



Service Level Agreement

Maintenance Contractors

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Contents

1. Purpose.....	1
2. Definitions.....	1
3. Contacting the Client	3
4. Quote and work orders	3
5. Undertaking the work	3
6. Payment for services	4
7. Agreement and signatories	6

About This Manual

Document Purpose

This document describes the requirements for acceptable service level standards by GK Strata Management's preferred service providers to our Owners Corporations.

Audience

This document is intended for GK Strata Management's preferred service providers and for referral by our clients.

References

The following documents should be read in conjunction with this document:

- None.

Trademarks

All company name, logos and product designs that are trademarks or registered trademarks are the property of their respective owners.

Conventions

The following conventions are used throughout this document:

Convention	Description
<i>Italic text</i>	This style is used to indicate a reference to another document. For example, Refer to the <i>Cash Office Manual</i> .
<u>Underlined text</u>	This style is used to indicate a hyperlink to another section, document or internet page. For example, See www.microsoft.com.au
Bold text	This style is used to emphasise important information. For example, Do not turn off the PC.

The following terms may be used throughout this document:

Term	Meaning
Press	Press a key or combination of keys at the same time on the keyboard. For example, 'Press A' or 'Press Ctrl + F'.
Type	Press one or more keys on the keyboard, one at a time, without pressing the Enter key. For example, 'Type ABC' means press the A key, followed by B and then C.
Enter	Press one or more keys on the keyboard, followed by the Enter key. For example, the phrase 'Enter ABC' is equivalent to typing ABC, then pressing the Enter key.
Touch	Using your finger, touch an area of the screen to select it. For example, 'Touch the Terminal button at the top of the screen to access the Terminal menu'.
Select	Use your preferred method to select the nominated option. For example, to 'select the Terminal menu' you could use the keyboard (press Alt + T), or the touch screen (touch the Terminal button on the screen).
Click	Using the mouse, move the cursor/pointer to the specified item then press and release the left mouse button to select it. For example, 'Click OK'.
Double click	Using the mouse, move the cursor/pointer to the specified item then quickly press and release the left mouse button twice.

1. Purpose

To document the GK Strata Management service standards to be delivered by our preferred suppliers to our Owners Corporations.

In summary, our preferred suppliers will:

- ensure our clients are contacted promptly;
- complete works or quotes within reasonable specified time frames and at reasonable cost;
- provide invoicing that is descriptive and contains all necessary and relevant information; and
- conduct themselves in a professional manner at all times;

In turn, GK Strata Management will:

- define urgent and non-urgent works appropriately;
- provide descriptive and accurate instructions to assist suppliers in completing works;
- issue payment to suppliers within reasonable time frames; and
- substantiate withholding payment beyond agreed time frames with valid cause.

2. Definitions

Urgent Works

Where damage to a property is anticipated to be severe or dangerous, security is compromised or the standard of living is deemed unacceptable. Examples include (but not limited to):

- flooding;
- blocked sewer and storm water lines;
- failed storm pumps;
- loss of power;
- loss of hot water or air conditioning;
- lift breakdowns;
- broken glass;
- garage doors not operational; and
- insufficient security to a lot.

Non-urgent works

Preventative maintenance or regular contracts for services including (but not limited to):

- general repairs and maintenance to common property;
- remedial works;
- pressure and window cleaning;
- general cleaning of common property;
- gardening and tree lopping;
- adjustments to doors and windows;
- repair of water damage;
- fire systems and maintenance;
- architectural, engineering, OH&S, Sinking Fund and other consulting services;
- pest services; and
- air-handling systems.

Contact

The person referred to on the work order that may be either the:

- owner;
- tenant;
- managing agent;
- committee member;
- another supplier; or
- site manager.

Trades Monitor

Trades Monitor verifies, maintains and keeps current the following information on GK Strata Management's preferred suppliers to ensure contractor compliance:

- Public liability insurance
- Professional indemnity insurance
- WorkCover insurance
- Licences
- Registrations

- ABN
- Contractor OHS Compliance

3. Contacting the Client

A quote or work request from GK Strata Management will be received by:

- telephone;
- fax;
- email;
- in person; or
- via post.

On receipt of the work order from GK Strata Management the supplier of goods or services should establish contact with the representative listed on the work order as the *contact* and establish a mutually agreeable time to meet (if necessary).

If GK Strata Management nominates a site contact in the work order, this person must be contacted by the supplier prior to visiting the premises even if the work involves common property and no unit access will be required. The site contact may want to brief the supplier further or monitor the time spent on site.

If the supplier is unable to contact the client within **72 hours** they should advise GK Strata Management as soon as possible so that GK Strata Management can review the work or quote request and decide whether to reallocate or cancel the work order.

4. Quote and work orders

GK Strata Management will ensure that quote and work orders include sufficient details to complete the work and that the content is concise, accurate and provides suitable contact details.

GK Strata Management will attempt to provide its regular suppliers consistent levels of work. This will be achieved by monitoring the work flow. Suppliers should ensure they notify GK Strata Management of any absent periods owing to medical procedures or injury and annual leave so we can best manage work flow during these absences.

GK Strata Management may undertake customer satisfaction surveys from time to time in an attempt to gain an insight and feedback on supplier performance.

5. Undertaking the work

Suppliers must at all times:

- be neat in appearance and appropriately dressed for the type of work they are undertaking;

- not use foul language in the presence of clients; and
- ensure their equipment is clean, free of any defects and regularly serviced and maintained.

It is recommended that suppliers wear clothing that identifies their company or that they carry some form of identification (for example, at minimum a business card). This may assist in the event that they are challenged by a resident seeking reason for their presence on the property.

In the event that damage is incurred to common property or the property of an owner or tenant as a direct result of the works performed by the supplier, GK Strata Management must be informed as soon as possible.

Suppliers should ensure any required licenses and insurances are current and relevant paperwork is submitted to *Trades Monitor* upon request. Any supplier engaged by GK Strata Management on behalf of its clients must have public liability insurances and workers compensation policies (if the company has employees). Suppliers must also have the required licence issued by the Office of Fair Trading.

GK Strata Management will not engage any supplier if they fail to satisfy *Trades Monitor* by supplying their licence and insurance details.

Work should be undertaken in the shortest possible time frame. If work involves multiple visits every effort should be made to ensure the time frame between visits is kept to a minimum.

Any work to a value of \$12,000 or more requires the supplier to obtain a Home Owners Warranty Insurance Policy naming the Owners Corporation as the insured party. Any supplier undertaking such work is required to have the necessary licence from the Office of Fair Trading.

GK Strata Management expects that work likely to exceed \$1,000 will be documented first via a quote, or at least verbal approval will be sought from the manager prior to commencement of the work. Emergency work carried out (for example) by plumbers, electricians and roofers may be exempt from this rule.

6. Payment for services

GK Strata Management will make payment of invoices within 21 days provided the invoice:

- does not require a certificate from a consultant to verify the amount and release of funds;
- includes sufficient details on any invoice submitted including:
 - the words “tax invoice” if GST is claimed;
 - the ABN number;
 - a detailed description of the work performed;
 - addressed to the Strata Plan Number and including the building address;
 - the amount claimed is shown as a total; and
 - there is an address for cheque payment and bank account details.

Note: Electronic Funds Transfer (EFT) is available for regular service providers.

If it is necessary to submit an invoice to the Secretary, Treasurer or Executive Committee for authorisation and that approval is delayed post the 21-day payment period, GK Strata Management will notify the supplier of the reasons for the delay and attempt to mediate a resolution.

7. Agreement and signatories

This Service Level Agreement is made on _____
[Insert date]

between GK Strata Management Pty Ltd, ABN 63 002 630 453, of Level 4,
55 Mountain Street Broadway NSW 2007 and

[Insert full name of contractor or company name]

[Insert ABN]

of

[Insert business address]

Signed for GK Strata Management Pty Ltd by its authorised representative:

[Signature]

[Print name and position]

Signed for the contractor (or company) by its authorised representative:

[Signature]

[Print name and position]