



Service Level Agreement

Relates to the delivery of: Reactive and planned maintenance across the My Future Living housing portfolio.

My Future Living July 2024

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Introduction

This brief outlines the service standards required to ensure effective project, cost, and programme management, including effective health and safety management by all parties involved during the execution of services.

Objectives

- To ensure compliance standards such as health and safety, management of operatives and contractors including the control of asbestos are maintained throughout the process of works identified within this document.
- To ensure that void maintenance projects are completed in line with the timeframes as described in this service level agreement
- To ensure that all parties are fully aware of their roles, responsibilities, and obligations regarding My Future Living’s void maintenance projects.
- To ensure positive and effective communications are in place for staff and customers prior to, during, and after completion of works.
- To deliver a positive customer experience and to ensure effective communications are in place for staff and customers prior to, during, and after completion of the programme of works.
- To ensure compliance within the CDM 2015 Regulations
- To ensure compliance with all other Regulations under the scope of the programme of works as outlined in the specification.

Roles and responsibilities

My Future Living will be responsible for:

- The identification of the proposed programme of works and the production of the SLA, job specifications and client brief.
- Reviewing any costs information delivered as part of the commissioning information by contractor.
- Instructing all works via FixFlo
- Acting as the client under CDM 2015
- Providing any asbestos related information to contractor where applicable.

The contractor will be responsible for:

- Managing health and safety under the CDM 2015 regulations, providing risk assessments and method statements relating to the project works.
- The delivery of the scope of work proposed within the client brief and refurbishment specification where relevant.
- All liaisons including the scheduling, management and access of appointments as set out in this document.
- Updating FixFlo accordingly with all the relevant dates for works completion, photographs of the completed works and any certificates and invoices.
- Ensuring, if required, they have a valid waste operator's license.

Project Management Team:

Role	Organisation	Telephone	Email
Repairs and Maintenance Team	My Future Living	01823 793420	maintenance@myfutureliving.co.uk
Compliance	My Future Living	01823 793420	compliance@myfutureliving.co.uk

Scope of work

Priority levels:

Void Category Code	Void Type/Scope	Repairs to 'Ready to Let' Target
Void category 1	Minor works – including clean and minor safety checks only	Up to 5 working days from works instruction
Void category 2	Standard works - to also include minor redecoration / minor repairs and a clean	Up to 10 working days from works instruction
Void category 3	Standard works – redecoration and recarpets and a clean	Up to 15 working days from works instruction
Void category 4	Major works - kitchen and/or bathroom refurbishment upgrades, new floor coverings and an apartment clean.	30-35 working days from works instruction

Priority levels will be provided to the contractor on the job instructions by My Future Living.

My Future Living will ensure that all orders are sent over to the contractor via FixFlo which will then be directed straight to the contractor's email address.

Quotes and Tenders:

To be included in the assessment for works, the contractor will return completed quotes/offers to tender within 5 working days of these being submitted to them by My Future Living.

Costs and Invoicing:

Payments for completed works will be made by My Future Living as per the My Future Living T&Cs.

Invoice is to contain the full property address and the full cost.

In order to process payment, the following documentation must be uploaded to FixFlo

- Photographs of the completed works.
- Where the origin of the waste is the property of My Future Living, a copy of the waste transfer note.
- Any certification in respect of Gas or electrical works

Payment cannot be made until My Future Living is in receipt of all necessary documentation.

All invoices must be addressed to My Future Living as below. Any queries to be dealt with in a timely manner.

My Future Living, First Floor, 2 Tangier Central, Castle Street, Taunton, Somerset, TA1 4AS

Corrective Works:

In the event that works are not in line with the job specification, contractors will be informed within 3 working days. Contractors will then be given 5 working days, unless otherwise agreed in writing, to attend the site and complete corrective works.

If the contractor cannot complete the corrective works within the agreed timescale, then My Future Living will arrange for a third party to complete these works and the costs will be removed from the contractor's invoice value.

Health and Safety:

Contractor will have suitable SSIP (Safety Scheme in Procurement) accreditations and will comply with My Future Living' Health and Safety policies, procedures and current best practice guides. Working closely with the My Future Living Health and Safety function, the contractor will be responsible for ensuring they comply with relevant statutory responsibilities, including operating as Designer, Principal Designer and Contractor, Principal Contractor in relation to the Construction (Design Management) Regulations 2015, including, but not limited to, the following:

- Ensuring all staff engaged in the delivery of the services within this Agreement are suitably experienced, qualified and trained to operate as Designer, Principal Designer, Contractor and Principal Contractor (i.e. CDM 2015) and to comply with the My Future Living policies and procedures and current best practice guides.
- Ensuring all sub-contractors engaged in the delivery of the services within this agreement are suitably qualified and as required, be able to demonstrate specific verification of competence in the area of work which they have been appointed to undertake, including:
 - Electrical contractors - either, NICEIC, ECA, NAPIT.
 - Gas contractors – Gas safe accreditation

- Asbestos removal – Licensed & members of the Asbestos Removal Contractors Association (ARCA)
- Reviewing all relevant H & S information prior to the commencement of works.
- Regular monitoring of all sub-contractors and consultants to ensure ongoing compliance with H & S systems and processes.

The contractor must be capable of demonstrating their competency through accessible documented health and safety processes, project management systems, staff training, suitably trained and experienced staff operating within their business function and monitored performance indicators.

Further detailed requirements for the contractor:

Development/ On site Manager liaison

It is expected that contractor undertakes all liaison with the third parties to gain access to our properties in accordance with the appointment process as set out below:

- Appointments must always be made with development manager in the first instance. If you are unable to gain access, then you can contact My Future Living for further advice.
- Email confirmations can also be used when confirmed with development manager first.
- Contractors must always carry ID.

No Access

It is expected that Contractor follows the no access procedure in accordance with the process below:

- Contractors must wait on site if the development manager does not answer the door/phone system, sometimes it can take development manager's a while to get to the door/phone when dealing with other onsite issues.
- The Contractor must liaise with the relevant Maintenance coordinator if there has been no access gained to the property.

Complaints management

- All tenant complaints regarding the delivery of the programme will be managed by My Future Living directly.

Performance/data management

- The contractor will update FixFlo with expected start and end dates for instructed works within 2 days of being sent the instruction to complete works.
- The contractor will update FixFlo within 24 hours of completion of works.

Sub-Contractor management

- The contractor is responsible for the procurement, vetting and management of any sub-contractors.
- The contractor must ensure that all the relevant health & safety checks are complete before assigning any work.
- The contractor will be responsible for the purchase order and invoice management.

Quality checking

- The contractors are responsible for the quality checking of all operatives and sub-contractors. My Future Living may, at their discretion may also carry out quality checking internally.