

**Service Level Agreement
(SLA) for Customers of
Tactile Limited t/a FixFlo by
ECO Approach Ltd t/a
PropCert**

Document Owner:	ECO Approach Ltd
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Version

Version	Date	Description	Author
1.0	01-07-2020	Service Level Agreement	Tom Harrington
1.1	30-07-2020	Service Level Agreement	Tom Harrington

Approval

(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)


Approvers	Role	Name	Signed	Approval Date
ECO Approach Ltd	Service Provider	Tom Harrington		10/11/2020

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1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between *ECO Approach Ltd* and the customers of Tactile Ltd for the provisioning of Electrical Installation Condition Reports (EICRs)

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all services covered, as the primary stakeholders mutually understand them. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide a consistent supply of EICRs, the service support and delivery to the Customer by the Service Provider.

The **goal** of this Agreement is to obtain mutual agreement for the supply of EICRs between the Service Provider and Customer.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

3. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

Provider(s): ECO Approach Ltd (“Provider”)

Customer(s): Customers of Tactile Ltd (“Customer”)

4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once annually; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Business Relationship Manager** (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Business Relationship Manager: ECO Approach Ltd.

Review Period: Yearly (12 months)

Previous Review Date: n/a

Next Review Date: 01-07-2021

5. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

5.1. Service Scope

The following Services are covered by this Agreement;

- The supply of EICRs on a nationwide scale.
- Manned telephone support
- Monitored email support

5.2. Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Full contact details for the access provider to arrange the property visit.
- For the occupant (if applicable) to be aware of our intention to visit the property prior to our contact.
- For the occupant to be informed of a basic overview of what the service provider will be carrying out at the time of the visit and that they have any required paperwork available at the time of the visit.
- Payment for all services at the agreed interval.
- Reasonable availability of customer representative(s) when resolving a service related incident or request.

5.3. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- To be able to complete EICRs on a national scale on behalf of the customer.
- To contact the access provider within 24 hours of receiving the job details to arrange an appointment date and time.
- For the majority of appointments to be attended within 2-3 working days from the initial contact.
- To send the completed EICR to the customer within 48 hours of the property visit in the customers desired format.
- For EICRs to be lodged through an appropriate body namely NIC/EIC and NAPIT.
- To ensure that the service provider carry out at least the minimum required level of testing in line with BS 7671:2018.
- To ensure all electricians visiting properties are fully qualified and have an accreditation to carry out and lodge EICRs.
- To provide the customer with updates throughout the process including appointment dates and times when these are confirmed and access to case notes.

5.4. Service Pricing

All prices are subject to vat.

- Should there be a no show from the access provider, then the service provider will bill the customer a call out charge of £50 + VAT. These will be reviewed ad-hoc and discussed with the customer before the call out charge is raised.
- The service provider reserves the right to apply a surcharge should a property be in an extremely rural location or have more than one fuse board.
- The service provider will send an invoice every Friday for any work completed in the previous 7 days and will have 14 days payment terms.

6. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability and monitoring of in-scope services.

6.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- The service provider will ensure they have flexible availability for EICR assessments including evenings and weekends.
- The service provider will aim for a turnaround of 4 working days from instruction through to receiving the completed assessment.
- Telephone support: 8:00 A.M. to 6:00 P.M. Monday – Friday
- Email support: Monitored 8:00 A.M. to 6:00 P.M. Monday – Friday
 - Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day

6.2. Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents, complaints and/or requests submitted by the Customer within the following time frames:

- 0-8 hours (during business hours) for issues classified as **High** priority.
- Within 48 hours for issues classified as **Medium** priority.
- Within 5 working days for issues classified as **Low** priority.