

Estates Services
FACILITIES MANAGEMENT



Service Level Agreement – Ewert House



Estates Services FACILITIES MANAGEMENT



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Your point of contact

This service level agreement will be managed by Caroline Morgan Senior Facilities Manager who is based at The University Club. Day-to-day support is offered by the Facilities Manager Paul Rees, and the [FM Helpdesk](#). Oversight of this service is provided by the Head of Strategic Facilities Management. Further information about the FM team can be found at www.admin.ox.ac.uk/estates/fm/our_team.

How we work with you

Caroline Morgan will liaise with the department via your main point of contact. Matters which are financial, or relate to service changes need to be agreed with the primary client, Head of Administration and Finance. We will only take requests to service changes from our primary client or a nominated point of contact.

Your responsibilities: it should be noted, however, that each department will have to meet their own statutory responsibilities regarding compliance, as well as ensuring adherence to University policies, such as health and safety, minimum wage etc. The FM Service provides you with various documents, such as Building and Fire Risk Assessments, but it remains the department's responsibility to ensure that they have clear and robust procedures in place in order that the welfare of their staff, students and visitors is maintained. These responsibilities cannot, either in law or University policy, be delegated but remain with the Head of Department.

What you can expect

We aim to provide a service that our customers are proud to partner with and our team to work for. As part of our Customer Service Excellence standards, we want you to feel fully informed about our service. To do this we have created a suite of materials and services to keep you up to date with our activities;

- **Quarterly management reports:** this is a management report which helps you to see at a glance what's going on in different parts of our service including a general update on FM, financials, personnel management and health and safety information.
- **Building user guides:** to help your staff and students understand what services we provide, we create a bespoke user guide for your building with a dedicated [website page](#).
- **Operations manual:** this confidential document provides very specific information about how the building operates and is helpful to you, FM and the wider team in Estates Services. A copy will be made available to you.



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- **Support from our Helpdesk:** many of our services can be booked through [FMonline](#). Services can be accessed 24hrs a day, seven days a week using the FM online system. Alternatively you can or email the FM helpdesk They are open Monday –Friday 9-5pm. T: 01865 270087 E: facilities@admin.ox.ac.uk
- **An annual review of your Service Level Agreement:** in order to ensure our services meet your evolving needs, we will review our Service Level Agreement with you on an annual basis.

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Management information

Service Area	Service Level Provision	Service Owner Responsibilities		
		FM managed	Department	Other
Budgeting	<ul style="list-style-type: none"> To prepare an annual FM budget To review and forecast quarterly Monthly FM charges to Department are usual 	√		
Building User Guides	<ul style="list-style-type: none"> To prepare and update annually a Building User Guide which will be prepared for distribution to the primary client and the occupants of the managed building it relates to This may also be put on to our website for easy access Departments to provide updates on any details that change within their own areas 	√	√	
Facilities Operations Manual	<p>To prepare and update annually a Facilities Operations Manual which details specific, often confidential, building information including:</p> <ul style="list-style-type: none"> Access Codes Lift Details Other useful information This will be held with the relevant FM Team and the Helpdesk 	√		
FM Helpdesk	<p>Access to the FM Helpdesk</p> <ul style="list-style-type: none"> Who will log and manage work orders To co-ordinate with relevant Helpdesk/contractor to ensure repairs are made in a timely way Prepared performance monitoring reports 	√	√	
FM OnLine	<ul style="list-style-type: none"> Access to FM OnLine to book rooms, hospitality, repairs and fault reporting (via website http://www.admin.ox.ac.uk/estates/fm/fmonline/) 	√	√	
Quarterly Management Reports	<p>Prepare, detailed quarterly management report covering:</p> <ul style="list-style-type: none"> Financial Staffing Risk Health and Safety 	√		

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	<ul style="list-style-type: none"> • Performance • Waste production and recycling • Attend Management meetings as required 			
Risk Register	<ul style="list-style-type: none"> • To prepare and update a risk register which relates to the FM service provision and the workplace • This may supplement the occupying Department's own risk register 	√	√	
Website Information	<ul style="list-style-type: none"> • To update FM related information on our website, some may be building specific to your premises 	√		
Service Level Agreement	<ul style="list-style-type: none"> • Outline document to detail out the FM service proposed and/or managed to this building 	√		
Staffing Provision	<ul style="list-style-type: none"> • Reception duties covered by Facilities Support Assistants. • Sign to be put on reception desk when FSA's are patrolling the building or attending to other tasks. • Reception cover for annual leave and other absences will be managed by the FM Service • Training and reception operating procedures for receptionists will be provided • Provision of admin support to take minutes during the quarterly BMC meeting 	√		
General Reception	<ul style="list-style-type: none"> • Welcome visitors • Provide directions • Assist with general enquiries 	√		
Security & Safety	<ul style="list-style-type: none"> • All contractors to sign in and out at reception on arrival and when leaving the site 	√		
Telephone & Email	<ul style="list-style-type: none"> • To answer and direct calls as appropriate • Assist with general enquiries • Take messages 	√		
Communications	<ul style="list-style-type: none"> • FSA Supervisor to communicate information regarding building works, events etc. to key departmental contacts by email 	√		
Health, Safety and Security	<ul style="list-style-type: none"> • Provide building information to all contractors and visitors on arrival to site 	√		
Post	<ul style="list-style-type: none"> • Incoming mail to be distributed to main departments mail boxes not individuals 			



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	<ul style="list-style-type: none"> Outgoing mail to be processed and costs to be recharged using postage slip-forms and codes provided by the sender 	√		
Cleaning Comments Book	<ul style="list-style-type: none"> Monitor and respond to comments 	√		
Lost Property	<ul style="list-style-type: none"> To collect, record and return lost property. Low value items can be kept at reception for 4 weeks and higher value items will be stored in the FM office/safe. Any items not collected within 12 months will be disposed of. 	√		

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Compliance

Health and Safety

Overview: it should be noted that although the FM may provide departments with documentation and procedures, the overarching responsibilities for health, safety and compliance remains with the Head of Department of the appointing department. Each Head of Department should ensure that they have adopted and where necessary, created and audited the necessary processes and procedures for their entire department. These responsibilities cannot, either in law or University policy, be delegated but remain with the Head of Department.

Service Area	Service Level Provision	Actions (noting only if these are prepared by FM, as the responsibilities may not be delegated)		
		FM managed	Department	Other
Accident/Incident Reporting	<ul style="list-style-type: none"> Comply with the University's Incident/Accident reporting procedure. FM ensure relevant Department is notified of any serious accidents/incidents involving their staff, students or visitors. A summary of incidents and accidents reported will be provided to the Ewert House BMC in the Quarterly Report 	√	√	√
Annual Safety Inspection	<ul style="list-style-type: none"> To conduct an annual Safety Inspection of the managed space Record findings and notifying/liaison with primary client and/or Safety Office Remedial actions to be agreed Inspection will also be used as an opportunity to review other building issues that may not be safety related but need attention 	√	√	
Building Risk Assessment	<ul style="list-style-type: none"> To undertake building risk assessments for the managed premises (common areas only) The occupying Department will need to assess Departmental risks to highlight any significant issues to the primary client and/or Safety Office as necessary 	√	√	

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	<ul style="list-style-type: none"> To provide copies of the assessment to primary client and Safety Office 			
Corrective Actions Report	<ul style="list-style-type: none"> To hold a central data base of corrective actions To inform primary client and/or Safety Office of details relevant to their building 	√	√	
COSHH	<ul style="list-style-type: none"> To review the use of chemicals in managed space To hold details of COSHH records for cleaning contractors To hold details of COSHH records for FM duties 	√		
DSE Assessments	<ul style="list-style-type: none"> To monitor the electronic completion of DSE assessments for FM staff, using the Safety Office Tool. Departments responsible for their own DSE. 	√	√	
Evac Chair	<ul style="list-style-type: none"> Provide access to training and record keeping FM staff to be Evac chair trained 	√		
Fire - Annual Fire Evacuation Drill	<ul style="list-style-type: none"> During normal operating hours, should an unscheduled fire alarm be activated FM will assist in safe building evacuation from the common areas Out of hours the Fire Service and OUSS will attend and manage the incident To conduct a termly planned fire evacuation drill at an agreed date/time with the primary client To review safe lift evacuations and record in planned fire drill To keep associated records 	√	√	
Fire - Emergency Lighting	<ul style="list-style-type: none"> To ensure contract in place to test quarterly via a competent Estates Services contractor/Pyrotec Retain records 	√		
Fire - Evacuation Procedures	<ul style="list-style-type: none"> To devise and review fire evacuation procedures in consultation with the primary client and/or Safety Office Fire Marshalling policies are the responsibility of the departmental Head of Department. Recruitment of marshals remains with the departmental Head of Department. 	√	√	
Fire - Fire Extinguisher Maintenance	<ul style="list-style-type: none"> To ensure these are checked annually via the University's contractor (via Safety Office) On daily walkabout FM to visually check fire extinguishers are correctly positioned around the building 	√		
Fire – Alarm & Weekly Bell Testing	<ul style="list-style-type: none"> FM to enable annual fire panel maintenance by Safety Office appointed contractor To maintain a register of call points and weekly testing details and keep associated records within the fire log book 	√		



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Fire Risk Assessment	<ul style="list-style-type: none"> To undertake building fire assessments for the managed premises To highlight any significant issues to the primary client and/or Safety Office as necessary To provide copies of the assessment to primary client and Safety Office 	√		
First Aid - AEDs	<ul style="list-style-type: none"> To ensure there are sufficient numbers of trained operators To maintain and service equipment To provide access to training and record keeping 	√		
First Aid - Stocking Boxes	<ul style="list-style-type: none"> To ensure all first aid boxes are checked and re-stocked via the first aiders 	√		
First Aid - Training	<ul style="list-style-type: none"> To carry out first aid needs assessment to ensure there are sufficient numbers of trained first aiders To provide access to training and record keeping 	√	√	
Gritting/Snow Clearance	<ul style="list-style-type: none"> Manage pathways during inclement weather. Ensure gritting supplies are ready 	√		
Ladder Register	<ul style="list-style-type: none"> To provide and update a ladder register for the FM managed building 	√		
Leaf Clearance	<ul style="list-style-type: none"> Manage steps and walkways during Autumn 	√		
Lone Working	<ul style="list-style-type: none"> Occupying Department to devise a procedure for the management of lone workers Upon request, FM to provide a briefing session on lone working and emergency procedure each term for those needing out of hour's access. FM to devise procedures for the management of FM lone workers, in particular for lone working in basement area of the building 	√	√	
Manual Handling	<ul style="list-style-type: none"> Training and record keeping for FM staff only Department responsibility for their staff 	√	√	
Maternity/Pregnancy Assessment	<ul style="list-style-type: none"> Carried out by the occupying Department 		√	
PAT Testing	<ul style="list-style-type: none"> Departmental responsibility, but can be assisted for a small number of additional items in-between inspections. Keep a register of items tested FM to test items in communal areas only 	√	√	



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Personal Emergency Evacuation Procedures ('PEEPS')	<ul style="list-style-type: none"> To provide advice, guidance and completion of PEEPs To liaise with Departments regarding their undertaking of PEEPS Update and record any necessary changes to fire evacuation plan 	√	√	
Safety Committees	<ul style="list-style-type: none"> Safety to be a standard agenda item on Building Management Committee meetings To attend, contribute and report to annual departmental safety meeting as required 	√	√	
Statement of Organisation (Safety)	<ul style="list-style-type: none"> To prepare an annexe of information to aid departmental Head of Departments to complete the University's annual Statement of Organisation. This SLA could be an appendix to that document. 	√	√	
Vehicle and Bicycle Procedures	<ul style="list-style-type: none"> To undertake risk assessments for cycling and driving during work activities Ensuring training and a plan for both 	√		
Waste Management	<ul style="list-style-type: none"> To ensure the waste is managed in line with the University's waste management policy To ensure waste transfer notes are kept on file Retain waste carrier and waste transfer notices Departments to assist in recycling initiatives 	√	√	
Weeds	<ul style="list-style-type: none"> Periodically clear weeds on steps and courtyards 	√		

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Security

Service Area	Service Level Provision	Service Owner Responsibilities		
		FM managed	Department	Other
Access Control System	<ul style="list-style-type: none"> To manage a maintenance contract which is specified to meet the needs of the Department and will be carried out Annually This contract is funded by the Ewert House Building budget Any additions or alterations to the contract will be funded by either the Department or the whole building budget depending on the requirement Performance will be managed by the FM Team At the end of the equipment's life the Senior FM will specify and cost its replacement for approval by the Ewert House BMC The replacement costs will be funded by the Ewert House Building budget The FM Team will utilise a University preferred supplier The FM Team will co-ordinate all relevant activities for the lifespan of this service Up-dating the access control system will be carried out by FM 	√	√	√
Alarm/Emergency Response	<ul style="list-style-type: none"> FM to carry out a security review and issue action plans in accordance with University Policies. In normal working hours, 08.30 - 1700 hrs. On activation of the Fire Alarm, FM staff will ascertain as to whether the alarm is genuine or not and carry out the appropriate action as per current procedures. Outside of normal working hours OUSS will the University Security Services will immediately inform the fire service that the fire alarm and detection system has activated, and that the building is 'unmanaged'. Confirmation to the fire service that the 	√		√



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	<p>building is unmanaged will action an immediate attendance.</p> <ul style="list-style-type: none"> • Liaise with OUSS • Outside of normal working hours OUSS will contact the relevant key holders 	√		
CCTV	<ul style="list-style-type: none"> • To manage a maintenance contract for the CCTV • This contract is funded by the Budget • Any additions or alterations to the contract will be funded by the budget • The FM Team will utilise a University preferred supplier 	√		
Key Holder Arrangements (OUSS)	<ul style="list-style-type: none"> • A first Key Holder contract will be managed by the FM Team • This is for out of hours (outside of 08:30 – 17:00 Monday to Friday and for departmental fixed closures) • The first Key Holder will be University Security Services who will attend to an alarm • If they need to contact a further Key Holder they will do so using the Key Holder listing • Reports will be emailed to the FM and SFM post-activation to report their findings • FM are responsible for ensuring there is an up-to-date Key Holder list 	√	√	
Manned Guarding by Third Party Contractor	<ul style="list-style-type: none"> • There is no current requirement 			
Security Liaison Officer	<ul style="list-style-type: none"> • To act as Security Liaison Officer for FM • The Primary Client is the Departmental SLO 	√	√	
Swipe Card Provision	<ul style="list-style-type: none"> • Swipe cards (in addition to the University Card) will be provided for the access control system • This card will be suitable for the access control system operated • Updates can only be made during the normal working week, excluding bank holidays 	√		

Note: although the FM will provide you with reports and assessments to support your operation, we do not take responsibility for your Departmental safety obligations within your Department.



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Quality and Service

Catering

Service Area	Service Level Provision	Service Owner Responsibilities		
		FM managed	Department	Other
Café/Restaurant Facilities	<ul style="list-style-type: none"> N/A 	√		
Hospitality	<ul style="list-style-type: none"> N/A 			
Chilled Water	<ul style="list-style-type: none"> To manage a maintenance contract which is specified to meet the needs of the Department The current contract is with Crown Water and Coffee. Any additions or alterations to the contract will be funded by the Department At the end of the equipment's life, FM will specify and cost its replacement The replacement costs will be funded by the Ewert House Building Budget The FM Team will usually utilise a University preferred supplier The FM Team will co-ordinate all relevant activities for the lifespan of this service 			
Local Kitchenette Supplies	<ul style="list-style-type: none"> Occupying units are responsible for ordering supplies for their local kitchenettes, common rooms and shared spaces. 		√	
Vending	<ul style="list-style-type: none"> N/A 			

Cleaning

		Service Owner Responsibilities
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Service Area	Service Level Provision	Management		
		FM managed	Department	Other
Blinds	<ul style="list-style-type: none"> Not included within contract but could organise cleaning and recharge to the Department 	√	√	
Cleaning Contract Internal	<ul style="list-style-type: none"> To specify, tender and manage a cleaning contract. The contract will be reviewed for cost effectiveness annually. The Estates Framework Agreement for cleaning spec would be used to define the department's needs by FM. Contract to be discussed with FM Contracts Manager The contract is funded by the Ewert House Building budget Any additions or alterations to the contract will be funded by the Department Performance will be managed by the Facilities Manager FM will use a University Approved Supplier The FM Team will co-ordinate all relevant activities for the lifespan of this service, reporting to the Department via the QMR The contract document is held by the FM Contracts Manager & contract changes must be agreed via them Cleaning of common areas is carried out between 08:00 – 12:00 hrs Any Departmental issues should be directed to the FM Manager and discussed at QMR meetings Any cleaning problems/successes should be noted in the Cleaning Comments book held at reception 	√		√
Cleaning External	<ul style="list-style-type: none"> FM clean and manage external space – walkways and carparks liaising with OUSS and Parks Department 	√		
Washroom Supplies	<ul style="list-style-type: none"> Provide and supply all cleaning consumables necessary. Carry out regular checks and clean as required Respond to requests from staff and building users promptly 	√		

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Feminine Hygiene	<ul style="list-style-type: none"> FM responsible. FM budget. 	√		
Internal Waste	<ul style="list-style-type: none"> Emptying of bins is in the cleaning contract – refer to waste section 	√		
Window Cleaning	<ul style="list-style-type: none"> Manage bi-annual external clean and annual internal clean with University approved supplier 	√		



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IT/Telecoms/Data

Service Area	Service Level Provision	Service Owner Responsibilities		
		FM managed	Department	Other
Equipment/Extensions/Handsets etc.	<ul style="list-style-type: none"> The Department maintain and provide their own equipment VOIP handsets are provided and managed by the Department in conjunction with the University IT service 		√	
Reprographics	<ul style="list-style-type: none"> Service is available through printstudio@admin.ox.ac.uk https://www.admin.ox.ac.uk/estates/ourservices/fm/universityprintstudio/ 		√	
Wireless Networks and Data	<ul style="list-style-type: none"> The Department provide and ensure equipment is working and staff are trained in the use of data and wireless networks FM are only involved to facilitate access for maintenance and installation, including advising on conservation and building issues. Network is a department IT issue. 		√	

Lecture Facilities

Service Area	Service Level Provision	Service Owner Responsibilities		
		FM managed	Department	Other
Room Bookings	<ul style="list-style-type: none"> FM team to manage Seminar and Lecture room keys. FM to assist in the provision of administration folders for lecturers. To respond to all room bookings and assist with room layout. 	√	√	
Handouts	<ul style="list-style-type: none"> FM to deliver handouts at the start of lectures at Reception, if provided by departmental staff 	√		



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Meeting Room Equipment	<ul style="list-style-type: none"> • Audio Visual (AV) equipment is the responsibility of the Department • FM will endeavour to have FM staff trained in basic AV use to assist in their roles when supporting Events. Technical and major issues should be escalated to the IT staff within the occupying unit. • Laptops are provided via Departmental IT as required • Minor repair costs, including projector lamps replacement are covered from the Ewert House Building budget. All other costs are covered by the department. • For any external events or teaching provided by other faculties, the organisers must provide their own additional equipment and IT technical support in consultation with FM 	√	√	
Meeting Room Layout	<ul style="list-style-type: none"> • To provide staffing to prepare meeting/lecture rooms as per requests from departments. . 	√	√	

Meeting Facilities

Service Area	Service Level Provision	Service Owner Responsibilities		
		FM managed	Department	Other
General	<ul style="list-style-type: none"> • Act as stewards/ushers – monitor capacity and assist as required. • As the delegated authority to the University, FM staff have the right to refuse access to attendees should numbers exceed safe levels as specified for each room on the information posters 	√		



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Building Fabric

Service Area	Service Level Provision	Service Owner Responsibilities		
		FM managed	Department	Other
Blinds	<ul style="list-style-type: none"> Not within existing cleaning contract but could be arranged as a departmental cost if required. Repair and/or installation of blinds can be assisted by FM but is a departmental cost 	√		√
Carpets/Floor Coverings	<ul style="list-style-type: none"> Shared space only clean spillages when reported To assist Departments when required within FM capability. Flooring maintained as per the BESC regulations and in compliance with listed building status 	√	√	
Conservation & Heritage	<ul style="list-style-type: none"> To advise occupants and contractors on conservation issues connected to the building and liaise or facilitate with the relevant staff in Estates when necessary. 	√		
Door Locks	<ul style="list-style-type: none"> Maintain within competency. Keys are a department cost. 	√		
General Building Maintenance	<ul style="list-style-type: none"> To provide Facilities Support Assistants who are able to carry out simple 'DIY' type of maintenance This may include fitting shelves, notice boards and other minor repairs To ensure the Team are adequately trained (as per training matrix) and records kept To co-ordinate and arrange more complex work through the Estates Planon System (DLO) as necessary Repairs are costed as per BESC Standing orders http://www.admin.ox.ac.uk/estates/ourservices http://www.admin.ox.ac.uk/estates/aboutus/strategiesandpolicies/ 	√		
Helpdesk	<ul style="list-style-type: none"> Faults and maintenance requests not incurring costs may be logged on Planon or reported via the Helpdesk Requests incurring costs must be approved in advance by the relevant budget holder before being commenced. 	√	√	



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Internal Decorations	<ul style="list-style-type: none"> FM responsible for shared/common spaces only in consultation with the Ewert House BMC To provide the Department with a cost if required for decoration of their units and these will be recharged directly to them. 	√	√	
Lights	<ul style="list-style-type: none"> To replace lamps only. Further problems to be passed to relevant department/contractor Desk lamps and portable lighting is responsibility of the occupying unit 	√	√	
Plant Rooms	<ul style="list-style-type: none"> Access is strictly prohibited and is only available through permission from the DLO. 	√		√
Operation and Maintenance Manuals	<ul style="list-style-type: none"> To hold records of O&M manuals, providing information to contractors where possible Not all O&Ms are available and the main copy will be held centrally by Estates Services archives 	√		√
Planting	<ul style="list-style-type: none"> To provide and maintain a service contract for pre-agreed planting. To manage the contract and ensure quality and value for money External planting is installed and maintained by University Parks 	√		√

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Utilities

Service Area	Service Level Provision	Service Owner Responsibilities		
		FM managed	Department	Other
Advice on Reduction Initiatives	<ul style="list-style-type: none"> FM to co-ordinate with others in order to provide succinct advice on energy matters 	√		
Monitor Usage	<ul style="list-style-type: none"> To monitor energy usage through metering and billing information available Reported to client quarterly via FM Management Report 	√		
Pay Invoices	<ul style="list-style-type: none"> Utilities are paid by occupying units direct to the Sustainability Department 	√		

Waste Management

Service Area	Service Level Provision	Service Owner Responsibilities		
		FM managed	Department	Other
Bin Store	<ul style="list-style-type: none"> Area to be kept clean and tidy with regular checks by FM Access available to waste supplier to empty bins (arrange keys or access card to be available to supplier) Bins rotated to ensure filled in sequence (to ensure maximum capacity achieved in each bin considering pay by weight) 	√		
Waste Contractor	<ul style="list-style-type: none"> Use of University preferred waste contractor Waste contractor to transfer general waste to landfill, recycling via the correct waste streams and monitor information on weight of waste through QMR 	√		



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	<ul style="list-style-type: none"> To pay all invoices from FM budget for waste disposed via the FM team 			
Confidential Waste	<ul style="list-style-type: none"> Use of University preferred confidential waste contractor FM manage and store confidential waste locked in store Waste is removed from site ad-hoc WTN records kept by building FM Occupying units to prepare waste for collection 	√		
Food Waste	<ul style="list-style-type: none"> To be placed in General Waste (where a food waste bin is not available) 	√	√	√
Hazardous Waste	<ul style="list-style-type: none"> Dealt with via Safety Office 	√	√	√
Recycling	<ul style="list-style-type: none"> To support a sustainable approach Waste reduction and recycling is the responsibility of all individuals to separate waste FM to ensure the Department can achieve this through waste receptacle labelling and waste stream segregation 	√	√	√
Waste Segregation	<ul style="list-style-type: none"> Dry Mixed Recycling – drinks and food cans, paper and cardboard, plastic drink bottles and containers 	√	√	√
Waste Transfer Notes and Carrier Licences	<ul style="list-style-type: none"> To complete/provide waste transfer notes for waste which is transported and disposed of by FM Team 	√		

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Service Area	Service Level Provision	Service Owner Responsibilities		
		FM managed	Department	Other
BMS/Environmental Controls	<ul style="list-style-type: none"> The BMS if applicable, is managed through Estates 	√		
Emergency Lighting	<ul style="list-style-type: none"> FM to provide an emergency lighting contract FM to ensure regular testing takes place Costs are through the Ewert House budget 	√		
Fire Alarms	<ul style="list-style-type: none"> The fire alarm contract is managed by the University Safety Officer. Facilities Manager to ensure regular maintenance has taken place and remedial works completed. Weekly testing records held by FM 	√		
Lifts	<ul style="list-style-type: none"> FM to manage lift servicing and fault reporting through an OUES contract with Schindlers 	√		

External

Service Area	Service Level Provision	Service Owner Responsibilities		
		FM managed	Department	Other
External Bins	<ul style="list-style-type: none"> To provide external bins funded by FM budget The bins are emptied regularly by the FM Team 	√		
Grounds Maintenance	<ul style="list-style-type: none"> OU Parks Department to maintain green areas 			√
Litter	<ul style="list-style-type: none"> To provide a litter picking service from the FM team These costs are included within the FM budget 	√		
Parking Management	<ul style="list-style-type: none"> Monitor use of parking bays and report non-permit parking to Security Services. Details of parking allocation detailed in tenancy agreement 	√		√



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	<ul style="list-style-type: none"> • Issue visitor permits. • Issue contractor permits • Maintain the car park barrier 			
Pest Control	<ul style="list-style-type: none"> • Arrange visits and co-ordinate required action via FM Helpdesk as necessary. • Monitor infestations as required 	√		
Signage	<ul style="list-style-type: none"> • External and internal signage will be supplied by FM in accordance with OUES Signage policy 	√		
Smoking/Vaping Policy	<ul style="list-style-type: none"> • There is no smoking, including vaping, permitted within the building. • Provide a smoking area if requested by the BMC 	√		
Parking Permits	<ul style="list-style-type: none"> • Occupying Departments are directly responsible for applications and distribution of peak and off-peak permits via the Sustainability office 		√	

Deliveries and Post


Service Area	Service Level Provision	Service Owner Responsibilities		
		FM managed	Department	Other
Franking Provision	<ul style="list-style-type: none"> • A franked mail service is available from the FM Central Mail Room if required • All costs are recharged to the Department 	√	√	√
Mail Distribution	<ul style="list-style-type: none"> • Mail is delivered in bulk to department mail boxes by arrangement 	√		
Planning of moves	<ul style="list-style-type: none"> • FM team will be happy to discuss requirements for potentially chargeable adhoc services which are then chargeable to the relevant unit should the need arise. 	√		
Localised Deliveries	<ul style="list-style-type: none"> • For a nominal fee the FM Mail Services can courier work related parcels to other Oxford University buildings 	√		



Estates Services FACILITIES MANAGEMENT



Agreement to service provision

Signed on behalf of FM Service (Senior FM)	Name: Caroline Morgan 	Date 31/1/2024
Signed on behalf of FM Service (Head of Strategic FM)	Name: John Weston	Date
Signed on behalf Continuing Education	Name	Date
Signed on behalf Examination Schools	Name	Date
Signed on behalf Mind Foundry	Name	Date

Please copy the box above for the number of clients per building as each client will need to sign for the services received.



Estates Services

ESTATES SERVICES

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