

Service Level
Agreement/Specification

For

**Maintenance and Associated Risk
Management
Services**

at

**New College Campus and
Associated properties**

July 2026

INDEX

1. **SCOPE**
2. **MAINTENANCE SERVICE LEVELS**
 - a. Staffing
 - b. Help Desk
 - c. Planned Maintenance
3. **SERVICE SPECIFICATION**
 - a. General
 - b. Maintenance Team
 - c. Contract Labour
4. **REACTIVE MAINTENANCE**
5. **ESTATE DATA REQUIREMENTS**
6. **ESTATE EMERGENCY AND CONTINGENCY PLANNING**
7. **MECHANICAL SERVICES**
 - a. General
 - b. Heat Source Installations
 - c. Heating Ventilating and Air-Conditioning Plant (HVAC)
 - d. Hot and Cold Water Systems
 - e. Fire Fighting Equipment
 - f. Other Mechanical Equipment
8. **ELECTRICAL SERVICES**
 - a. Electrical Installations
 - b. Distribution
 - c. Lighting Installations
 - d. Fire Alarm and Detection Systems
 - e. Other Electrical Equipment/Systems
9. **LIFT AND ELEVATOR SERVICES**
 - a. General
 - b. Downtime
 - c. Trapped Persons
10. **BUILDING MAINTENANCE**
 - a. General
 - b. Strength and Stability
 - c. Fire Resistance
 - d. Thermal Insulation
 - e. Sound Insulation
 - f. External Appearance
 - g. Security
 - h. Site Drainage
 - i. Planned Maintenance of Buildings
 - j. Asbestos
11. **EXTERNALS**
 - a. Hard Surfaces and Areas
 - b. Street Furniture
 - c. Fences and Boundaries
 - d. Trees
 - e. Winter Weather
 - f. Pest Control Service
12. **RISK MANAGEMENT**
 - a. General
 - b. Scope of Service
 - c. Statement of Intent

1. Scope

This agreement identifies the service levels that can be expected generally in all New College accommodation. Accommodation includes graduate and under-graduate accommodation, fellow's rooms/sets, administration and staff areas, lecture rooms, dining and catering facilities, sanitary accommodation as well as all storage and circulation areas (including 'hard' areas within the grounds and external buildings and structures which includes roads, kerbs and fences).

This document does not cover alteration work, which will normally require discussion and planning before being programmed for action.

2. Maintenance Service Levels

a. Staffing

Maintenance staff will normally be on site Monday to Thursdays during the hours of 0730 to 1200 and 1230 to 1600. On Friday the cover is to 1500 hrs not 1600 hrs. Outside of these hours, should an emergency arise, the Porter's Lodge will be able to contact an appropriate tradesman. During Bank Holidays and set College closure periods the normal out-of-hours routine will apply.

b. Help Desk

A maintenance request should be made via the Colleges website or email to maintenance @new.ox.ac.uk. This is primarily for day-to-day maintenance items and very minor alteration works. Requests made through this system will be actioned and monitored by the Maintenance Manager.

C. Planned Maintenance

Planned Maintenance activities will normally be carried out during the hours described above. This work includes daily, weekly, monthly, annual and other cyclical maintenance routines including re-decoration.

The Maintenance Manager or Maintenance Office Manager will liaise with all relevant staff/personnel in advance of any planned works being carried out and will discuss or issue a programme of planned activity as appropriate to the task to be carried out.

Any deviations from the plan will be agreed between the Maintenance Manager and relevant staff.

3. Service Specification

a. General

Buildings, fabric, plant, equipment, and installed services must be maintained in accordance with a recognised planned preventive maintenance (PPM) system, maintenance manuals and manufacturer's recommendations. The PPM work will be carried out so as to ensure the absolute minimum interruption to the normal working of the College.

All maintenance functions must be carried out to comply with Health & Safety legislation, Department of Health and Department of the Environment Transport & Regions Guidance (DETR). This must include any access requirements.

All work must be carried out to ensure that the College operates in a safe and comfortable environment. Contractors must adhere to all relevant College policies so far as these policies affect the work of maintenance discipline.

b. Maintenance Team

In order to provide the required service the team must be:

- (a) of relevant and necessary skill mix
- (b) trained so as to provide the required level of service
- (c) adequate in providing a service to the site taking into account the usual operational constraints.
- (d) Sufficient to cover annual leave allowances, sickness and other absences

Staff must be:

- (a) courteous and polite to all official users of the College including staff, graduates and under-graduates, fellows and members of the public.
- (b) be visibly identified at all times when on duty
- (c) suitably attired for all weather and working environments when on duty

c. Contract Labour

When the College employs contract labour on maintenance work, the contractors must provide not only insurance and construction tax details but also their Health & Safety policies. These details to be re-submitted on an annual basis.

Contractors staff must also adhere to the College 'Code of Conduct for Contractors which will include that they be:

- (a) courteous and polite to all official users of the College including staff, graduates and under-graduates, fellows and members of the public.
- (b) be visibly identified at all times when on duty
- (c) suitably attired for all weather and working environments when on duty

4. Reactive Maintenance

Requests for reactive maintenance will be categorised by the Maintenance Manager and will be classified emergency, urgent or routine.

Emergency faults are those where there is an immediate and serious risk of injury to College users. Examples are exposed power cables, structural collapse and situations such as persons locked in rooms.

Urgent faults are those where there is a situation which significantly disrupts normal use of a room or area and includes situations such as localised power failures, heating and hot water interruption and building defects including attention to non-closing doors/non-operating locks.

Routine faults are those which have no immediate impact upon use of rooms or areas. These include cracked glass where still safe, doors requiring easing and minor building defects.

Response times are as follows:

Emergency Fault: response immediate – Fault rectified within 4 hours

Urgent Fault: response within 1 hour – Fault rectified by end of working day

Routine Fault: response within 2 working days – Fault rectified within 5 working days

The purpose of the above is to ensure that labour is directed to the area where most needed given demands at any specific time.

In carrying out the reactive work the maintenance team will liaise with the user in order to minimise any disruption caused by the required work.

5. College Estate Data Requirements

Estate data must be recorded and maintained on a regular basis. This information must be precise, definitive, and readily accessible being stored in an environment that affords protection to those records.

Such data must be available to ensure the College can complete any returns as required by others

Any information must be easily available to the College in both electronic and hard copy media.

Key information must be duplicated and kept safe and available remote from the site to allow for continued service should events occur which are unforeseen and would result in information loss. Electronic data is to be stored on College IT server.

Documentation concerning all statutory records and regulations must be kept up to date and accurate. They must be available for issue, on request, by the College at all times. Site data must be recorded and maintained to satisfy any returns required to be made by the College. All data storage is to conform with New Colleges GDPR Policy.

6. Estate Emergency and Contingency Planning

The Home Bursar is responsible for updating/reviewing the Maintenance section of the College Emergency Procedure on an annual basis.

The Home Bursar will ensure that those staff likely to be involved in any emergency situation are trained and competent to complete safely any work required. Maintenance staff are to be appraised of the College Emergency Procedure.

7. MECHANICAL SERVICES

a. General

All work must be carried out in compliance with statutory regulations.

All work must be carried out to ensure that the College operates in a safe and comfortable environment.

b. Heat Source Installations

In refurbished accommodation, heating systems must be maintained to operate satisfactorily and meet their design performance.

In un-refurbished accommodation the entire heating system must be maintained to operate satisfactorily and to provide optimum performance.

c. Heating Ventilating and Air-Conditioning Plant (HVAC)

HVAC systems in refurbished accommodation must be maintained to operate satisfactorily and meet their design performance.

In un-refurbished accommodation any heating system must be maintained to operate satisfactorily and to provide optimum performance.

d. Hot and Cold Water Systems

Installations in refurbished accommodation must be maintained in good condition, the integrity of the systems must be protected and the installation must be maintained in full compliance with Health and Safety Executive Approved Code of Practice and Guidance L8 (The Control of legionella bacteria in water systems).

The installation must be maintained to comply fully with the requirements of all local water byelaws

8.4.3 Existing systems in un-refurbished accommodation must be maintained in good condition, the integrity of the systems must be protected and the installation must be maintained where appropriate in compliance with Health and Safety Executive Approved Code of Practice and Guidance L8.

The systems must be protected and insulated in accordance with the following:

Modern standard insulation must be maintained and repairs carried out using current day insulation standard and materials.

Earlier standard insulation must be carried out using current day insulation standard and materials when making a local repair.

e. Fire Fighting Equipment

The Maintenance Manager or Maintenance Office Manager must provide a planned inspection and maintenance schedule of fire fighting equipment and must maintain records of checks and defects found.

The records are to be in an electronic and hard copy format.

A set of fire extinguishers together with a fire blanket is required to be kept available for fire lecture purposes.

f. Other Mechanical Equipment

Equipment must be maintained to meet the operating needs of the user and must be maintained in a safe condition.

Users must report Faults, damage, and malfunctions at the earliest opportunity.

8. ELECTRICAL SERVICES

a. Electrical Installations

All new electrical installations must be maintained in accordance with the requirements of the Electricity at Work Regulations 1989 and HS(G)85 as they apply to the College.

b. Distribution

The electrical distribution network must be maintained in good condition and the integrity of the system must be protected.

Maintenance of these systems must be carried out to ensure that all installations comply with standards as set down by CIBSE, the Electricity at Work Regulations and applicable sections of the IEE Regulations. It should be noted that installation standards across the College may vary given that refurbishment of the properties has been at different times and different IEE Regulations will therefore apply.

c. Lighting installations

All lighting must be maintained to sustain its optimum performance, including all emergency lighting.

The lighting installation must be maintained to operate satisfactorily.

d. Fire Alarm and Detection Systems

The site fire alarm system and supporting infrastructure must be maintained to comply with BS 5839 Part 1 2002

At all times the system must be fully maintained to achieve the highest possible serviceability and functionality.

Weekly system checks will be carried out on the main College campus and outlying buildings and records of these tests will be recorded.

At times the Maintenance Office Manager will be required to organise in fire drills which may include activation and re-setting of alarms.

e. Other Electrical Equipment/Systems

The Maintenance Manager or Maintenance Office Manager must ensure that all alarm and intruder systems and installations are maintained to operate in a satisfactory manner.

All equipment used by the College's personnel must be maintained in a safe condition and meet the reasonable operational needs of College staff.

All electrical appliances owned by the College must be checked and be in a safe condition before being used in accordance with College policy.

Reactive maintenance must be provided on demand. Users must report Faults, damage, and malfunctions at the earliest opportunity.

The Maintenance Team must carry out portable appliance testing in accordance with The Electricity at Work Act 1989 and maintain a database register which should be readily available to the College at all times.

9. LIFT AND ELEVATOR SERVICES (including Evacuation chairs)

a. General

Lifts must be maintained to comply with statutory requirements to provide a safe and reliable service for users.

b. Downtime

During normal College operating periods, downtime on existing lifts must be restricted to two days per month per lift; no more than twelve days per annum per lift except in the case of complex or major failure when the downtime may be unavoidable.

Downtime as specified above does not include time required for statutory inspections and servicing.

c. Trapped Persons

People trapped in lifts during the period 7.30am to 4.00pm Monday to Thursday and 7.30am to 3.00pm Friday must be released within twenty minutes from notification to the Maintenance Office.

People trapped in lifts during other times must be released within thirty minutes of incident being reported.

10. BUILDING MAINTENANCE

a. General

All buildings on site must be maintained to meet their functional requirements. Those functional requirements are:

b. Strength and Stability

All buildings are to be maintained such that no part of the structure or its internal finishes are prone to partial or full collapse thereby compromising the integrity of those buildings.

Structural defects observed must be reported to the Bursar's and Domestic Bursar's office at the earliest opportunity.

c. Fire Resistance

Building stock must be maintained so as not to compromise designed fire precaution standards.

Any fault condition which compromises any building elements forming part of any fire compartmentation must be given an urgent classification.

d. Thermal Insulation

Buildings must be maintained to ensure that the design performance of the building envelope is maintained.

e. Sound Insulation

Refurbished buildings must be maintained to ensure that the design performance of the building and its components are maintained.

Un-refurbished buildings must be maintained so as not to reduce any sound reduction or attenuation qualities. This is to only apply to areas where increases in noise would compromise working conditions and confidentiality.

f. External Appearance

The appearance of any new buildings must be maintained as built except for normal weathering effects.

Existing buildings must be maintained to prevent any further significant deterioration given the particular historical importance of the listed buildings.

g. Security

Buildings must be maintained to ensure that the College or design requirements for security are not reduced or compromised.

Intruder alarms in existing buildings must be maintained to operate properly.

h. Site Drainage

The site surface water, soil drainage systems, all access points, and their coverings must be maintained in good working order.

Sewage treatment plant and installations must be maintained to ensure that they operate to their optimum performance.

i. Planned Maintenance of Buildings

A planned preventive maintenance system has been implemented to ensure the internal and external fabric of all buildings is maintained. The system includes planned maintenance of the following systems or components:

Fire resisting door sets

Fire Exit doors

Manhole covers and frames, open or grated gully's and other foul-water drainage system components which if neglected are liable to lead to defects or unsafe situations. Main drain runs and branches are not included except for main kitchen areas. For main drain runs and branches normal reactive maintenance requirements must apply.

Cleaning of roofs, gutters

The internal fabric must be maintained to provide a clean and pleasant environment.

All door sets (doors, frames, linings etc) must be kept functional and maintained in good working order.

All windows must be kept functional and maintained in good working order.

All fixtures, fittings, and door furniture must be kept maintained in good working order.

Attendance by the maintenance team to fix or maintain individual or personal fixtures such as pictures, furniture etc. will be carried out provided the person requesting the work is authorised to request such work.

j. Asbestos

The Maintenance Manager and Maintenance Office Manager are responsible for ensuring that the College is in full compliance with the Control of Asbestos Regulations 2012.

The Maintenance Manager or Maintenance Office Manager will maintain an Asbestos register as required and will ensure that all records on asbestos issues are readily available. Any contractor working on College sites will be provided with access to this register or that part of it which covers an area where they will be working.

The Maintenance Manager or Maintenance Office Manager must ensure that contractors employed to carry out work on asbestos products or components are licensed to carry out the work.

11. EXTERNALS

a. Hard surfaces and Areas

All roads, paths, car parks and other 'hard' areas must be regularly maintained.

As well as for buildings, roads, paths, car parks and other hard areas must be maintained to perform their function and be safe to use.

b. Street Furniture

All street furniture, fixed and moveable, must be kept maintained and in working order.

c. Fences and Boundaries

Fences and site boundaries must be maintained in a safe, functional and good condition by undertaking both planned and reactive maintenance.

d. Trees

Trees are dealt with as follows, through the Gardens Fellow for the main college site and surrounding areas.

e. Winter Weather

The maintenance team will, assisted by the Yardmen and Grounds staff, keep all roads, paths, and car parks free from ice and snow in accordance with the College procedure.

f. Pest Control Service

The Maintenance Office shall use appropriate measures to rid the College of Pests and thereafter work to maintain a satisfactory Pest free environment.

The Maintenance Office will ensure that the College is a Pest free environment as far as reasonably possible. It should be noted that the college's main kitchens pest control is the responsibility of the Catering Manager, and all other areas are the Maintenance Department.

After each and every visit, the College contractor will ensure there is a written report on the findings of the inspections and the steps to be taken in respect of each finding, such a report must be available to be inspected by the College 7 days after the visit.

In all cases, the most humane method of treatment should be considered first. However where the use of pesticides is deemed necessary, then the contractor shall keep a record of the pesticides to be used in the provision of the service. This record is to be available for inspection by the College.

The contractor shall only use those pesticides, which have been approved under the relevant legislation or guidance.

The contractor shall ensure that their staff are adequately trained in the use of the pesticides and all other specific aspects of this service.

The contractor shall supply all materials and equipment necessary to carry out this Pest Control Service.

The contractor shall keep all dangerous materials and equipment under control and safe keeping with all pesticides clearly and correctly identifiable by labels on all containers. In the application of these pest control materials and equipment extreme care must be exercised by the contractor to ensure that appropriate pest control media are chosen in areas the College considers that there is a high risk to its users.

12. Risk Management

a. General

All maintenance work is to be assessed for risk before commencement. If risks are identified then no work is to proceed until those risks have been eliminated or reduced, so far as practical.

b. Scope of service

The Maintenance Office will carry out the Risk Management Service in connection with the Maintenance Service which, for the avoidance of doubt, excludes the process of the construction or alteration of buildings where a formal contract covers such work.

c. Statement of intent

The Maintenance Department will provide the College in providing a safe and healthy environment by carrying out the maintenance service in compliance with this service specification to achieve the following:

Compliance with all statutory requirements affecting the estate (e.g., control of asbestos, control of legionella, Electricity at Work Regulations,

Safety of students, visitors and staff,

Operational safety of staff and sub-contractors.