All new electrical installation must be carried out in compliance with the requirements of the Electricity at Work Regulations (1989), as they apply to the college's respective properties.

b. Distribution

The electrical distribution network of all college properties must be maintained in good condition, and the integrity thereof protected.

Maintenance of all electrical distribution systems must be carried out in compliance with the standards set down by CIBSE, as well as the Electricity at Work regulations, and all applicable sections of the IEE regulations as they relate to the college's properties. Installation standards may vary between properties given their relative states of refurbishment, and differing IEE regulations may therefore apply respectively.

c. Lighting Installations

All lighting must be maintained to provide optimal performance. Installation works must ensure satisfactory operation of all lighting equipment.

d. Fire Alarm & Detection Systems

Site fire alarms and their supporting infrastructure must conform to BS 5839 Part 1 (2002)

At all times, the system must be fully maintained to ensure optimal service and functionality.

Weekly system checks will be carried out and recorded.

Periodic fire drills will be conducted, and recorded.

Periodic system checks will be carried out on all detectors, sounders and panels by external contractors.

e. Other Electrical Equipment & Systems

The college must ensure that all alarm systems, intruder detection systems and installations are operating satisfactorily.

Any electrical equipment used but not otherwise identified above must be maintained in safe order, and in compliance with the operating needs of its users and/or any manufacturer instructions for usage.

All electrical equipment owned by the college must be checked and found to be in safe order prior to use, and be subject to periodic checks to ensure continued serviceability.

Reactive maintenance must be provided upon demand, and users must report faults or defects at the earliest opportunity.

Portable appliance testing (PAT) must be carried out in accordance with the requirements of the Electricity at Work Regulations (1989), and all items should be logged and labelled accordingly with the date of last check and the scheduled date for the next test.

## **10. Building Maintenance**

a. General

All college buildings must be maintained to meet their functional requirements. Those requirements are:

b. Strength & Stability

All buildings are to be maintained such that their integrity is not compromised.

All structural defects must be reported to the Bursar and Home Bursar at the earliest opportunity.

c. Fire Resistance

Building materials must be stored and maintained so as not to compromise standards of fire resistance.

Any fault or defect compromising the fire resistance of any building or building element must receive an urgent category of reactive maintenance.

d. Thermal Insulation

Buildings must be maintained to ensure that the optimal thermal performance is achieved.

e. Sound Insulation

Where it is used, buildings must be maintained to ensure that the optimal performance of any sound insulation achieved.

f. External Appearance

The appearance of new and listed buildings must be maintained, allowing for natural weathering effects.

No substantial alterations to building appearance can be carried out without receiving permission from the relevant authorities.

g. Security

Buildings must be maintained to ensure that the optimal design requirements for security systems are not compromised.

Intruder alarms must be maintained to ensure functionality and serviceability.

h. Site Drainage

All site surface water, soil drainage systems, sewer access points and their coverings must be maintained in good working order.

Sewage and waste-water facilities must be maintained to ensure that they are operating to optimal performance.

i. Planned Maintenance of Buildings

Agreed schedules of preventative maintenance programmes for both the interior and exterior fabric of college properties must be carried out annually by the college, and subject to periodic review.

All doors, windows, roofs, gutters, fixtures and fittings will be subject to scheduled inspection, and refurbishment as required.

j. Asbestos

The Maintenance Manager is responsible for ensuring that the college is in full compliance with the Control of Asbestos Regulations (2006).

An asbestos register must be maintained, in a format readily accessible for presentation or issuance upon demand to relevant staff members, and to external observers, auditors, local authorities, and H&S professionals, as required.

All contractors engaged to conduct the clearance of asbestos must provide the college with confirmation of their licences to carry out such works.

## 11. Externals

- a. Hard Surfaces & Areas  
All roads, paths, car parks and other 'hard' areas must be regularly maintained, and be capable of performing their function in a safe manner.
- b. Fences & Boundaries  
All fences and boundaries must be maintained in a safe, functional and good condition.
- c. Trees & Hedges  
Trees and hedges must be maintained in a condition so as to prevent no danger to staff, fellows, residents or visitors.

Any hedges providing boundaries to college properties should be maintained so as to prevent intruders from concealment.

- d. Adverse Weather  
The maintenance and housekeeping teams will keep all roads, paths, and car parks clear of snow and ice in the event of adverse weather, where it is possible for them to carry out such tasks safely.
- e. Pest Control  
The Maintenance Manager is responsible for ensuring that the college's properties are free from pests, as far as is reasonably possible.

Contractors engaged to conduct pest removal or treatment must provide the college with confirmation of their public liability insurance, any method statements as may be required in relation to specific tasks, and any risk assessment documentation relevant to those tasks. They may also be required to provide detailed CoSHH documentation as required in relation to any products used or retained on site as part of a pest control or prevention plan. Where there is any risk to residents, staff, fellows or visitors, whether as part of an infestation or as the result of a remedial treatment plan, those affected should be informed at the earliest possible opportunity.

## 12. Risk Management

- a. General  
The associated risks of all maintenance works must be considered before the commencement any task. Where necessary, risk assessment documentation (with accompanying method statements) may be required in acknowledgement of risk, and/or in demonstration that adequate safeguards have been put in place to mitigate specific risks.
- b. Scope of Service  
Documented risk assessments will be carried out in instances where:
  - A specific task, carried out on a regular or periodic basis, possesses evident associated risks of which all relevant staff members should be advised.
  - A project has been identified as possessing particular risks, for which particular attention and/or contingency may be required.



- For tasks in which chemicals, corrosives, flammable items, abrasive wheels, or other such items posing a potential health risk are involved.
- For all actions requiring the issuance and use of personal protective equipment (PPE).

c. Statement of Intent

The college will issue as part of its internal Health & Safety policy a cover statement of intent, outlining its commitment to ensuring the health and wellbeing of all site users, the operational safety of staff and residential college members, and its compliance with all relevant legislation relating to the delivery of these objectives.

The college will outline on its website its commitment to any mandatory or voluntary schemes (such as the Accommodation Code of Practice) to which it is subscribed, and to provide detailed information in demonstration of its compliance with such regulations.