



**PR Associates**  
Building Surveyors & Consultants

# Service Level Agreement

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A MODERN PROPERTY SERVICE FOR SCHOOLS AND ACADEMIES



# Introduction

PR Associates Ltd is a Worcestershire based property consultancy, close to Herefordshire and Gloucestershire borders, who specialise in providing professional property services to Schools and Academies. PR Associates are approachable, friendly and helpful, if there is something we cannot help with we usually know someone who can!

PR Associates use local companies wherever possible and have a transparent charging process with school always in control of their finances.

Our property support service level agreement (SLA) is set up is to enable schools to reduce their annual costs while being provided with a comprehensive service.

We offer full support to assist schools in the day to day building management and also support schools in creating a long term plan for their individual sites. Our SLA is based on the knowledge that schools are individual and at times require different types of advice and support.

There is a basic annual charge, depending on type and size of the school, and includes all services shown below. Additional services, shown in Clause 7 can be provided at competitively agreed prices.

The service includes meeting with the school management and Governors, when required, to provide help, support and advice in managing premises and ensuring compliance to your statutory duties. This includes:-

- Annual liaison meetings to ensure compliance.
- Full support for funding bids, either to the L.A or the ESFA depending on project type and size.
- Offer advice of other funding streams.
- The core elements of the SLA as detailed in sections 1.0 – 6.0 below.





## 1.0 Building technical advice and support

### 1.1 Advice on property, mechanical and electrical issues.

- Designated PR Associates contact for each school.
- Annual liaison meeting covering statutory responsibility, documentation, etc. and advice on any current issues.
- Checks on approved contractors as required.
- List of contractors, who we have checked for insurances, H&S accreditations, charge out rates etc who can help with daily responsive issues or projects, with out of hours contact details where they provide this service.
- Statutory compliance supported with PR Associates' bespoke data base
- Support with grounds maintenance tenders
- Assisting with or managing contract tendering process for main service contracts.
- Arrange compliance risk assessments e.g. Fire, legionella (to be costed on an individual basis)

### 1.2 Reactive advice and support

- Advice and support offered covering system breakdowns, building failure (roof leaks, etc.), theft and property break in, etc.
- Building compliance related health and safety advice for daily issues.

### 1.3 General asbestos advice. Our service now includes the support of PR Asbestos Ltd.

### 1.4 Emergency support

- Contact details and support for out of hours emergencies if required. (additional charges may be applicable).



## 2.0 Management of service contracts

- 2.1 Review of compliance and statutory responsibilities
- 2.2 Review of replacement and maintenance of plant and equipment.

## 3.0 Energy, heating and lighting management

- 3.1 Offer advice in management of in-house systems.
- 3.2 Building Energy management Systems advice (BEMS)

We currently work alongside several BEMS consultants who offer a range of services including installations, monitoring and servicing and adaptations of existing systems to allow schools to control their own heating and ventilation systems on site.

## 4.0 Project advice and feasibilities

### 4.1 Project planning

- Initial advice for proposed projects.
- Site visits to discuss the schools ideas and proposals.
- Planning and building regulations advice
- Project appraisal to offer solutions, advice and ideas for proposed projects at low and fair fee cost.







## **5.0 Long term site planning.**

### **5.1 Long term site development advice.**

- Overview of sites and premises to offer advice and support for long term development.

### **5.2 Project design and application processes.**

- Low and fair fee charges agreed in advance, for feasibility work when developed beyond items listed in 4.1.

## **6.0 Project management.**

### **6.1 Contact schools when fund raising opportunities arise.**

### **6.2 Provide advice and support to potential projects.**

### **6.3 Provide support in completing funding applications and submitting bids**

## **7.0 Additional services to the core SLA.**

### **7.1 Full project management.**

### **7.2 Emergency project management, insurance claims, etc.**

### **7.3 Planning and building regulation applications.**

### **7.4 Asbestos surveys, annual inspections and management plans**

### **7.5 CDM (Construction design and management regulations) support and advice.**

### **7.6 Updating of asset management building plans.**

### **7.7 Updating of Condition surveys, electrical and mechanical surveys.**

### **7.8 Annual building appraisal with report for Headteachers and Governors (Fixed cost for first/primary, middle & high schools)**



# Contact details

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PR Associates Ltd.

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## Contacts:

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Julie Goddard Asbestos Consultant 07375 375021 [jgoddard@prasbestos.com](mailto:jgoddard@prasbestos.com)

## Contract for the provision of Service Level Agreement.

This contract is a commitment to use the Service Level Agreement provided by PR Associates Ltd. for professional services maintenance support as detailed in this document and within the terms and conditions listed below.

This contract runs from ..... for 12 months to roll over (unless 3 months' notice given by either party) and is between the Academy or School and PR Associates Ltd. The dates generally run April to April, but we appreciate that some schools would prefer the contract to run in line with their financial year.

Cost for first 12 months            £.....            to be reviewed annually

Optional Annual Building Appraisal    £.....            to be reviewed annually

PR Associates hold school data, names, email addresses & phone numbers on their database for use by PR Associates & PR Asbestos staff only and not given to any third party without permission.

Please initial here to allow PR Associates to hold this information for use to support schools. ....

School .....

Name .....

Position .....

Date.....

Signature .....

### Terms and conditions of this agreement;

PR Associates Ltd. agree to supply this Service Level Agreement as listed in this document and based on the listed rates.

The Academy or School agree to solely use PR Associates Ltd. for any service as listed above.

PR Associates Ltd. offer to tender or supply a quotation for any additional service not listed above.

The Academy, School or PR Associates Ltd. can cancel this agreement if either party is in breach of this agreement, or by mutual agreement.

The schedule of the above services will normally be supported during the working week between 8.30am and 5.00pm.

Invoices will normally be issued annually in advance and payable within 14 days. This is a 12 month contract that rolls over to the following year, unless 3 months' notice given by either party

Where PR Associates Ltd. employs the additional services and support of external consultants, PR Associates Ltd. accepts responsibility for their work.

When chargeable work is carried out, PR Associates Ltd. will issue the site with a charge sheet listing work completed at the earliest possible date after the work is completed.





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**PR Asbestos**  
Asbestos Surveyors & Consultants

## A MODERN PROPERTY SERVICE FOR SCHOOLS AND ACADEMIES

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