

SERVICE LEVEL AGREEMENT

Between:

- a) *The Trustees of Washington church of Christ* "Trustees" or "WcoC" and
- b) *the Centre Management Group for the Washington church of Christ Christian Centre* "CMG"

Signatories:

I agree to accept this service level agreement as Chair of and on behalf of the Washington church of Christ Trustees.

.....
Amanda Lowden

Agree to accept this service level agreement as Chair of and on behalf of the Centre Management Group of the Washington church of Christ Christian Centre

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Joseph Hannan

1. DEFINITIONS

Centre – the Christian Centre owned by the Trustees on Albert Place, Washington.

2. PURPOSE AND SCOPE

To ensure the smooth management of the Centre by the CMG on behalf of the Trustees and users in line with relevant requirements of funders, legislation and WcoC policies. Ownership of the Centre remains with WcoC. The Trustees set the remit for use and policies. The CMG manage these.

3. BACKGROUND

The Centre was acquired from the City of Sunderland in 2005 with finance coming from the Coalfields Regeneration Trust. As a condition of the agreement of that finance being available, and in line with the decision of church members and the Trustees, it was agreed that the CMG be formed to undertake running of the Centre in a practical and real sense. This is an ongoing and developing process.

Pre-Agreement-Work

In January to April 2007 the Trustees instructed the CMG to manage the refurbishment contracts for windows, heating, lighting, electrical and sundries. This was done by letter from the Trustees Chair to the CMG, giving the overall remit to be completed and leaving it at the discretion of the CMG, and through continued communication, to flesh out the details for each aspect. The CMG appointed a volunteer Project Manager who carried out this task and reported back to the CMG and to the Trustees.

4. SCOPE

This agreement is seen as a fluid and adaptive document and is based on guidelines set out at <http://www.nkarten.com/sla.html>

The Trustees and CMG have discussed the remit for work to be handed over from WcoC to the CMG.

5. TIMETABLE

- I. Pre-Agreement Refurbishment of Centre. IN EFFECT
- II. Make provision for cleaning of the Centre IN EFFECT
- III. Establishment of the Service Level Agreement 10 June 2007
- IV. Take over overseeing of Health & Safety issues within the Centre AUGUST 2007
- V. CMG Banking AUGUST 2007
- VI. CMG Constitution JULY 2007
- VII. Establish Rent levels and agreements with Centre users OCTOBER 2007
- VIII. Begin to collect rent and pay utilities NOVEMBER 2007
- IX. Review employment of staff and produce a plan for any changes agreed.
- X. Consider remit for fundraising

6. MONITORING

Trustees will monitor work undertaken by the CMG ongoing and shall on an annual basis do a formal SLA review.

7. CHANGE AND REVIEW

This Agreement is flexible and changeable over time to reflect changing needs and situations. This agreement exists to serve the Trustees and CMG and not contrary. Suggestions for change and amendment can be made to the Trustee Secretary at any time, by email or in writing. Such matters will be discussed at the next suitable Trustee meeting and any alterations circulated, along with communication back to the originator.

8. TERMINATION

The trustees may terminate this agreement at will should the CMG cease to exist, fail to fulfil fundamental aspects of the agreement, or undermine the Christian ethic of the church. The CMG might terminate this agreement giving one month notice of intent in writing..

Aspects of agreement:A Employment

WcoC employ a Centre Caretaker /Centre Manager and there has been discussion about whether this role could transfer to the CMG.

B Cleaning

WcoC employed a cleaner until December 2006. From this date individual members have taken responsibility for this duty. The CMG will manage cleaning and maintain a rota or other mechanism by which it can be done, including requisition and purchase of cleaning materials.

C Television, Telephone and Internet provision

Television and internet provision could be paid for by the CMG. Accounts may remain in the name of WcoC.

Each user might provide independent telephone provision to the Centre and be responsible in full for billing. CMG should be the body responsible for co-ordinating any such provision.

D Rent charges and collection

It is understood that rent has been set historically by WcoC on an Ability-To-Pay basis and this will continue. It is intended that the CMG will set and collect rents.

E Notice Boards and wall decorations

Remain the property of the church. No notice boards or wall decorations can be put up without clearance from the church Trustees or representatives. The Trustees reserve the right to remove any notice boards or decorations without notification.

F Utility Bills

At present WcoC is locked into a Powergen contract for some years to come. The intention is that CMG could pay this account from money collected in rent. The CMG could take over the utility contracts. Consideration will be given into the cheapest arrangement for water provision.