



Service Level Agreement (SLA)

Between Barnet Homes and London Borough of Barnet

**Facilities Management
2017-2018**

Non Disclosure

The contents of this document are to remain confidential to Barnet Homes and only be circulated to authorised personnel in connection with this particular project and/or initiative. The contents may not be disclosed outside of this remit without the prior written permission of Barnet Homes.

All documentation remains the intellectual property of Barnet Homes.

©Barnet Homes

Change Control

Item	Reason for Change	Version	Author	Date
1	Initial draft for review	1.0	Gerard Naughton	17.11.2017

Contents

1. Agreement Details

- 1.1 Introduction
- 1.2 Services
- 1.3 Duration
- 1.4 Termination
- 1.5 Dispute Resolution
- 1.6 Amendment and Price fluctuations
- 1.7 Signatures

2. Charges to be levied

- 2.1 Facilities Management
- 2.2 Early Termination
- 2.3 Parking permits

3. Performance requirements

- 3.1 Account Manager Reviews
- 3.2 Premises Support
 - 3.2.1 Hours
 - 3.2.2 Fault and Problem Resolution
 - 3.2.3 Extensions to Services
- 3.3 Improvements to common areas
- 3.4 Barnet Homes Responsibilities
- 3.5 London Borough of Barnet Responsibilities

1. Agreement Details

1.1 Introduction

This Service Level Agreement defines the facilities management services that will be supplied by the London Borough of Barnet (**Council**) to Barnet Homes (**Barnet Homes**) and the charges that will be levied for them. Through open and honest dialogue both parties to this agreement will work jointly towards identifying efficiencies in line with nationally agreed efficiency targets for example through an "open book approach".

1.2 Services

This Agreement only covers the facilities management costs for the building, rent / rates / insurance and cleaning costs are covered under separate SLAs.

1.3 Duration

The agreement covers the period from 1st April 2017 to 31st March 2018 inclusive.

1.4 Termination

The termination of this agreement, either in its entirety or in part, will be indicated by either party giving written notification to the other party allowing a minimum of twelve months notice. Any cost implications incurred as a result of termination will be assessed and agreed at the time of presenting the termination request and apportioned using the calculations within this contract.

1.5 Dispute Resolution

Should Barnet Homes and the relevant team providing the services to Barnet Homes comprised within the relevant SLA have a difference of opinion or dispute in relation to the relevant team's performance in respect of providing the relevant services to Barnet Homes the difference of opinion or dispute may be escalated by either party for resolution with appropriate evidence:

- to the Contract Manager through the monthly performance review meetings, and if the Contract Manager cannot resolve the difference of opinion or dispute it should be escalated for resolution;
- to the Housing Partnership Board, and if the Housing Partnership Board cannot resolve the difference of opinion or dispute it should be escalated for final resolution;
- to the Council's Section 151 Officer (who in reaching any decision is to take soundings as to the final resolution in person, by email and/or telephone from those officers sitting on the Strategic Housing Board), whose decision will be final and binding.

1.6 Amendment and Price fluctuations

The Agreement is open to amendment at any time subject to agreement by both parties. Such amendments will be reflected into the body of the Agreement which will then be re-issued at the next available issue number. The amended agreement will become effective once it has been signed by an authorised officer from both the Council and Barnet Homes.

Price variations and fluctuations will occur during the term of this Agreement. Such variations and fluctuations will be identified by LBB and communicated to Barnet Homes.



**barnet
homes**

Based on an agreement by both parties such variations or fluctuations will be incorporated into this agreement.

1.7 Signatures

This agreement at issue 1.0 has been entered into by both the Barnet Council and Barnet Homes as attested to by:-

Name:

[Redacted Signature]

[Signature]
Director of Business Services

Barnet Homes

Date:

Name:

[Redacted Signature]

[Signature]
Interim Resources Director

London Borough of Barnet

Date:

10 MAY 2018

2. Charges to be levied

The tables below indicate the charges that will be levied for facilities management costs by the Council to Barnet Homes only. A separate charge will be incorporated into the Office Accommodation SLA covering office accommodation costs.

2.1 Facilities Management

These charges will be levied to cover building and facilities management services received by Barnet Homes. Annual (or Unit Charge if so stated):

Service	Barnet Homes Estimated Costs	Comments
Facilities Management Team Charges for 2017-18	£220,301	Based on 31% of Barnet House desk units allocated to Barnet Homes.

Detailed breakdown:

Description	2016/17 Budgets	Barnet Homes Share
Facilities Management	£115,131	£35,691
Post Room	£28,850	£8943.50
Building Repairs & Maintenance	£213,131	£66,071
Gas	£77,907	£24,151
Electricity	£91,694	£28,425
Water	£7,317	£2,268
Cleaning & domestic Materials	£15,300	£4,743
Rubbish Collection	£11,020	£3,416
Grounds Maintenance	£5,793	£1,796
Equipment & Materials Purchase	£2,000	£620
Contract Cleaning	£142,504	£44,176
Totals	£710,647	£220,301

2.2 Early Termination

In the event that Barnet Homes cease use of any of the above facilities within the agreed minimum termination notice, Barnet Homes will be accountable for any costs incurred by LBB until such time that the minimum termination period expires.

2.3 Parking Permits

Barnet Homes will be allocated a certain number of car parking permits from LBB which Barnet Homes will distribute at their discretion. The number of permits allowed will be defined by LBB based on the usage of desks.

3. Performance requirements



To ensure this SLA operates in accordance with the requirements of both parties, the following performance requirements are recognised:-

3.1 Account Manager Reviews

Quarterly, at dates to be agreed, the Council's Campus Manager (Barnet House) will meet with Barnet Homes' Facilities Manager to review the Barnet Homes and LBB Facilities Management responsibilities. The meeting will highlight any future areas where either party may wish to revisit their utilisation or FM strategies and provide early indication of potential changes. Either party can request additional meetings or to increase the frequency of monitoring meetings if required.

3.2 Premises Support

3.2.1 Hours

Premises support will be provided over the hours of 7.00 am – 9.00 pm Monday – Thursday, Friday 7.00 am – 8.00 pm excluding Bank and Public Holidays.

3.2.2 Fault and Problem Resolution - Target Response and Resolution Times

Priority	Impact	Response	Resolution
A	Accommodation unfit for occupation	1 Hour	4 Hours
B	Serious problem directly impacting on the functionality or normal operations of the accommodation	1 working day	3 working days
C	Problem not impacting on normal operations	2 working days	5 working days
D	Minor problem or general enquiry and minor service request	3 working days	Agreed on a case by case basis

Minimum **90%** of service requests and problem reports will be resolved within the timescales agreed.

3.2.3 Extensions to Services

Extensions to the availability of the services indicated above will be provided where the Council agrees.

The Council will formally advise Barnet Homes of rates for extensions to services. The actual price to be charged for any particular extension will be subject to confirmation at the time the request is made.

3.3 Improvements to common areas

3.4 Should it be required to improve either structurally or decoratively common areas shared by both parties Barnet Homes will make a contribution to the overall cost in proportion to the cost allocation % split. LBB will consult Barnet Homes on any

proposed improvements and ensure this consultation ties into the budget setting timetable. **Barnet Homes Responsibilities**

In order to facilitate the successful delivery of Facilities Management covered by the agreement, Barnet Homes undertake to: -

- A receive the charges and make payment for the services as specified in this agreement on a quarterly basis upon receipt of the Council's quarterly Invoice.
- B reimburse the Council for any damage caused to its accommodation or equipment as a result of client misuse.
- C provide a named officer(s) to act as the contact point for Barnet Homes with respect to facilities management covered by the agreement, including the initial reporting of any facilities related problems.
- D provide any inputs necessary for the provision of facilities management in accordance with the agreed procedures.
- E take all reasonable measures to ensure that the requirements of all relevant legislation is complied with.
- F maintain a facilities asset register of all equipment used.
- G provide a named officer(s) per floor of occupied space to act as Fire Officer who will fulfil the required Fire Officer role.
- H provide a named officer(s) per floor of occupied space to act as First Aider who will fulfil the required First Aider role.
- I log all requests for facilities management with the identified officer or the Hornbill Customer Self Service (ITSM) system
- J maintain the infrastructure integrity by not removing/attaching any item and not prejudicing the security of the Council's accommodation.

3.5 London Borough of Barnet Responsibilities

In order to facilitate the successful delivery of Facilities Management covered by the agreement, the London Borough of Barnet undertake to: -

- A provide a custodian / porter service to deal with heavy packages, confidential waste and recycling (white paper) collection, general handyman duties and furniture removal.
- B provide a registry service including, delivery and collection of mail.
- C provide permits and supervise car park use to ensure appropriate use at all times. If any of the other floors are sub let the number of allocated car spaces will be pro-rata to the occupied office space