

# Service level agreement at a glance

The package covers advice and support on technical issues and contract administration, when using our approved contractors only. It does not cover the contractors costs for repairs, maintenance or works carried out. Each school will be charged a flat fee of: £420, plus:

- per primary school pupil (based on the most recent pupil numbers on roll): £1.04
- per secondary school pupil (based on the most recent pupil numbers on roll): £0.81

The package includes the following:

Service	Local Authority School	Academy/ Free School
Technical advice and support	✓	✓
Out of hours support	✓	✓
Asset management plans (including production of reports for governors)	✓	Additional cost Price available on request
Portable Appliance Testing (contract administration, advice and support)	✓	✓
Electrical fixed wiring testing (contract administration, advice and support)	✓	Additional cost Price available on request
Asbestos management	✓	Additional cost Price available on request provided up to date electronic plans are available
Legionella (contract administration, advice and support)	✓	✓
Burner servicing (contract administration, advice and support)	✓	✓
Lifts and lift appliances (advice and support)	✓	✓
Fire risk assessments (advice and support)	✓	Additional cost Price available on request provided up to date electronic plans are available
Compliance works (contract administration, advice and support)	✓	✓
Access to approved suppliers and preferential rates	✓	✓

You can buy in to additional services (as outlined in the brochure) and also request that BTS carry out any repairs/maintenance on your behalf for any issues identified. You will be charged for any costs incurred for such repairs/maintenance.

## Payment method

An invoice for the total amount will be sent to the school following receipt of the subscription. Alternatively, schools on SAP can have the charge directly transferred by providing the schools cost centre on the subscription form (typically a four letter code starting with 'R'). You can also use this method for any works requested through BTS.

These charges are for the year 2015-16 and prices will be fixed for the term of the agreement on the subscription form. Schools signing for a one year subscription may be subject to an increase in price for subsequent years.