

Service Level
Agreement/Specification

For

Maintenance and Associated Risk
Management Services

At

Hertford College Main Site
and Associated properties

January 2018

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1. Scope

This agreement identifies the service levels that can be expected generally in all Hertford College accommodation. Accommodation includes postgraduate and undergraduate accommodation, fellows' rooms/sets, administration and staff areas, lecture rooms, dining and catering facilities, sanitary accommodation as well as all storage and circulation areas (including 'hard' areas within the grounds and external buildings and structures which includes roads, kerbs and fences).

This document does not cover alteration work, which will normally require discussion and planning before being programmed for action.

2. Maintenance Service Levels

a. Staffing

Maintenance staff will normally be on site Monday to Friday during the hours of 0730 to 1600. Outside of these hours, should an emergency arise, the Porters' Lodge (tel: 01865 279400) will be able to contact an appropriate tradesman. During Bank Holidays and set College closure periods the normal out-of-hours routine will apply.

b. Planned Maintenance

Planned Maintenance activities will normally be carried out during the hours described above. This work includes daily, weekly, monthly, annual and other cyclical maintenance routines including re-decoration.

The Home Bursar or Clerk of Works will liaise with all relevant staff/personnel in advance of any planned works being carried out and will discuss or issue a programme of planned activity as appropriate to the task to be carried out.

Any deviations from the plan will be agreed between the Clerk of Works and relevant staff.

3. Service Specification

a. General

Buildings, fabric, plant, equipment, and installed services must be maintained in accordance with a recognised planned preventive maintenance (PPM) system, maintenance manuals and manufacturers' recommendations. The PPM work will be carried out so as to ensure the absolute minimum interruption to the normal working of the College.

All maintenance functions must be carried out to comply with Health & Safety legislation, Department of Health and Department of Environment Transport & Regions Guidance. This must include any access requirements.

All work must be carried out to ensure that the College operates in a safe and comfortable environment. Contractors must adhere to all relevant College policies so far as these policies affect the work of maintenance discipline.

b. Maintenance Team

In order to provide the required service the team must be:

- (a) of relevant and necessary skill mix
- (b) trained so as to provide the required level of service

- (c) adequate in providing a service to the site taking into account the usual operational constraints.
- (d) Sufficient to cover annual leave allowances, sickness and other absences

Staff must be:

- (a) courteous and polite to all official users of the College including staff, graduates and undergraduates, fellows and members of the public.
- (b) be visibly identified at all times when on duty
- (c) suitably attired for all weather and working environments when on duty

c. Contract Labour

When the College employs contract labour on maintenance work, the contractors must provide not only insurance details but also the relevant Health & Safety policies, any risk assessment documents related to the contracted work and method statements as required. These details are to be re-submitted on an annual basis for regular contractors.

Contractor staff must also adhere to the College's 'Safety Rules for Contractors' which state that they be:

- (a) courteous and polite to all official users of the College including staff, postgraduates and undergraduates, fellows and members of the public.
- (b) be visibly identified at all times when on duty.
- (c) suitably attired for all weather and working environments when on duty.

4. Reactive Maintenance

Requests for reactive maintenance will be categorised by the Clerk of Works and will be prioritised as emergency, urgent or non-urgent.

A fourth category – “routine” – is used for non-urgent remedial and repair works directed by the Clerk of Works.

The priorities are as follows:

Priority A (Emergency) Target: Immediate Response

Emergency repairs to critical core services or accommodation (teaching, offices, residential) including meeting of legal safety obligations, where any delay would have a major impact on College activities. Where necessary, temporary repairs to be carried out to make safe, secure and to restore mechanical and electrical services pending permanent repair.

Priority B (Urgent) Target: End of next Working Day

Urgent repairs which, if not carried out, will lead to significant disruption to core College activities or lead to serious degradation of the structure and services resulting in additional repair expenditure. Where necessary, temporary repairs to be carried out to make safe, secure and to restore mechanical and electrical services pending permanent repair.

Priority C (Non-urgent) Target: 5 Working Day Response

Essential repairs which, if not carried out, will result in a lowering of teaching standards, quality of accommodation and availability of facilities.

Priority D (Routine)**Target: 10 to 15 Working Day Response**

Routine repairs and minor improvements to non-critical services, facilities and building elements which are necessary to maintain College standards.

PRIORITY GUIDANCE DOCUMENT

<p><u>Priority A: Emergency</u></p> <p>(Immediate response job request or direct contact/same day)</p> <p>Emergency repairs to critical core services or accommodation (teaching, offices, residential) including the meeting of legal safety obligations, where any delay would have a major impact on College activities.</p> <p>Examples include:</p> <ul style="list-style-type: none"> • Major electrical failures (corridors, stairwells and complete floors or buildings) • Total lighting failure to individual study bedrooms • Emergency lighting system failures (total loss to corridors, stairwells, floors and buildings) • Gas leak (report of a smell of gas) • Mains water failure • Leaking pipes (<u>not</u> dripping external overflows) • Major water leaks externally • Lift breakdowns (subject to external contractors attending) • Roof leaks • Overflowing toilet, urinal or other sanitary ware • Individual blocked toilet or wash basin – residential only (alternative not available) • No heating – entire floor or building • Broken window or external glass door – ground floor • Fire and flood damage 	<p><u>Priority B: Urgent</u></p> <p>End of next working day</p> <p>Urgent repairs which if not carried out, will lead to significant disruption to core College activities or lead to serious degradation of the structure and services resulting in additional repair expenditure.</p> <p>Examples include:</p> <ul style="list-style-type: none"> • Local electrical failures (individual rooms) • Total loss of external lighting to an area • Air conditioning breakdowns • Major overflow pipe leak • Non working shower (alternative not available) • Repair or make safe trip hazard to floors, stairs, pavement and paths. • Fire alarm and detector faults <p><u>Grounds</u></p> <p>Examples include:</p> <ul style="list-style-type: none"> • Overhanging shrub/bushes blocking a main entrance, walkway or fire escapes (subject to external gardeners attending)
<p><u>Priority C: Non-Urgent</u></p> <p>(5 working days)</p> <p>Essential repairs which, if not carried out, will result in a lowering of teaching standards, quality of accommodation and availability of services.</p>	<p><u>Priority D: Routine</u></p> <p>(10 to 15 working day response)</p> <p>Routine repairs and minor improvements to non critical services, facilities and building elements which are necessary to maintain College standards.</p>

<p>Examples include:</p> <ul style="list-style-type: none"> • Individual external lamp failures • Individual heating complaints/faults (i.e. room too hot or cold) • Minor pipe leaks (i.e. weeping joints) • Non working shower (alternatives available) • Defective handrail to stairs • Blocked rainwater pipe or gutter (if accessible) • Cracked glass • Individual blocked toilet, urinal or other sanitary ware (non residential) • Faulty door closure • Internal door repair (including ironmongery) • Dripping taps and overflow pipes 	<p>Examples include:</p> <ul style="list-style-type: none"> • Individual lamp failure (internal) • Investigation into damp staining to internal finishes • Repair of cupboards, wardrobes, drawers and worktops • Repair of notice boards and shelving • Repairs of retaining walls (non structural) • Repairs to fences and gates
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5. College Estate Data Requirements

Estate data must be recorded and maintained on a regular basis. This information must be precise, definitive, and readily accessible being stored in an environment that affords protection to those records.

Such data must be available to ensure the College can complete any returns as required by others

Any information must be easily available to the College in both electronic and hard copy media.

Key information must be duplicated and kept safe and available remote from the site to allow for continued service should events occur which are unforeseen and would result in information loss. Electronic data is to be stored on College IT server.

Documentation concerning all statutory records and regulations must be kept up to date and accurate. They must be available for issue, on request, by the College at all times. Site data must be recorded and maintained to satisfy any returns required to be made by the College.

Estate Emergency and Contingency Planning

The Home Bursar is responsible for updating/reviewing the Crisis Management & Business Continuity Plan on an annual basis.

The Home Bursar and Clerk of Works will ensure that those staff-members likely to be involved in any emergency situations are trained and competent to complete safely any work required. Maintenance staff are to be appraised of the Crisis Management & Business Continuity Plan.

6. MECHANICAL SERVICES

a. General

All work must be carried out in compliance with statutory regulations.

All work must be carried out to ensure that the College operates in a safe and comfortable environment.

b. Heat Source Installations

In refurbished accommodation, heating systems must be maintained to operate satisfactorily and meet their design performance.

In un-refurbished accommodation the entire heating system must be maintained to operate satisfactorily and to provide optimum performance.

c. Heating Ventilating and Air-Conditioning Plant (HVAC)

HVAC systems in refurbished accommodation must be maintained to operate satisfactorily and meet their design performance.

In un-refurbished accommodation any heating system must be maintained to operate satisfactorily and to provide optimum performance.

d. Hot and Cold Water Systems

Installations in refurbished accommodation must be maintained in good condition, the integrity of the systems must be protected and the installation must be maintained in full compliance with Health and Safety Executive Approved Code of Practice and Guidance L8 (The Control of legionella bacteria in water systems).

The installation must be maintained to comply fully with the requirements of all local water byelaws.

Existing systems in un-refurbished accommodation must be maintained in good condition, the integrity of the systems must be protected and the installation must be maintained where appropriate in compliance with Health and Safety Executive Approved Code of Practice and Guidance L8.

The systems must be protected and insulated in accordance with the following:

Modern standard insulation must be maintained and repairs carried out using current day insulation standard and materials.

Earlier standard insulation must be carried out using current day insulation standard and materials when making a local repair.

e. Fire Fighting Equipment

A planned inspection and maintenance schedule of all fire fighting equipment must be carried out regularly by an approved contractor, and records must be kept of those checks and defects found.

A set of fire extinguishers together with a fire blanket is required to be kept available for fire lecture purposes, except where this training is contracted to a third party.

f. Other Mechanical Equipment

Equipment must be maintained to meet the operating needs of the user and must be maintained in a safe condition.

Users must report faults, damage, and malfunctions at the earliest opportunity.

7. ELECTRICAL SERVICES

a. Electrical Installations

All new electrical installations must be maintained in accordance with the requirements of the Electricity at Work Regulations 1989 and HS(G)85 as they apply to the College.

b. Distribution

The electrical distribution network must be maintained in good condition and the integrity of the system must be protected.

Maintenance of these systems must be carried out to ensure that all installations comply with standards as set down by CIBSE, the Electricity at Work Regulations and applicable sections of the IEE Regulations. It should be noted that installation standards across the College may vary given that refurbishment of the properties has been at different times and different IEE Regulations will therefore apply.

c. Lighting installations

All lighting must be maintained to sustain its optimum performance.

The lighting installation must be maintained to operate satisfactorily.

d. Fire Alarm and Detection Systems

The site fire alarm system and supporting infrastructure must be maintained to comply with BS 5839 Part 1 2002.

At all times the system must be fully maintained to achieve the highest possible serviceability and functionality.

Weekly system checks will be carried out on the main College site and outlying buildings and records of these tests will be recorded.

At times the Lodge will be required to organise fire drills, which may include activation and re-setting of alarms.

e. Other Electrical Equipment/Systems

The Lodge Manager and Clerk of Works must ensure that all alarm and intruder systems and installations are maintained to operate in a satisfactory manner.

All equipment used by the College's personnel must be maintained in a safe condition and meet the reasonable operational needs of College staff.

All electrical appliances owned by the College must be checked and be in a safe condition before being used in accordance with College policy.

Reactive maintenance must be provided on demand. Users must report faults, damage, and malfunctions at the earliest opportunity.

The Maintenance Team must carry out portable appliance testing in accordance with The Electricity at Work Act 1989 and maintain a database register which should be readily available to the College all times: this may be contracted out to a qualified third-party contractor.

8. BUILDING MAINTENANCE

a. General

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

b. Strength and Stability

All buildings are to be maintained such that no part of the structure or its internal finishes are prone to partial or full collapse thereby compromising the integrity of those buildings.

Structural defects observed must be reported to the Home Bursar's and Clerk of Works' office at the earliest opportunity.

c. Fire Resistance

Building stock must be maintained so as not to compromise designed fire precaution standards.

Any fault condition which compromises any building elements forming part of any fire compartmentation must be given an urgent classification.

d. Thermal Insulation

Buildings must be maintained to ensure that the design performance of the building envelope is maintained.

e. Sound Insulation

Refurbished buildings must be maintained to ensure that the design performance of the building and its components are maintained.

Un-refurbished buildings must be maintained so as not to reduce any sound reduction or attenuation qualities. This to apply only to areas where increases in noise would compromise working conditions and confidentiality.

f. External Appearance

The appearance of any new buildings must be maintained as built except for normal weathering effects.

Existing buildings must be maintained to prevent any further significant deterioration given the particular historical importance of the listed buildings.

g. Security

Buildings must be maintained to ensure that the College or design requirements for security are not reduced or compromised.

Intruder alarms in existing buildings must be maintained to operate properly.

h. Site Drainage

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

Sewage treatment plant and installations must be maintained to ensure that they operate to their optimum performance.

i. Planned Maintenance of Buildings

An agreed planned preventive maintenance system is to be implemented to ensure the internal and external fabric of all buildings is maintained. The system must include planned maintenance of the following systems or components:

- Fire resisting door sets
- Fire Exit doors
- Manhole covers and frames, open or grated gullies and other foul-water drainage system components which if neglected are liable to lead to defects or unsafe situations. Main drain runs and branches are not included except for main kitchen areas. For main drain runs and branches normal reactive maintenance requirements must apply.
- Cleaning of roofs, gutters

An annual redecoration programme will be agreed with the College and implemented. This programme must be implemented with minimal disruption to the operation of the College.

The internal fabric must be maintained to provide a clean and pleasant environment.

All door sets (doors, frames, linings etc) must be kept functional and maintained in good working order.

All windows must be kept functional and maintained in good working order.

All fixtures, fittings, and door furniture must be kept maintained in good working order.

Attendance by the Maintenance team to fix or maintain individual or personal fixtures such as pictures, furniture etc. will be carried out provided the person requesting the work is authorised to request such work.

j. Asbestos

The Clerk of Works is responsible for ensuring that the College is in full compliance with the Control of Asbestos Regulations 2006.

The Clerk of Works will maintain an Asbestos register as required and will ensure that all records on asbestos issues are readily available. Any contractor working on College sites will be provided with access to this register or that part of it which covers an area where they will be working.

The Clerk of Works must ensure that contractors employed to carry out work on asbestos products or components are licensed to carry out the work.

9. EXTERNALS

a. Hard surfaces and Areas

All roads, paths, car parks and other 'hard' areas must be regularly maintained.

As well as for buildings, roads, paths, car parks and other hard areas must be maintained to perform their function and be safe to use.

b. Street Furniture

All street furniture, fixed and moveable, must be kept maintained and in working order.

c. Fences and Boundaries

Fences and site boundaries must be maintained in a safe, functional and good condition by undertaking both planned and reactive maintenance.

d. Trees

All trees must be surveyed for condition on an annual basis and the findings of the surveys must be available to the Gardens Committee for appropriate action.

Trees must be kept in such a condition that they present no danger or hazard to staff, public, visitors or site neighbours.

e. Winter Weather

The maintenance team will, assisted by Quad Scouts if necessary, keep all roads, paths, and car parks free from ice and snow in accordance with the College procedure.

f. Pest Control Service

The Clerk of Works' office shall use appropriate measures to rid the College of Pests and thereafter work to maintain a satisfactory Pest free environment.

The Clerk of Works and Domestic Manager will ensure that the College is a Pest free environment as far as reasonably possible.

After each and every visit, the College contractor will ensure there is a written report on the findings of the inspections and the steps to be taken in respect of each finding, such a report must be available to be inspected by the College 7 days after the visit.

The contractor shall keep a record of the pesticides to be used in the provision of the service. This record is to be available for inspection by the College.

The contractor shall only use those pesticides, which have been approved under the relevant legislation or guidance.

The contractor shall ensure that their staff are adequately trained in the use of the pesticides and all other specific aspects of this service.

The contractor shall supply all materials and equipment necessary to carry out this Pest Control Service.

The contractor shall keep all dangerous materials and equipment under control and safe keeping with all pesticides clearly and correctly identifiable by labels on all containers. In the application of these pest control materials and equipment extreme care must be exercised by the contractor to ensure that appropriate pest control media are chosen in areas the College considers that there is a high risk to its users.

10. Risk Management

a. General

All maintenance work is to be risk assessed before commencement. If risks are identified then no work is to proceed until those risks have been eliminated or reduced.

b. Scope of service

The Clerk of Works' office will out carry out the Risk Management Service in connection with the Maintenance Service which, for the avoidance of doubt, excludes the process of the construction or alteration of buildings where a formal contract covers such work.

c. Statement of intent

The Clerk of Works will provide a safe and healthy environment by carrying out the maintenance service in compliance with this service specification to achieve the following:

- compliance with all statutory requirements affecting the estate (e.g., control of asbestos, control of legionella, Electricity at Work Regulations)
- safety of students, visitors and staff
- operational safety of staff and sub-contractors