

Appendix C

Building Management and Maintenance SLA 2006/2007

Purpose	To ensure that the CLC building is maintained and cleaned to a high standard.
Contacts	Julie Maher, Senior Assistant Estates and Finance
Services Covered	Management of maintenance contracts to cover central heating, air conditioning, alarms and window cleaning. Opening and closing of building. Cleaning of building. Liaison with contractors for repair of building. Routine maintenance jobs in CLC e.g. removal of graffiti, plumbing problems, lighting replacement
Service Goals	All maintenance contracts to be negotiated, agreed and implemented by start date of contract. Building to be opened and closed Shutters to be raised and lowered Building to be cleaned every day. Scrub down clean during holiday periods Cleaning in exceptional circumstances e.g. prior to evening event in CLC dependant on prior notification by CLC Maintenance to be carried out by deadline agreed at time.
Hours of Support	Cleaning of building from 7 – 9am each working day during term time. Hours to be agreed during holidays.
Methods of requesting services /reporting problems	Via email to Julie Maher, Senior Assistant Estates and Finance
Service Metrics	Building to be open at 7am during term time weekdays and all shutters raised. Cleaning of building during term time weekdays to be completed by 9am. All maintenance contracts to be negotiated by a set timetable within the LA manual. Forms for maintenance jobs scheduled will be signed when completed.
Service Costs	Caretaking - £9700 Cleaning - £6500

Signed CLC Manager

College Business Manager

Date