



# Brixham Town Council

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**Town Clerk: Mrs Tracy Hallett**

<b>Report Number</b>	05-2021	<b>Date</b>	29.01.21
<b>Report Type</b>	Public	<b>Meeting</b>	Town Hall Committee
<b>Contact Officer</b>	Tracy Hallett Paul Boyd	<b>Job Title</b>	Town Clerk Facilities Officer
<b>Report Title</b>	Service Level Agreements		

## **Purpose of Report**

To consider renewing service level agreements with contractors.

## **Stronghold UK Ltd**

### Goals and Objectives

The **goal** of this Agreement is to obtain mutual agreement between the Service Provider(s) and Customer(s).

The **objectives** of this Agreement are to:

- a. Provide a thorough understanding of service ownership and the roles and responsibilities.
- b. This Agreement represents a concise description of the services provided by the Service Provider.
- c. Match perceptions of expected service provision with actual service support & delivery.

### Service Scope

The following Services are covered by this Agreement;

1. Gas Supplies
2. Boiler and Plant (exc electronic control)
3. LTHW pipework and heat emitters
4. DHW services inc legionella report and monitoring
5. Calorifier servicing and monitoring
6. MCW inspection and maintenance

### Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support: 7.30am to 5pm, Monday to Friday
  - Calls received out of office hours will be forwarded to a mobile phone answer machine and best efforts will be made to reply ASAP
- Email support: 7.30am to 5pm, Monday to Friday
  - Emails received out of office hours will be forwarded to a mobile phone answer machine and best efforts will be made to reply ASAP
- Onsite assistance guaranteed within 72 hours during the business week

## Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service-related incidents and / or requests submitted by the Customer within the following time frames:

- 0-8 hours (during business hours) for issues classified as High priority.
- Within 48 hours for issues classified as Medium priority.
- Within 5 working days for issues classified as Low priority.

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.

## Fees and Inclusions

### a. Annual boiler service and certification

- 2 No. boilers in main plant room
- 2 No. boilers in Old Police house boiler room
- 1 No. Andrews gas heater
- 1 No. Electric Calorifier

Annual Fee: £758 plus vat

### b. Annual Legionella Monitoring and consultation

Annual CWSC inspection and general compliance monitoring

Annual Fee: £275 plus vat

### c. Reactive Maintenance

- Call outs for repairs during normal working hours
- Billed at £49 p/h plus vat
- Call outs for repairs outside normal working hours
- Billed at £75 p/h plus vat

### d. Proactive Maintenance

This will be submitted in writing and must be authorised prior to any works being carried out.

## **Recommendation**

Brixham Town Council has used the services of Stronghold for the last 2 years. We have found them to be reliable and helpful. They have also taken the time to show the Facilities Manager how to do some inspections, resulting in a cost saving to the Council. It is recommended that the Town Council remain with Stronghold and agreed to the Service Level Agreement, which is a saving to the Town Council of approximately £500.