



**Schedule Part 12**  
**Section 1**  
**Service Level Specification**

**Version 2: June 2012**



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# A. Definitions

In this Service Level Specification, and elsewhere in this Agreement (save where Schedule Part 1 (*Definitions and Interpretation*) provides to the contrary), the following words and expressions shall have the following meanings:

“Access Times”	means the times, to be agreed between the Authority and the Sub-hubco for each Functional Area, within which the Services shall be carried out;
“Authority’s Fire Officer”	means the Authority’s nominated fire adviser with responsibility for overseeing fire policy, procedure and safety;
“Availability Standards”	means the standards set out in Section F of this Service Level Specification;
“Core Times”	means the times set out in Section D of this Service Level Specification;
“Fire Safety Policy”	means the Authority’s policy (or policies) relating to fire safety within its premises;
“Guidance”	means <sup>1</sup> ;
“Helpdesk”	means the service described in paragraph 3.5 of Section C of this Service Level Specification;
“Helpdesk Users”	means the Authority’s Representative and any other person(s) authorised by the Authority to call the Helpdesk and notified to Sub-hubco from time to time, any Authority Employee in an emergency, an Auditor, Sub-hubco, the Service Provider and/or any employee of Sub-hubco and /or the Service Provider;
“Important”	means a Service Event that has a detrimental effect on the use of the Facilities for the provision of Authority services but does not render any Functional Area Unavailable nor give rise to an immediate threat to the health and safety of any person;
“Make Safe”	means to ensure that any immediate risk of injury or incident that might impinge on the health and safety of users of the Facilities is removed by means of temporary or permanent rectification, notification and/or obstruction
“Monitoring Method”	means, in relation to each Performance Standard, the approach to assessing compliance, detailed in the column headed Monitoring Method in the Performance Standards;
“Performance Standards”	means the standards described in Section E of this Service Level Specification;

“Performance Period”	Monitoring	means, in relation to each Performance Standard, the period over which compliance shall be monitored, as detailed in the column headed Performance Monitoring Period in the Performance Standards;
“Permit to Work System”		means the Authority’s works access and safety management system(s);
“Plant”		means the fixed and immovable equipment and systems relating to the infrastructure and buildings, installed as part of the Works or pursuant to an Authority Change as replaced from time to time;
“Prescribed Function”	Operational	means the use or purpose of the relevant Functional Area, as identified in the Room Data Sheets;
“Rectification Period”		has the meaning given in Schedule Part 14 ( <i>Payment Mechanism</i> );
“Remedial Period”		means the period of time, detailed in the column headed Remedial Period/Remedy in the Performance Standards, within which Sub-hubco must Remedy a Service Event relating to a Performance Standard
“Remedy”		means the actions or tasks, detailed in the column headed Remedial Period/Remedy in the Performance Standards, required to remedy a Service Event relating to a Performance Standard and " <b>Remedied</b> " shall be construed accordingly;
“Response Period”		means, in relation to each Performance Standard and Availability Standard, the period of time within which Sub-hubco must respond to a Service Event and (if relevant) Make Safe, as detailed in the column headed Response Period in the Availability Standards or Performance Standards (as the case may be);
“Room Data Sheets”		means the room data sheets contained in Section 6 of Schedule Part 6 ( <i>Construction Matters</i> );
“Routine”		means a Service Event that is neither Urgent nor Important;
“Service Event”		means an incident or state of affairs which does not meet or comply with the Performance Standards and/or does not satisfy the Availability Standards;
“Service Quality Standards”		means the standards identified in Appendix B of this Service Level Specification;
“Service Report”		means the notification of a Service Event to the Helpdesk;
“Staff”		means those persons engaged or employed by Sub-hubco or the Service Provider and their respective sub-contractors to carry out the Services;
“Unavailable”		has the meaning given in Schedule Part 14 ( <i>Payment Mechanism</i> );
“Unavailable but Used”		has the meaning given in Schedule Part 14 ( <i>Payment Mechanism</i> );
“Urgent”		means a Service Event that gives rise to an immediate threat to the health and safety of any person but does not render any Functional Area

Unavailable;

“Utility Provider”

means the supplier of a Utility to the Facilities;

“Utility”

means any utility service including but not limited to:

- electricity;
- gas;
- fuel oil;
- water;
- sewerage;
- surface water disposal.
- telecommunications including voice and data;
- solid waste disposal generated by Sub-hubco; or
- liquid waste disposal generated by Sub-hubco;

and “Utilities” shall be construed accordingly.

## B. Aims and Objectives

The Authority requires that the Services are fully integrated, efficient, responsive, comprehensive and effective, and based on sound technical and operational requirements and standards.

The Services incorporate:

- Contract management;
- Health and safety;
- A helpdesk facility;
- Performance management and monitoring;
- Maintenance of the Facilities; and
- Management of Utilities within the Facilities.

The Service provision should be flexible to respond to changes in the Authority services delivered at the Facilities and the manner of such delivery.

In delivering the Services Sub-hubco should aim to achieve the following key objectives:

- a. provide a high level of customer care to all users of the Facilities;
- b. minimise disruption to the Authority services;
- c. maintain a safe environment using safe working practices;
- d. provide an efficient, responsive, comprehensive and effective service which is cost effective and based on sound technical and operational requirements and standards;
- e. operate a recognised risk assessment/management system to ensure that standards stay high, and that any slippage is recognised and corrected;
- f. ensure the Performance Standards and the Availability Standards are met through the use of Good Industry Practice, while complying with Law and Guidance;
- g. co-ordinate emergency responses in a proficient and professional manner;
- h. understand levels of service provision and performance of the Facilities through regular monitoring and reporting
- i. provide a recording and reporting service;
- j. in performing its operations, provide and maintain safe environment throughout the Facilities using safe working practices to ensure access for all users of the Facilities;
- k. ensure that the distribution of all incoming Utilities is continuously maintained within the Facilities throughout the Operational Term; and.
- l. optimise Utilities consumption within the Facilities.

## C. Scope of Services

The scope of services to be delivered by Sub-hubco incorporates the following:

- 3.1 Policy & Strategy including:
  - 3.1.1 providing an appropriate management structure and process for ensuring compliance with the Availability Standards and Performance Standards throughout the Operational Term;
  - 3.1.2 developing and implementing Method Statements that are integrated with Authority Policies to minimise disruption to the Prescribed Operational Functions without the need for changes in approach from the Authority;
  - 3.1.3 providing comprehensive quality, environment and health & safety systems in accordance with the appropriate Good Industry Practice;
  - 3.1.4 complying with the Authority's access and works management processes, including but not limited to Permit to Work, risk management, and health and safety policy;
- 3.2 Staff & Development including:
  - 3.2.1 ensuring that recruited staff undergo checks and screening appropriate to the Prescribed Operational Function and in accordance with Law and Authority Policies;
  - 3.2.2 providing appropriately trained Staff and a proactive training environment, including inductions to the Facilities and the Services;
- 3.3 Partnerships & Resources including:
  - 3.3.1 ensuring that there is regular liaison with the Authority;
  - 3.3.2 demonstrating a robust approach to supply chain management;
- 3.4 Contingency Planning including:
  - 3.4.1 developing, maintaining and implementing contingency plans for all aspects of service delivery to ensure that the Facilities remain serviced and operational in accordance with the requirements of this Agreement;
  - 3.4.2 providing maintenance and scrutiny of all fire safety and security systems including fire fighting equipment to ensure a safe and secure environment for users of the Facilities;
- 3.5 Performance and Information Management including:
  - 3.5.1 providing a manned helpdesk for receiving, logging, reporting and responding appropriately to direct verbal, telephone, letter, facsimile, e-mail and other legal communications and liaising with all users on the progress of work. The helpdesk shall form the day to day notification interface between the Authority<sup>2</sup> and Sub-hubco in relation to the following matters only:
    - a. all queries and requests relating to the Services;
    - b. the notification of Service Events;
    - c. monitoring of alarms (if appropriate);
    - d. notification of Emergencies;



- e. recording and keeping the Helpdesk User up to date of progress of Service Events;
- 3.5.2 maintaining the Facilities and performing Sub-hubco's operations so as to minimise Utilities consumption whilst achieving the optimum environmental conditions required by the Authority;
- 3.5.3 self monitoring of performance against the Performance Standards (where applicable monitoring performance over the relevant Performance Monitoring Period in accordance with the relevant Monitoring Method) and the Availability Standards;
- 3.5.4 regular reporting (and providing supplementary information on an ad-hoc basis) on compliance with the Performance Standards and the Availability Standards.
- 3.5.5 maintaining records including but not be limited to maintenance records, Utilities consumption data and providing the information required for the reporting required under this Agreement and to validate invoices;
- 3.6 Maintaining (including life cycle replacement) the Facilities in accordance with the Performance Standards and Availability Standards including:
  - 3.6.1 maintaining the physical connections to each Utility Provider's services of adequate capacity to satisfy the demand at the Facilities under all anticipated operating conditions. For the avoidance of doubt, procurement of the Utility supplies shall be the responsibility of the Authority;
  - 3.6.2 providing, unless otherwise stated in Section 3 (*Authority's Construction Requirements*) of Schedule Part 6 (*Construction Matters*), all requisite Plant, equipment, apparatus and consumable items required for the proper execution of all work which Sub-hubco is required to carry out under this Service Level Specification; including scaffolding, craneage, tackle, machinery, tools or other appliances and everything else necessary for the work, and shall be responsible for their conveyance, use, subsequent removal, making good and cleaning;
  - 3.6.3 arranging and undertaking all requisite statutory testing as necessary to ensure the Facilities comply with Law and Guidance at all times;
- 3.7 Maintaining the supply of Utilities throughout the Facilities, of adequate capacity to supply the requirements of the Authority under all anticipated operating conditions.

## D. Core Times

The Core Times for the Facilities are:

<b>Facilities Area</b>		<b>Mon – Fri</b>	<b>Sat</b>	<b>Sun</b>
Whole Facility	School Days	0800 - 1800		
Library, Fitness Room, Pool ) PE Areas (incl external) )	School Days	0700 - 2200		
Stage/Hall and Street )	Non Sch Days	0700 – 2200	0900 – 1600	1000 – 1600



## E. Performance Standards

PS Ref	Performance Standard	Performance Monitoring					
		Category	Response Period	Rectification Period	Monitoring Method	Performance Monitoring Period	Remedial Period / Remedy
Policy and Strategy							
Management and Strategy							
FM01	Sub-hubco shall inform the Authority's Representative, as required, of any material changes to the management structure, responsibilities and lines of communication put in place by Sub-hubco in respect of the performance of its obligations under this Agreement.	Major	N/A	N/A	Records of communications and notifications.	Per occurrence	1 Business Day. To commence on identification of failure. <b>Remedy:</b> notify Authority of changes.
FM02	Sub-hubco shall give prior notice to the Authority's Representative(s) of all new working practices, and/or service delivery timings.	Major	N/A	N/A	No reported non-compliance.	Per occurrence	1 Business Day. To commence on identification of failure. <b>Remedy:</b> Inform the Authority's Representative of proposed changes.
Integration with Authority Policies and Operation							
FM03	Sub-hubco shall liaise with Authority Service Providers to ensure that there is no disruption to the Authority services at the Facilities.	Medium	N/A	N/A	No reported non-compliance	Per occurrence	2 Business Day. To commence on identification of failure. <b>Remedy:</b> Meet with Authority service Providers and develop a continuing dialogue.

PS Ref	Performance Standard	Performance Monitoring					
		Category	Response Period	Rectification Period	Monitoring Method	Performance Monitoring Period	Remedial Period / Remedy
Quality, Environment, and Health & Safety							
FM04	Sub-hubco shall develop and maintain a Building User Guide – electronic and paper <sup>4</sup> on behalf of the Authority for use by Staff and Authority Employees, the content and style of which shall be approved by the Authority on a minimum of an annual basis (and at any time when circumstances change).	Medium	N/A	N/A	Document reviewed and updated to reflect current processes and procedures and approved by the Authority.	Per occurrence	5 Business Days. To commence on identification of failure. <b>Remedy:</b> Review Building User Guide and update as necessary.
FM05	Sub-hubco shall ensure that a procedure for disseminating hazard and safety warnings, pertaining to the Services, is operational and disseminates information in a timely manner.	Major	N/A	N/A	Procedure agreed with Authority. No reported non-compliance.	Per occurrence	1 Business Days. To commence on identification of failure. <b>Remedy:</b> Amend quality assurance processes and raise Staff awareness.
FM06	Sub-hubco shall develop and maintain a Health and Safety system relevant to the Services.	Major	N/A	N/A	Health and Safety system reviewed.	Bi-Annually	3 Business Days. To commence on identification of failure. <b>Remedy:</b> Health and Safety system is developed and appropriate training is carried out for all Staff.
FM07	Sub-hubco shall implement Sub-hubco's health and safety system in all aspects of Service delivery.	Major	N/A	N/A	No reported non-compliances.	Per occurrence	5 Business Days. To commence on identification of failure. <b>Remedy:</b> Staff awareness is raised and a current Health & Safety manual is available to all Staff.
FM08	Sub-hubco shall devise a quality management system as required in the Services Quality Plan that shall meet the requirements of ISO 9001 for	Major	N/A	N/A	Check quality management system is in place (accredited to ISO 9001	BiAnnually	5 Business Days. To commence on identification of failure.

<sup>4</sup> The Building User Guide is intended to be a practical document for the use and operation of the Facilities, dealing with, by way of example, access arrangements, contact details, escalation procedures, emergency procedures, helpdesk process, guidance and protocols for the BMS and other systems etc.

PS Ref	Performance Standard	Performance Monitoring					
		Category	Response Period	Rectification Period	Monitoring Method	Performance Monitoring Period	Remedial Period / Remedy
	the first 18 months of the Operational Term and shall achieve ISO 9001 accreditation within the first 18 Contract Months of the Operational Term; thereafter Sub-hubco shall maintain this accreditation and provide the Authority with copies of certification whenever reaccredited.				within 18 months )		<b>Remedy:</b> Quality management system is developed and appropriate training is carried out for all Staff.
FM09	Sub-hubco shall implement the quality management system in the delivery of all aspects of the Services.	Major	N/A	N/A	No reported non-compliances.	Per occurrence	5 Business Days. To commence on identification of failure. <b>Remedy:</b> Quality management system corrective actions are carried out in accordance with the requirements.
FM10	Sub-hubco shall devise an environmental management system that shall meet the requirements of ISO 14001 or equivalent for the first 18 months and shall achieve ISO 14001 accreditation within the first 18 Contract Months; thereafter Sub-hubco shall maintain this accreditation and provide the Authority with copies of certification whenever reaccredited	Major	N/A	N/A	Check environmental management system is in place (accredited to ISO 14001 within 18 months)	BiAnnually	5 Business Days. To commence on identification of failure. <b>Remedy:</b> Environmental management system is developed and appropriate training is carried out for all Staff.
FM11	Sub-hubco shall implement the environmental management system in the delivery of all aspects of the Services.	Major	N/A	N/A	No reported non-compliances.	Per occurrence	5 Business Days. To commence on identification of failure. <b>Remedy:</b> EMS corrective actions are carried out in accordance with the requirements.
Access and Works Management							
FM12	Sub-hubco shall ensure that no work, excluding works required to make safe malicious damage, that it performs at the Facilities is carried out in Functional Areas outside agreed Access Times without prior written consent from the Authority's Representative.	Major	N/A	N/A	No reported non-compliances.	Per occurrence	1 Day. To commence on report of non-compliance. <b>Remedy:</b> Sub-hubco to restore area to useable condition and reschedule work. Staff awareness of Access Times to be

PS Ref	Performance Standard	Performance Monitoring					
		Category	Response Period	Rectification Period	Monitoring Method	Performance Monitoring Period	Remedial Period / Remedy
							increased.
FM13	Sub-hubco shall ensure that all work that it performs at the Facilities is carried out in accordance with the Permit to Work System.	Major	N/A	N/A	No failure to meet the requirements of the Permit to Work System.	Per occurrence	1 Business Days. To commence on identification of failure. <b>Remedy:</b> Cease work until Permit to Work System has been applied and Staff are familiar the requirements for the specific task.
Staff & Development							
Recruitment							
FM14	Sub-hubco shall ensure that Staff undergo pre-employment health checks as required in accordance with Clauses 27.18 to 27.21 and Authority Policies	Major	N/A	N/A	Monthly review of Staff records. No reported non-compliance	Monthly	5 Business Days. To commence from the expiry of the due date. <b>Remedy:</b> Employee is removed from the roster until screening is carried out and HR procedures reviewed.
FM15	Where Sub-hubco staff are employed in areas where there are likely to be children, young people or vulnerable persons, details of those staff shall be submitted in the agreed format to the designated Authority's Representative for approval in accordance with Clauses 27.10 to 27.12.	Major	N/A	N/A	Monthly review of Staff records. No reported non-compliance.	Monthly	1 Business Days. To commence from the expiry of the due date. <b>Remedy:</b> Employee is removed from the roster until vetting is carried out and HR procedures reviewed.
Training and Induction							
FM16	Sub-hubco shall maintain a personal training record for Staff and where appropriate provide certification of Sub-hubco-training of Authority Employees.	Medium	N/A	N/A	Monthly review of Staff records. No reported non-compliance.	Monthly	5 Business Days. To commence from the expiry of the due date. <b>Remedy:</b> Records of training are updated and available for inspection.

PS Ref	Performance Standard	Performance Monitoring					
		Category	Response Period	Rectification Period	Monitoring Method	Performance Monitoring Period	Remedial Period / Remedy
FM17	Sub-hubco shall ensure that all Staff, in addition to the induction programme, are at all times properly and adequately notified, trained and instructed and the information recorded within their personal training records (including if practicable by way of continuing professional development) with regard to the task that the individual has to perform; For the avoidance of doubt Sub-hubco shall release Staff, subject to receiving notification no later than 10 Business Days prior to the training, as may be required from time to time to attend obligatory Authority training and shall, at its own expense, provide suitably trained replacement Staff for those attending such training.	Medium	N/A	N/A	No reported non-compliances.	Per incident	5 Business Day. To commence on identification of failure. <b>Remedy:</b> Required training is planned and undertaken.
FM18	Sub-hubco shall develop and maintain an appropriate induction programme for Staff and Authority Employees, the content and style of delivery for which shall be approved by the Authority on an annual basis (and at any time when circumstances change).	Medium	N/A	N/A	Annual review completed prior to commencement of each Contract Year.	Annually	1 Business Day. To commence at the start of 2nd Business Day following the end of the Contract Year. <b>Remedy:</b> Induction programme has been reviewed and updated.
FM19	All Staff have received induction training, including use of the Helpdesk prior to starting work.	Major	N/A	N/A	Monthly review of Staff records. No reported non-compliance.	Monthly	5 Business Days. To commence at the start of 2nd Business Day following the end of the Contract Month. <b>Remedy:</b> Employee is removed from the roster until Staff member has completed induction training.



PS Ref	Performance Standard	Performance Monitoring					
		Category	Response Period	Rectification Period	Monitoring Method	Performance Monitoring Period	Remedial Period / Remedy
Human Resources Issues							
FM20	Sub-hubco shall ensure that all Staff, in carrying out the duties described in this Service Level Specification, are properly and presentably dressed in appropriate uniforms and work wear (including protective clothing and footwear where required), maintain a high standard of personal hygiene commensurate with their allocated tasks, and wear identification badges at all times while working in the Facilities.	Major	N/A	N/A	No instance of Staff failing to where appropriate uniform/PPE/identification badge within the Facilities	Per Occurrence	1 Business Days. To commence on identification of failure. <b>Remedy:</b> Staff member removed from task until appropriate uniform/PPE and identification badge are in place.
FM21	Sub-hubco shall ensure that reporting procedures for Staff having come into contact with high-risk persons or areas are in place and are being correctly used. For the avoidance of doubt, this shall include Staff who have recently returned from overseas travel in countries, which the Authority's occupational health department deem to be of high risk. Sub-hubco shall comply with Authority Policies in this regard	Medium	N/A	N/A	No reported non-compliance.	Per Occurrence	3 Business Days. To commence on identification of failure. <b>Remedy:</b> Amend quality assurance processes and raise Staff awareness.
Partnerships and Resources							
Liaison							
FM22	Sub-hubco shall meet with the Authority's Representative at least monthly.	Major	N/A	N/A	Scheduled meeting attended by designated Staff.	Monthly	3 Business Days. To commence at the start of 2nd Business Day following the end of the Contract Month. <b>Remedy:</b> Minutes of meeting circulated to designated Staff and liaison arrangements reviewed to avoid reoccurrence.
FM23	Sub-hubco shall liaise with the relevant Authority's Representative, where works may impact on the Prescribed Operational Function.	Major	N/A	N/A	Relevant information submitted to Authority's Representative prior to commencement of works	Per occurrence	2 Business Days. To commence from the point of failure. <b>Remedy:</b> cease works

PS Ref	Performance Standard	Performance Monitoring					
		Category	Response Period	Rectification Period	Monitoring Method	Performance Monitoring Period	Remedial Period / Remedy
							until appropriate agreement has been achieved with the Authority's Representative
FM24	Sub-hubco shall provide information relating to Freedom of Information requests to the Authority's Representative in a timely manner in the agreed format and quality in accordance with Clause 61.	Medium	N/A	N/A	Information provided in the agreed format and quality by the agreed date.	Per request	1 Business Day. To commence from the expiry of the due date. <b>Remedy:</b> Provide information in the agreed format and quality.
FM25	Sub-hubco shall provide advice on consumption of Utilities at the Facilities and revenue cost implications throughout the Operational Term 6 months prior to capital / lifecycle estate upgrading/modernisation schemes and new developments as dictated by the 5-Year Maintenance Plan delivered to the Authority in accordance with Clause 23.11.	Minor	N/A	N/A	Information submitted in the agreed format and quality by the agreed date.	Per request	1 Business Day. To commence from the expiry of the due date. <b>Remedy:</b> Provide information to the Authority.
FM26	Sub-hubco shall participate in and support any joint utility working group formed by the Authority.	Medium	N/A	N/A	Quarterly meetings are attended.	Per request	5 Business Days. To commence from the expiry of the due date. <b>Remedy:</b> Provide any required information and complete actions from missed meeting.
Supply Chain Management							
FM27	Sub-hubco shall provide, monitor and update a list of service providers, which have proven relevant skills, qualifications, financial, management and operational experience for performing in accordance with this Service Level Specification. <sup>5</sup>	Medium	N/A	N/A	Bi-annual review of supplier / contractors.	Bi-annually	3 Business Days. To commence at the start of 2nd Business Day following the end of the contract 6 months. <b>Remedy:</b> Review and update Approved List of

PS Ref	Performance Standard	Performance Monitoring					
		Category	Response Period	Rectification Period	Monitoring Method	Performance Monitoring Period	Remedial Period / Remedy
							Service Providers and implement vetting procedures.
Contingency Planning							
Contingency Planning							
FM28	<p>Sub-hubco shall develop (– prior to occupation of facilities) , maintain and update each year, or more frequently as may be required by Law and/or Guidance, the contingency plans for all Services to ensure compliance with the Authority assurance procedures including but not limited to:</p> <ul style="list-style-type: none"> <li>• fire and evacuation action plan that shall include the fire precaution procedures Sub-hubco shall operate;</li> <li>• disaster action plan defining how Sub-hubco will manage each risk and identifying remedial action to be taken and liaison with the local emergency;</li> <li>• loss of Utility supply;</li> <li>• service specific risk assessments; water emergency plan;</li> </ul> <p>Plans shall include details of all necessary staff training and awareness, and drills/evacuations and shall be developed in co-operation with the local authority fire prevention office, the Authority's Fire Officer, emergency services; Utilities Providers and the Authority's Representative.</p>	Major	N/A	N/A	Annual review undertaken. Updated information communicated.	Annually	<p>3 Business Days. To commence at the start of 2nd Business Day following the end of the Contract Year.</p> <p><b>Remedy:</b> Contingency plans are reviewed, updated to all stakeholders and staff and evidence provided to the Authority.</p>
FM29	Sub-hubco shall ensure that contingency plans are executed as planned with due expediency.	Major	Immediate	As set out in the relevant Contingency Plan	Review of Contingency Plan implementation.	Per request	N/A
Fire Safety and Security Systems and Procedures							
FM30	Sub-hubco shall ensure that fire safety systems are compliant with Law, Good Industry Practice, the Service Quality Standards and the Fire Safety	Major	N/A	N/A	All fire safety system PPM meet the required standards.	Monthly	<p>1 2Business Days. To commence at the start of 2nd Business Day</p>

PS Ref	Performance Standard	Performance Monitoring					
		Category	Response Period	Rectification Period	Monitoring Method	Performance Monitoring Period	Remedial Period / Remedy
	Policy at all times						following the end of the Contract Month. <b>Remedy:</b> Carry out all required works to ensure fire safety systems meet the required standards.
FM31	Sub-hubco shall assist the Authority in carrying out fire drills in accordance with the requirements of the Fire Safety Policy and agreed with the fire authority or as may be directed by the Authority nominated officer (fire) or other Authorised Person, in relation to the Facilities.	Medium	N/A	N/A	No failure to provide assistance.	Bi-annually	3 Business Days. To commence from the expiry of the due date. <b>Remedy:</b> Complete outstanding fire drills and amend QA processes.
Performance and Information Management							
Helpdesk							
FM32	Sub-hubco shall ensure that the Helpdesk is available 24 hours per day, 365(6) days per year.	Medium	N/A	N/A	No failure to provide Helpdesk in accordance with this Service Level Specification and/or the Method Statements.	Daily	1 Business Day. To commence as soon as Sub-hubco is aware that the Helpdesk is down. <b>Remedy:</b> Restore the Helpdesk system and/or implement contingency arrangements and review the cause of the failure.
FM33	Sub-hubco shall review Helpdesk procedures and instructions for users biannually and, where these are updated, submit revised procedures and instructions to the Authority's Representative.	Medium	N/A	N/A	Review of records, procedures and instructions.	Bi-annually	3 Business Days. To commence from the expiry of the due date. <b>Remedy:</b> Reviewed Service procedures and instructions are provided to the Authority's Representative.
FM34	Sub-hubco shall ensure that Helpdesk Users and Authority Employees receive training with regards to the Helpdesk user instructions and are subsequently briefed on any retrospective changes.	Medium	N/A	N/A	Annual review of records.	Annually	3 Business Days. To commence at the start of 2nd Business Day following the end of the Contract Year. <b>Remedy:</b> Carry out

PS Ref	Performance Standard	Performance Monitoring					
		Category	Response Period	Rectification Period	Monitoring Method	Performance Monitoring Period	Remedial Period / Remedy
FM35	Sub-hubco shall agree a Service Report and Service Event categorisation and call logging protocol with the Authority's Representative and review this protocol annually.	Medium	N/A	N/A	Annual review of protocol.	Annually	training and update training records. 3 Business Days. To commence at the start of 2nd Business Day following the end of the Contract Year. <b>Remedy:</b> Agree Service Report and Service Event categorisation and call logging protocol with the Authority's Representative.
FM36	Sub-hubco shall log all Service Reports. Sub-hubco shall record all relevant details, including but not limited to, the following information: <ul style="list-style-type: none"> <li>Requester's/reporter's name;</li> <li>Date and time of Service Report;</li> <li>Location of Service Event (if applicable);</li> <li>Nature of the Service Report;</li> <li>Categorisation (priority);</li> <li>Response Period and Remedial Period/Rectification Period assigned to the Service Report;</li> <li>Unique report/request reference;</li> <li>Service Provider and contact name to which the request/report was passed;</li> <li>Date and time that the request/report was passed to the relevant Service Provider;</li> <li>Action taken to rectify or remedy including regular progress updates;</li> <li>Actual times that response and rectification were achieved; and</li> <li>Details of progress updates to requester/reporter.</li> </ul>	Major	N/A	N/A	Monthly audit of helpdesk records.	Monthly	3 Business Days. To commence at the start of 2nd Business Day following the end of the Contract Month. <b>Remedy:</b> Records and reports are completed accurately and a process is undertaken to improve Staff training.
FM37	Sub-hubco shall generate an activity request report for each Service Report reported. The activity request report shall be communicated to	Medium	N/A	N/A	Monthly audit of helpdesk records.	Monthly	3 Business Days. To commence from the expiry of the due date.

PS Ref	Performance Standard	Performance Monitoring					
		Category	Response Period	Rectification Period	Monitoring Method	Performance Monitoring Period	Remedial Period / Remedy
	the relevant Service Provider. Such communication shall be documented.						<b>Remedy:</b> Amend quality assurance processes and raise Staff awareness.
FM38	Sub-hubco shall inform the Helpdesk User as to the proposed course of action and Response Period and Remedial Period / Rectification Period allocated as per agreed protocol (FM35). The Helpdesk shall co-ordinate the appropriate response to all requests	Medium	N/A	N/A	Monthly audit of helpdesk records.	Monthly	1 Business Day. To commence at the start of 2nd following the end of the Contract Month. <b>Remedy:</b> Amend quality assurance processes and raise Staff awareness.
FM39	Sub-hubco shall ensure that all Service Reports are signed as complete or otherwise by the relevant staff representative.	Medium	N/A	N/A	Monthly audit of helpdesk records.	Monthly	5 Business Days. To commence at the start of 2nd Business Day following the end of the Contract Month. <b>Remedy:</b> Review Service delivery procedures and raise Staff awareness.
FM40	In the event of an Emergency, at whatever time, the Helpdesk shall assist in raising the alarm, reporting the incident to internal and external authorities, co-ordinating the response and logging the details.	Major	N/A	N/A	Review of Emergency event.	Per occurrence	1 Business Day. To commence on completion of review of Event. <b>Remedy:</b> Review of service and contingency arrangements.
FM41	All telephone calls to the Helpdesk are answered by a human operator within 15 seconds.	Medium	N/A	N/A	Monthly inspection of call logging records.	Monthly	3 Business Days. To commence at the start of 2nd Business Day following the end of the Contract Month. <b>Remedy:</b> Review of Helpdesk to ensure sufficient resources are in place to meet the requirements.
FM42	Sub-hubco shall keep the Helpdesk User informed should delays occur with executing the response or rectification of a Service Event as per agreed	Medium	N/A	N/A	Monthly inspection of helpdesk records.	Monthly	3 Business Days. To commence at the start of 2nd Business Day

PS Ref	Performance Standard	Performance Monitoring					
		Category	Response Period	Rectification Period	Monitoring Method	Performance Monitoring Period	Remedial Period / Remedy
	protocol (FM35).						following the end of the Contract Month. <b>Remedy:</b> Review and agree any changes to systems and procedures with the Authority's Representative.
Performance Monitoring							
FM43	Sub-hubco shall monitor its performance against this Service Level Specification in accordance with the Method Statements.	Major	N/A	N/A	Review of monitoring processes and helpdesk records.	Per occurrence	5 Business Days. To commence on identification of failure. <b>Remedy:</b> Amend quality assurance processes and raise Staff awareness.
FM44	Sub-hubco shall undertake, on a six monthly basis, customer satisfaction surveys of the Services in a format agreed with the Authority's Representative. Surveys should be issued to a minimum 90% of Authority staff using the Facilities. <sup>6</sup>	Medium	N/A	N/A	Review of customer satisfaction survey issue records.	six monthly	1 Business Day. To commence from the expiry of the due date. <b>Remedy:</b> Issue survey.
FM45	Sub-hubco shall ensure that customer satisfaction is maintained at 80 % or higher.  Where customer satisfaction is found to be below 80 %, Sub-hubco shall carry out a review of the necessary Services and produce an action plan to address any issues. <sup>7</sup>	Medium	N/A	N/A	Review of customer satisfaction survey results.	six monthly	5 Business Days. To commence from the expiry of the due date. <b>Remedy:</b> Investigate reason for poor customer satisfaction, Submit action plan to Authority's Representative and implement.
Operating Efficiently							
FM46	Sub-hubco shall maintain the Facilities and perform its operations so as to minimise Utilities	Medium	N/A	N/A	Inspection of PPM inspection sheets and	Monthly	3 Business Days. To commence at the start

PS Ref	Performance Standard	Performance Monitoring					
		Category	Response Period	Rectification Period	Monitoring Method	Performance Monitoring Period	Remedial Period / Remedy
	consumption whilst achieving the optimum environmental conditions required by the Authority.				Utilities records.		of 2nd Business Day following the end of the Contract Month. <b>Remedy:</b> Review and adjust operation of Plant to reduce identified inefficiencies and provide Staff training as necessary. Provide required records to the Authority.
FM47	Sub-hubco shall manage and operate an effective Building Management System (as defined in Part 6 of the Schedule, ( <i>Board Construction Requirements</i> )).	Major	N/A	N/A	Inspection of records.	Daily	4 Hours. To commence on identification of failure. <b>Remedy:</b> re-establish Building Management System.
FM48	Sub-hubco shall act in accordance with and support the Authority's energy strategy and environmental policies in the delivery of this service.	Minor	N/A	N/A	Review of Sub-hubco policies and procedures	Monthly	5 Business Days. To commence at the start of 2nd Business Day following the end of the Contract Month. <b>Remedy:</b> Review and amend processes and raise Staff awareness of Authority Policies.
Monitoring and Records							
FM49	Sub-hubco shall ensure all test certificates and appropriate documentation and records relating to the Facilities are maintained accurately, updated regularly and available for inspection by the Authority or any other relevant party.	Major	N/A	N/A	Schedule of valid certificates are available when required.	Monthly	3 Business Days. To commence at the start of 2nd Business Day following the request. <b>Remedy:</b> Provide schedule of valid certificates, appropriate documentation and records to Authority or any other relevant party.



PS Ref	Performance Standard	Performance Monitoring					
		Category	Response Period	Rectification Period	Monitoring Method	Performance Monitoring Period	Remedial Period / Remedy
FM50	On receipt of Utilities bills from the Authority <sup>8</sup> , Sub-hubco shall verify the consumption data against meter readings and confirm their accuracy to the Authority's Representative within 5 Business Days	Medium	N/A	N/A	Confirmation provided to the Authority's Representative by the due date.	Monthly	1 Business Day. To commence from the expiry of the due date. <b>Remedy:</b> Verify consumption data against meter readings and confirm.
FM51	Sub-hubco shall develop and maintain a 3 month rolling utility profile audit using half hourly utility consumption readings, to be provided on a monthly basis from the end of the third Contract Month. The report should identify any potential interference factors, potential areas of waste and potential solutions.	Medium	N/A	N/A	Utility profile audit is provided to the Authority's Representative by the due date	Monthly	5 Business Days. To commence from the expiry of the due date. <b>Remedy:</b> Provide report.
Regular Reporting and Information Requests							
FM52	Sub-hubco shall provide a monthly report, covering as a minimum the elements in Appendix A to the Authority's Representative, within 10 Business Days of the end of each Contract Month, in the agreed format and quality.	Major	N/A	N/A	Report submitted to the Authority in the agreed quality and format by the due date	Monthly	1 Business Day. To commence from the expiry of the due date. <b>Remedy:</b> Completed report is issued to the Authority in the agreed format and quality.
FM53	Sub-hubco shall provide an annual report, covering as a minimum the elements in Appendix A is served to the Authority's Representative within 10 Business Days of the end of the Contract Year in the agreed format and quality.	Major	N/A	N/A	Report submitted to the Authority in the agreed quality and format by the due date	Annually	1 Business Day. To commence from the expiry of the due date. <b>Remedy:</b> Completed report is issued to the Authority in the agreed format and quality.
FM54	Sub-hubco shall ensure all information and records to be maintained in accordance with this Agreement are up to date, accurate, in the agreed	Medium	N/A	N/A	Records available when required.	Per request	1 Business Day. To commence from the expiry of the due date.

PS Ref	Performance Standard	Performance Monitoring					
		Category	Response Period	Rectification Period	Monitoring Method	Performance Monitoring Period	Remedial Period / Remedy
	format and available for inspection by the Authority or any other relevant party upon request.						<b>Remedy:</b> Updated information is available to the Authority or any other relevant party.
FM55	Sub-hubco shall respond to ad-hoc requests on 1 Business Day's notice to prepare and supply all information reasonably required by any party, to whom the Authority are obliged to present information at any time in relation to the Services. For the avoidance of doubt this shall include CRC returns.	Medium	N/A	N/A	Information available by agreed date.	Per request	1 Business Day. To commence from the expiry of the due date. <b>Remedy:</b> Provide requested information to the Authority in the agreed format and quality.
Programmed Maintenance and Lifecycle							
FM56	Sub-hubco shall update the 5-year Maintenance / lifecycle on an annual basis and provide this to the Authority's Representative for review not less than two months prior to the commencement of each Contract Year in accordance with Clause 23.11. <sup>9</sup> The 5-year Maintenance Plan shall be sufficiently detailed so as to enable the Authority to plan to minimise disruption to Authority services and shall provide at least the level of detail of the example incorporated in the Method Statements.	Major	N/A	N/A	Completed plan reviewed with the Authority by the due date	Annually	3 Business Days. To commence from the expiry of the due date. <b>Remedy:</b> Completed plan to the agreed format and quality reviewed with the Authority
FM57	Sub-hubco shall update the Schedule of Programmed Maintenance on an annual basis and provide this to the Authority's Representative for review not less than two months prior to start of the contract year <sup>10</sup> , all in accordance with Clause 23. The Schedule of Programmed Maintenance shall detail the rooms and areas affected, (and the extent of such impact) and timescales of each item of work and shall provide at least the level of detail of the example incorporated in the Method	Major	N/A	N/A	Completed plan reviewed with the Authority by the due date	Annually	3 Business Days. To commence from the expiry of the due date. <b>Remedy:</b> Completed programme to the agreed format and quality reviewed with the Authority.

PS Ref	Performance Standard	Performance Monitoring					
		Category	Response Period	Rectification Period	Monitoring Method	Performance Monitoring Period	Remedial Period / Remedy
	Statements. The activities detailed in the Schedule of Programmed Maintenance shall demonstrate that the Facilities are intended to comply with the Service Quality Standards, Part 6 of the Schedule, ( <i>Board Construction Requirements</i> ), the requirements of manufacturers' (original and subsequently amended) specifications and warranties.						
FM58	Sub-hubco shall carry out and complete Programmed Maintenance in accordance with the Schedule of Programmed Maintenance to meet the requirements of the Service Standards, Part 6 of the Schedule, ( <i>Board Construction Requirements</i> ), the requirements of manufacturers' (original and subsequently amended) specifications and warranties. For the avoidance of doubt this shall include tests and inspections for insurance purposes, which shall be undertaken by independent qualified engineers.	Medium	N/A	N/A	Review of Programmed Maintenance records against Schedule of Programmed Maintenance as it relates to the relevant Contract Month.	Monthly	3 Business Days. To commence at the start of 2nd Business Day following the end of the Contract Month. <b>Remedy:</b> Complete outstanding Programmed Maintenance for the relevant Contract Month.
Utility/Building Services							
FM59	Sub-hubco shall ensure that all new Plant and Equipment is successfully commissioned and maintained in accordance with manufacturer's instructions and maintenance manuals and drawings are updated one month after commissioning.	Medium	N/A	N/A	Inspection of commissioning test records, maintenance manuals and drawings are updated by due date.	Per occurrence	3 Business Days. To commence on identification of failure. <b>Remedy:</b> provide test records and update manuals/drawings.
FM60	Sub-hubco shall ensure that no Utility/service diversions are carried out without prior consent from the Authority's Representative.	Major	N/A	N/A	PPM job cards and helpdesk records.	Per occurrence	1 Business Days. To commence on identification of failure. <b>Remedy:</b> Amend quality assurance processes and

PS Ref	Performance Standard	Performance Monitoring					
		Category	Response Period	Rectification Period	Monitoring Method	Performance Monitoring Period	Remedial Period / Remedy
							raise Staff awareness.
FM61	Sub-hubco shall ensure that external Utility infrastructure within the Site is maintained in a fully functioning condition.	Medium	N/A	N/A	All PPM proposed in the Monthly Service Report has been completed within the proposed month to the required standards	Monthly	5 Business Days To commence at the start of the 2nd Business Day following the end of the Contract Month. <b>Remedy:</b> Remaining PPM has been completed.
Sub-hubco Tools and Equipment							
FM62	All hardware and software used in the delivery of the Services must be kept licensed and up to date in accordance with Good Industry Practice.	Minor	N/A	N/A	Schedule of valid licences to be submitted to the Authority on a annual basis (date to be agreed).	annually	1 Business Day. To commence from the expiry of the due date. <b>Remedy:</b> Provide schedule of valid licences.
FM63	All tools and equipment used in the delivery of the Service must be in good working order, carry the correct and valid certification/licence, and must (where applicable) be used by a trained operative.	Major	N/A	N/A	Visual inspection of equipment and review of maintenance records	Per occurrence	1 Business Days. To commence on identification of failure. <b>Remedy:</b> Check equipment is in good working order, operated and stored correctly and carries the correct and valid certificate/licence.
Statutory Testing							
FM64	Sub-hubco shall ensure that all statutory testing of equipment and systems is carried out by a competent operator in line with manufacturer's instructions within the agreed statutory or manufacturer's prescribed test period.	Major	N/A	N/A	Review of testing records and certificates.	Monthly	5 Business Days. To commence at the start of 2nd Business Day following the end of the Contract Month. <b>Remedy:</b> Complete all outstanding statutory testing by a competent person.
Unprogrammed Maintenance							
FM65	Sub-hubco shall ensure that the Facilities are maintained so as to comply with the Service	Major – where the	As per Appendix	As per Appendix C	Through Helpdesk system.	Per request	N/A

PS Ref	Performance Standard	Performance Monitoring					
		Category	Response Period	Rectification Period	Monitoring Method	Performance Monitoring Period	Remedial Period / Remedy
	Quality Standards, Part 6 of the Schedule ( <i>Authority's Construction Requirements</i> ), the requirements of manufacturers' (original and subsequently amended) specifications and warranties, Law and Good Industry Practice.	Service Event is Urgent  Medium – where the Service Event is Important  Minor – where the Service Event is Routine	C				
FM66	Sub-hubco shall respond to each Service Report and, where relevant, Make Safe, within the relevant Response Period.	Minor	As per Appendix C	N/A	Through Helpdesk system.	Per request	N/A
FM67	Sub-hubco shall undertake all actions, including Rectification, arising from planned tests and inspections including insurance inspections. All such works shall be treated as Routine unless otherwise deemed to be Urgent or Important.	Major	As per Appendix C	As per Appendix C	Each corrective action has been rectified within the agreed Rectification Period. Monitored through Helpdesk records.	Per request	N/A
Utility Supplies							
FM68	Sub-hubco shall receive written consent from the Authority's Representative prior to arranging/agreeing to interruptions in the supply of Utilities to the Facilities.	Medium	N/A	N/A	Written approval from Authority's Representative has been provided.	Per occurrence	3 Business Days. To commence from the expiry of the due date. <b>Remedy:</b> Restore Utilities until consent is in place.

## F. Availability Standards

AS Ref	Availability Standard	Response Period	Rectification Period
<b>Accessibility Condition</b>			
A01	The relevant Functional Area is maintained such that the means of access to it allows all persons who are entitled to enter, occupy or use the relevant Functional Area to enter and leave the Functional Area safely and conveniently in a manner that is reasonable having regard to the Prescribed Operational Function and is operational at all times.	30 mins for access to and from the School 1 Hour for all FA and other facilities	1 hour for access to and from the School 4 Hour for all FA and other facilities
<b>Prescribed Operational Function Condition</b>			
A02	The relevant Functional Area is maintained in a state or condition which allows the Prescribed Operational Function for that Functional Area to be carried on and performed having regard to the practicalities of carrying on and performing such Prescribed Operational Function.	1 Hour	3 hours
<b>Use Condition</b>			
A03	The relevant Functional Area is maintained such that the range of functional requirements for the proper use and enjoyment of a Functional Area for its particular purpose relating to temperature are the same as specified on the Room Data Sheets for the relevant Functional Area.	1 Hour	2 hours to achieve 16°C and 3 hours to meet RDS requirements.
A04	The relevant Functional Area is maintained such that the range of functional requirements for the proper use and enjoyment of a Functional Area for its particular purpose relating to humidity are the same as specified on the Room Data Sheets for the relevant Functional Area.	1 Hour	4 Hours
A05	The relevant Functional Area is maintained such that the range of functional requirements for the proper use and enjoyment of a Functional Area for its particular purpose relating to air-flow are the same as specified on the Room Data Sheets for the relevant Functional Area.	1 Hour	3 hours
A06	The relevant Functional Area is maintained such that the range of functional requirements for the proper use and enjoyment of a Functional Area for its particular purpose relating to lighting are the same as specified on the Room Data Sheets for the relevant Functional Area.	1 Hour	3 hours
A07	The relevant Functional Area is maintained such that the range of functional requirements for the proper use and enjoyment of a Functional Area for its particular purpose relating to power (essential and non-essential) are the same as specified on the Room Data Sheets for the relevant Functional Area.	1 Hour	3 hours

AS Ref	Availability Standard	Response Period	Rectification Period
A08	The relevant Functional Area is maintained such that the range of functional requirements for the proper use and enjoyment of a Functional Area for its particular purpose relating to safe water (relating to availability, temperature, quality and safe sewerage system) are the same as specified on the Room Data Sheets for the relevant Functional Area.	1 Hour	3 hours
Safety Condition			
A09	The relevant Functional Area is maintained such that all persons who are entitled to enter, occupy and/or use the relevant Functional Area can do so safely in accordance with all Authority health and safety requirements, Law and Guidance.	1 Hour	3 hours

## **Appendix A: Reporting Standards**

### **A.1. Monthly Service Report<sup>12</sup>**

The Monthly Service Report shall contain as a minimum the following information in respect of the Contract Month:

1. A record of all conditions that made the Facilities and/or part(s) thereof unsuitable for use (and the duration and reasons for such events);
2. Closures or service limitations during Core Times, setting out the details of the closure, the reasons for such closure and any remedial action taken by Sub-hubco;
3. Helpdesk call logs during Core and non-Core Times and e-mail response logs;
4. The monitoring which has been performed in accordance with the Method Statements with a summary of the findings;
5. A summary of all Service Reports during the Contract Month including the actual response and rectification times achieved;
6. A report of all Service Events recorded under Sub-hubco's self monitoring process for all Performance Standards and Availability Standards including the duration of each Service Event not responded to or rectified on time, with the time and date it commenced and the time and date it ceased;
7. The number of days that any Functional Area has been Unavailable or Unavailable but Used and the Availability Deductions to be awarded in respect of such Unavailability (shown on a daily basis).
8. A calculation of the Performance Deductions for the Contract Month;
9. The level of Deductions for the Contract Month (and for each of the previous 5 Contract Months) as a percentage of the Annual Service Payment;
10. Details of all Health and Safety issues arising during the month including incidents;
11. Details of all amendments made to helpdesk records;
12. A maintenance report including details of Plant breakdowns, repairs and planned action for reinstatement where applicable;
13. Details of Defects identified at the Facilities and any remedial action taken by Sub-hubco's;
14. Complaints relating to the Services and any remedial action taken by Sub-hubco's;
15. Details of outstanding requests and any actions being taken to address these by Sub-hubco's;

Staff and industrial relations issues including details of training undertaken in the previous month and due within the next 3 months

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<sup>12</sup> To be reviewed on a project-specific basis



## Annual Service Report<sup>13</sup>

The annual service report will cover as a minimum, the following:

1. Summary of Service Reports during the Contract Year including category, response and rectification times achieved;
2. Report indicating Functional Areas that were Unavailable or Unavailable but Used in the Contract Year;
3. Summary of all Performance Failures and Availability Failures during the Contract Year;
4. Financial performance indicating income generated from Services;
5. Asset acquisition and disposal (where relevant) including lifecycle replacement;
6. Summary of all annual reviews of documentation including but not limited to health and safety policies, this shall include details of any changes made that may impact the Authority services delivered at the Facilities;
7. Summary of KPI performance over the previous Contract Year;
8. Summary of the contingency plan testing carried out in the previous Contract Year;
9. Customer service performance review;
10. Resource summary and performance review including any changes;
11. Energy performance report (energy consumed, energy use and distribution data);
12. Utility usage report (water consumption and sewage);
13. Details of all Utilities initiatives implemented in the previous 12 months with summary of their relative success; and
14. Details of Utilities initiatives planned for the forthcoming 12 months.

## Appendix B: Service Quality Standards

### B.1. Buildings

Element	Standard
Building fabric (external) including: <ul style="list-style-type: none"> <li>• External walls</li> <li>• Roof</li> <li>• Fire escapes</li> <li>• walkways</li> <li>• safety barriers</li> <li>• balconies</li> <li>• eaves</li> <li>• rendering</li> </ul>	<ul style="list-style-type: none"> <li>• all elements of building fabric, finishes, furniture or a services system component shall be functional, operational, complete according to their specification, and satisfy the performance requirements as specified in Schedule Part 6 (<i>Construction Matters</i>)</li> <li>• sound secure and weatherproof where appropriate</li> <li>• free from damp penetration or spalling</li> <li>• claddings, copings and parapets are structurally sound and secure</li> <li>• free from areas capable of harbouring vermin and/or pests</li> <li>• chimney stacks/flues are structurally sound and secure and flue is free from blockages/excess soot</li> <li>• free from debris and moss growth</li> <li>• free from all but minor surface blemishes and due wear and tear</li> </ul> <p>external surfaces are free from cracks or any other surface degradation inconsistent with a building maintained in accordance with Legislation and Good Industry Practice</p>
Building fabric (internal) including: <ul style="list-style-type: none"> <li>• Internal walls</li> <li>• Partitions</li> <li>• ceilings</li> </ul>	<ul style="list-style-type: none"> <li>• free from unsealed asbestos</li> <li>• all elements of building fabric, finishes, furniture or a services system component shall be functional, operational and satisfy the performance requirements as specified in Schedule Part 6 (<i>Construction Matters</i>)</li> <li>• free from structural cracks and/or deflection</li> <li>• free from damp and vermin, free from undue damage, comply with the requirements set out in CIBSE guidelines</li> <li>• shall function as intended and shall be free from all but minor surface blemishes and due wear and tear</li> </ul>
	<p>provided that the extent of Sub-hubco's responsibility for plaster and other interior wall and ceiling finishes and decoration in the Functional Areas shall be as provided for in Clause 23.21</p>
Fixtures and fittings including <ul style="list-style-type: none"> <li>• doors (external, internal and fire)</li> <li>• windows and sills</li> <li>• hatches</li> <li>• vents</li> <li>• ironmongery</li> <li>• shelving</li> <li>• cupboards</li> <li>• railings</li> <li>• racking</li> <li>• notice boards</li> <li>• mirrors</li> <li>• balustrades</li> <li>• magnetic door holders</li> </ul>	<ul style="list-style-type: none"> <li>• operate as intended, in a safe way, without making undue noise and without including observable stains on hinges, locks, catches and handles, and without binding, rubbing or catching in any way;</li> <li>• shall function as intended and shall be free from all but minor surface blemishes and wear and tear<sup>14</sup></li> <li>• luminescent strips, signs, notices, warning signs where appropriate are intact, legible and illuminated where appropriate</li> <li>• free from corrosion</li> </ul>

Element	Standard
Floors and floor coverings <sup>15</sup>	<ul style="list-style-type: none"> <li>• complete, according to their specification</li> <li>• fully fixed to the floor so as not to cause a health and safety hazard;</li> <li>• free from tears, scoring, cracks or any other damage that is unsightly and/or could cause a health and safety hazard maintained in such a way as to provide a suitable uniform surface (taking into account the pre-existing sub-surface), with minimal resistance, for trolleys, wheel chairs and any other wheeled vehicle in use in the Facilities</li> <li>• allow adequate drainage where necessary</li> </ul> <p>provided that the extent of Sub-hubco's responsibility for <i>insert reference to relevant floor coverings for which the Authority is retaining responsibility under Clause 23</i> shall be as provided for in Clause 23.21.</p>

## B.2. Systems

Element	Standard
Infrastructure services including: sanitation and drainage systems, water systems (swimming pool systems), fuel storage plant, electricity distribution system, LV and HV, gas distribution system, telecoms (voice) data networks), security systems, fire systems, and alarms, street lighting, and building management systems	<ul style="list-style-type: none"> <li>• all infrastructure services shall function as intended, at the correct temperatures, pressures and flow rates, voltages and frequency, quality and standards without undue noise or vibration;</li> </ul>
Heating and ventilation services including fume cupboards, humidifiers heaters, ductwork, mixing boxes and fire and smoke dampers, coolers, inlet/outlet grilles, refrigeration plant, cooling towers, boilers, LPHW distribution including TMVs, calorifiers, heat exchangers, pumps and other local ventilation systems	<ul style="list-style-type: none"> <li>• all heating and ventilation services shall function as intended, at the correct temperatures, pressures and flow rates, voltages and frequency, quality and standards without undue noise or vibration</li> <li>• air changes and ventilation levels as required to achieve the Availability Standards</li> <li>• ductwork, fittings and pipework shall be securely fastened to their intended points of anchorage</li> <li>• there shall be no leaks of water (or other heating/cooling medium) or air from ventilation systems</li> <li>• secure to authorised access only</li> <li>• free from corrosion, erosion and organic growth;</li> <li>• grilles and vents are substantially free from dirt &amp; dust</li> </ul>
Specialist services Including uninterruptible power supply systems, catering specialist fridge and freezers, automatic fire detection and fire fighting systems, generators and lifts	<ul style="list-style-type: none"> <li>• all specialist services shall function as intended, at the correct temperatures, pressures and flow rates, voltages and frequency, quality and standards without undue noise or vibration;</li> </ul>
Fire fighting equipment	<ul style="list-style-type: none"> <li>• fire extinguishers and other fire fighting equipment shall be maintained in accordance with BS 5306 Part 3 Code of Practice or equivalent</li> <li>• sound, secure and fixed to their intended point of anchorage</li> <li>• fully operational within manufacturer's recommendations</li> <li>• hydrants, sprinklers and hoses shall be at correct operating pressure and capacity;</li> <li>• pipework shall be free from corrosion, leaks and drips</li> <li>• be of suitable type and quantity for the hazards present within their vicinity</li> </ul>

Element	Standard
Lifts	<ul style="list-style-type: none"> <li>• service lifts are key operated to avoid unauthorised use</li> <li>• shall have a fully functioning control panel and phone</li> <li>• shall have a functioning emergency communication system</li> <li>• shall function as intended, including any operating controls (key operation, access control etc.)</li> </ul>
<p>Mechanical and electrical services (including lighting installation, internal electrical power and lighting installations, emergency lighting systems, communications systems, data cabling, security and fire alarm systems, fixed electrical appliances, lifts, space heating systems, cooling systems, air conditioning systems, ventilation extracts and air systems, internal fire extinguishing systems, electrical mains distribution system, emergency electrical generation plant, chilling plant and chilled water storage and distribution systems, thermal systems and distribution systems, heating plant, steam and hot water distribution systems, domestic hot water storage and distribution systems, central air handling plant, cold water storage and distribution systems, emergency electrical central battery systems, water treatment systems, fixed and portable first aid fire fighting systems other than automatic fire fighting systems detailed above, mechanical &amp; electrical control systems, external natural gas installations, external mains water installations, swimming pool systems and external fire hydrant installations)</p>	<ul style="list-style-type: none"> <li>• all mechanical and electrical services shall function as intended, at the correct temperatures, pressures and flow rates, voltages and frequency, quality and standards without undue noise or vibration</li> </ul>
<p>Emergency power supply (As appropriate)</p>	<ul style="list-style-type: none"> <li>• standby power source shall be operational, secure and tested regularly</li> <li>• emergency lighting units shall comply with BS5299, be free from dust at the point of Programmed Maintenance and/or Unprogrammed Maintenance, operational and fully charged</li> <li>• batteries and battery rooms shall be adequately ventilated, free from acid leakage; batteries shall be topped up and fully charged</li> <li>• static inverters shall be in working order and not overheat during normal operational loading</li> </ul>
HV / LV distribution	<ul style="list-style-type: none"> <li>• ratings shall be clearly marked</li> <li>• fuse elements or circuit breaker mechanisms in working order</li> <li>• contacts and connections clean and mechanically tight</li> <li>• no overheating during normal operating loads</li> <li>• secure to authorised access only</li> <li>• recording instruments operational where necessary</li> <li>• transformers are free from oil leaks</li> <li>• protective coatings are intact</li> <li>• IDMT relays and grading charts</li> <li>• no signs of excessive heating</li> <li>• electric strength of oil satisfactory</li> <li>• cable joint boxes free from compound leaks</li> <li>• marker and covering notices where necessary</li> </ul>

Element	Standard
Electrical power and other cabled systems, (including IT, BMS communications, lighting, safety systems; and alarm systems, CCTV, access control)	<ul style="list-style-type: none"> <li>• electrical installations to comply with BS7671 or equivalent</li> <li>• weatherproof where appropriate</li> <li>• wiring, fittings, fixtures, controls and safety devices shall be properly housed and fastened securely to their intended point of anchorage and labelled.</li> <li>• lighting conductor should be complete, isolated and comply with BS6651 or equivalent</li> <li>• light illuminance within Room Data Sheet levels</li> <li>• all systems function as specified in Schedule Part 6 (<i>Construction Matters</i>)</li> </ul>
Hot and cold water systems	<ul style="list-style-type: none"> <li>• deliver water at the required temperatures, quality criteria and flow rates as the design intended</li> <li>• taps, valves and other related fittings and fixtures function as intended</li> <li>• pipework and fittings shall be fastened securely to their intended points of anchorage</li> <li>• there shall be no drips or leaks of water from pipework, taps, valves and/or fittings</li> </ul>
Public health and other drainage systems, (including all sanitary ware and associated fittings)	<ul style="list-style-type: none"> <li>• provide a safe and comfortable environment</li> <li>• all pipework and fittings fastened securely to their intended points of anchorage</li> <li>• there shall be no leakage of waste and/or foul water and/or rain water</li> <li>• Free from persistent odour</li> <li>• Free flowing and free from blockage</li> </ul>

### B.3. External Site Elements Standards

Element	Standard
Site circulation routes including: <ul style="list-style-type: none"> <li>• Pavings</li> <li>• Paths and walkways</li> <li>• Driveways</li> <li>• Roads</li> <li>• Car parks</li> <li>• Ramps</li> <li>• Hardstandings</li> <li>• Vehicle turning circles</li> <li>• Drop off areas</li> <li>• Facilities Entrances</li> </ul>	<ul style="list-style-type: none"> <li>• sound safe and even surface with no potholes or sinkings</li> <li>• free from standing water free from an accumulation of fallen leaves, moss algae or interstitial weeds</li> <li>• kerbs and edgings are sound</li> <li>• no loose kerbs or paving stones</li> <li>• road markings are clear and complete</li> </ul>
Gutters and Drains	<ul style="list-style-type: none"> <li>• swept</li> <li>• free from litter, leaves, weeds and extraneous material</li> <li>• safe and secure</li> <li>• free from persistent odour</li> <li>• free flowing and free from blockage</li> </ul>

## Appendix C: Response Periods and Rectification Periods

Category	Response Period	Rectification Period	Indicative Examples
ROUTINE	24 hours	5 working days	<ul style="list-style-type: none"> <li>Leaking tap</li> <li>Sticking door handle</li> <li>Electric socket not working in an area which will not affect the function of the room</li> </ul>
IMPORTANT	8 hours	24 hours	<ul style="list-style-type: none"> <li>Leaking heating pipe / radiator</li> <li>Damaged electrical socket / switch facia plate</li> <li>Equipment fault which could affect provision of service</li> <li>Blocked toilet</li> </ul>
URGENT	1 hour	4 hour	<ul style="list-style-type: none"> <li>Loss of Utilities services</li> <li>Broken window</li> <li>Fire alarm</li> <li>Lift failure – with or without an occupant</li> <li>Door access system fault</li> <li>Sluice fault</li> <li>No hot/cold water</li> <li>Single zone heating failure</li> <li>External fire door fault</li> </ul>

Note: Response Periods and Rectification Periods run concurrently