Service level agreement

For the provision of the Grounds Maintenance Service

at **Greenlands Campus**

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VERSION 2 – NOVEMBER 2020

## Service Delivery

### 1.1 Period of Agreement

1.1.1 This agreement will run from 1 November 2020 until 31 October 2023 or until terminated on 3 months’ notice given by either party.

### 1.2 Description of Services

1.2.1 This Service Level Agreement covers the provision of the grounds maintenance service at Greenland’s campus at the University of Reading.

1.2.2 The services described will be provided at no cost to the site users (subject to the annual provision of vote funding to cover the services described).

### 1.3 General Services

The Maintenance & Business Services Department will:

1.3.1 Provide office cover from 08:00 to 16:30 Monday to Friday. Provide cover outside normal working hours, with fault reporting via Security.

1.3.2 Operate a Help Desk telephone service during the above office hours.

1.3.3 Provide on-line Help Desk facilities (non-emergencies only)

1.3.4 Be professional courteous and sensitive to client’s needs at all times

1.3.5 Charge costs on a monthly basis in accordance with the recharge rates current at the time of undertaking the works. Requests for work not covered by central funds will be recharged to the client where appropriate

1.3.6 Monitor the quality of work to ensure compliance with agreed standards

1.3.7 Ensure that all work complies with current University environmental policies and procedures.

1.3.8 Provide maintenance work, which will be coordinated, as far as reasonably practicable, with Greenlands Events Diary.

1.3.9 Ensure that noisy grounds maintenance activities are coordinated, as far as practicable, in order to minimise disturbance to building occupants.

1.3.10 Provide the client with a Communications Plan, setting out contact details for emergencies and routine enquiries, together with details of the escalation process to be used by both sides in the event of an unresolved problem.

## 2.0 Routine Grounds Maintenance

### 2.1 Mowing

2.1.1 The Grounds team will maintain an average grass height of between 25mm and 75mm. Lawn areas are to be cut every 7 working days 1st April – 30th September if conditions allow

2.1.2 Meadow areas will be cut annually.

### 2.2 Obstacles within grass areas

2.2.1 The Grounds team will undertake periodic cutting of grass around obstacles and other areas inaccessible to mowers to maintain a neat and tidy condition.

### 2.3 Edging

2.3.1 The Grounds team will carry out lawn edging of borders and tree circles, using edging shears, to maintain a neat and tidy condition and will reform grass edges annually.

### 2.4 Weed Control

2.4.1 The Grounds team will minimise the presence of weeds in shrub beds by mulching, herbicides or cultural methods.

### 2.5 Pruning & Hedge Cutting

2.5.1 The Grounds team will carry out periodic shrub pruning throughout the annual cycle appropriate to species and the soft landscape areas they are located in.

2.5.2 The Grounds team will carry out an annual programme of hedge cutting to shape and maintain in a neat and tidy condition.

### 2.6 Herbaceous Planting

2.6.1 Herbaceous plantings will be cut back annually.

### 2.7 Leaf Collection

2.7.1 The Grounds team will carry out a seasonal programme, within the ground’s maintenance area, of leaf mulching, blowing and collection to avoid leaf-fall accumulation on lawns, within borders, doorways and hard surfaces.

### 2. 8 River Thames

2.8.1 The grounds team will not carry out any routine works to the river edge as it provides an important habitat and acts as a safety barrier to the river. Any works required for events will be at cost to the client.

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## 3.0 Arboriculture

### 3.1 Risk Management

3.1.1 The Grounds team will carry out a rolling programme of tree surveys to identify potential hazards and recommend remedial works where necessary.

3.1.2 Remedial works will be prioritised according to the perceived risk.

3.1.3 Survey information and risk scores will be recorded onto the Arbortrack geographical information system.

3.1.4. Survey cycles will be in accordance with the Estates Tree Safety Guidance Note.

### 3.2 Remedial works

4.3.1 The Grounds team will prioritise remedial works, arising from the tree inspection programme. The team will provide supporting information for the recommended remedial works where requested.

4.3.2 The Grounds team will ensure that all contract staff are appropriately trained and hold the relative certificates of competence for the operations they carry out.

## 4.0 Miscellaneous Works

### 4.1 Green Waste Disposal

4.1.1 The Grounds Maintenance team aims to compost as much green waste as is possible. Green waste will be processed on site.

### 4.2 Snow Clearing and Gritting

4.2.1 During freezing weather the Grounds Maintenance team will grit roads and footpaths in accordance with the winter weather plan, which sets out the prioritisation for gritting works.

4.2.2 The grounds team will use best endeavours to remove accumulated snow from roads, in accordance with the winter weather plan which sets out the prioritisation for snow clearance.

### 4.3 Litter Collection

4.3.1 The Grounds team is not responsible for the collection of litter.

### 4.4 Health & Safety

4.4.1 The Head of Grounds Maintenance will maintain appropriate H&S Management Systems, which will be periodically audited by internal and external consultants.

4.4.2 The Grounds team will maintain accreditation under the SafeContractor scheme as part of assurance measures for health & safety management systems.

### 4.6 Queries, Comments and Complaints

4.6.1 Issues of whatever nature arising from this Service Level Agreement shall be subject to the following escalation process, where necessary:

Stage 1: Referred to the Estates Help Desk/Head of Grounds

Stage 2 : Referred to the nominated Account Manager

Stage 3: Referred to the Director of Estates

## 5.0 Client Obligations

### 5.1 Client/Building occupant obligations

The Client/Building Occupants will:

5.1.1 Provide accurate and concise information to the Help Desk (telephone extension 7000 or 0118 378 7000), including details of the location of the problem, the nature of the grounds problem, contact details and details of any known hazards, where appropriate.

5.1.2 Allow reasonable access to carry out the works and provide keys or passes where necessary.

5.1.3 Co-operate with Grounds Maintenance staff and contractors, as far as reasonably practicable, to ensure that disruption is minimised.

5.1.4 Immediately report any defects or hazards associated with the works to the Estates Help Desk (or, out of normal working hours, to Security).

5.1.5 Provide information regarding events to the Head of Grounds Maintenance in a timely fashion.

5.1.6 Provide feedback on performance and participate in client satisfaction surveys from time to time.

## 6.0 Additional Information

### 6.1 Maintenance Services information

6.1.1 Additional information relating to Maintenance Services and this service level agreement can be found as follows:

### Contacts

 <http://www.reading.ac.uk/Grounds/Grounds-Contacts.aspx>

### Policy & procedures

<http://www.reading.ac.uk/Grounds/Grounds-Policy.aspx>

### Grounds maintenance funding and responsibilities

Central budgets are provided to fund the grounds maintenance works described in this SLA. Clients will be asked to fund works that falls outside this agreement or which constitutes an ‘improvement.’

#### Signed on behalf of the Client

Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### Signed on behalf of Maintenance & Business Services

Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_