

Service Level Agreement (Commercial Property)



The services provided by Grange for the Management of the property typically cover the provision of the following duties, carried out on behalf of the client:

- 1** Liaising with clients and their Landlord or tenants.
- 2** Managing expenditure and cash flow.
- 3** Periodic visits to the property by Grange to check general visible condition and arrange repairs.
- 4** Attending to routine management enquiries from the client and tenants in line with published Grange response times.
- 5** Timely consultation on management matters and major works.
- 6** Timely consultation on Landlord and tenant matters.
- 7** Dealing with day to day reactive repairs to structure, plant, fixtures and fittings and equipment.
- 8** Arranging of out of hours cover for maintenance emergencies.
- 9** Keeping records in relation to matters relating to the property.
- 10** Checking compliance in line with the terms of Lease and / or Transfer and statutory requirements.
- 11** Instructing solicitors in relation to any legal matters for example Licenses for Alterations and Leases.
- 12** Advising generally on management policy.
- 13** Opening and operating client money bank accounts.
- 14** Submitting demands and collecting/paying rent, rates, service charges and other charges in accordance with the lease.
- 15** Facilitating payments to Landlords / Owners, Suppliers, Staff, Contractors, Rating Authorities, Professional Advisers, Insurers and others as appropriate.
- 16** Administering building and other insurances; including going to tender and administration of revaluation work if required.
- 17** Preparing and submitting statements and accounting for balances at agreed intervals.
- 18** Making available management information to client's/Landlord's including insurance policies and copy of invoices and receipts.
- 19** Administering reserve funds and preparation of a long term plan if required.
- 20** Arranging for annual accounts to be reconciled and certified if required.
- 21** Employing required site based staff (excluding recruitment costs), and effecting necessary supervision and training, where appropriate.
- 22** Managing statutory health & safety checks and administering risk assessment plans.
- 23** Advising on health & safety matters but not specialist checks and tests.
- 24** Arranging annual maintenance contracts for all plant and equipment in line with statutory obligations where it is the client's responsibility under the Lease.
- 25** Preparing specifications and contracts for minor works and services such as cleaning, security and window cleaning etc.
- 26** Administration of major works which may incur additional charges.

Additional services

Work outside the normal scope of our management fee is subject to an additional charge commensurate with the activities undertaken, for example;

- 1** Major Works: Preparation of specifications, obtaining competitive tenders and supervising all works of a substantial nature. Typically for redecorations, refurbishments and major projects.
- 2** Attending Court Hearings: Giving evidence in relation to recovery of rent or service charges from lessees or enforcing lease covenants.
- 3** Dealing with matters arising from changes in legislation e.g. Fire Risk Assessments.
- 4** Granting permission for undertaking alterations to the property in accordance with the lease.
- 5** Insurance reinstatement cost assessment in accordance with best management practice to ensure correct levels of property insurance are maintained.
- 6** Legal services: property assignments, sub-lettings and changes of use.
- 7** Preparing property Condition Reports and Schedules of Dilapidation.
- 8** Additional meetings outside of normal office hours.
- 9** Additional site visits by prior mutual agreement.

Contractor Response Times

Grange Published Response Times

- 1** Letter / email – *within 5 working days.*
- 2** Telephone message – *call back / voicemail within 2 working days.*
- 3** Formal Complaint – *acknowledged within 5 working days.*
- 4** Stage 1 complaint response – *within 10 working days.*
- 5** Stage 2 complaint response – *within 20 working days.*
- 1** Lift Contractor Non-Emergency – *Usually within 4 hours.*
- 2** Lift Contractor Emergency – *Within 1 hour or call 999 if unable to attend immediately.*
- 3** Mechanical & Electrical & Facilities Management Contractor Non-emergency – *Attendance at next scheduled visit.*
- 4** Mechanical & Electrical & Facilities Management Contractor Emergency – *Usually within 4 hours.*

Part of Clarion Housing Group