



Golden Lane Housing

working in partnership with  mencap

Service Level Agreement overview

In association with the Feeling Settled report





example

Overview of a Service Level Agreement (SLA)

Where the landlord leases from a third party

Why is the SLA needed?

1. The Landlord needs to ensure that the tenants receive adequate support in order for them to maintain their tenancy. If the Support Provider has concerns that the support they and others provide is insufficient to meet the minimum standard described, the landlord should be alerted to this prior to the Support Provider signing this agreement.
2. The permission of the landlord and the tenant(s) are required in order for support provider staff to enter the Property and this agreement sets out the terms of this occupation.
3. As part of this agreement Support Provider carries out services on behalf of the Landlord and this agreement sets out the nature of the services and the payment due.

Principle terms of this agreement

(The terms of the agreement take precedence over the wording of this overview)

	Landlord	Support Provider	Comments
Duration	This Property is freehold by LANDLORD and the term expires on "DATE" unless it is reviewed in accordance with the terms of the lease.		The tenants occupation will be given Notice to bring their tenancies to an end prior to the lease is terminating.
Rent setting and collection	LANDLORD will set the rent and service charge and will collect all rents from the tenants.	Support Provider will assist LANDLORD as necessary, by for instance alerting LANDLORD as soon as any correspondence or contact is received from Housing Benefit etc.	
Voids	In single self-contained accommodation LANDLORD is responsible for voids.	LANDLORD may have agreement with the Commissioning Authority to meet costs of void tenancies and any rent shortfall. LANDLORD will agree with Support Provider and commissioning authority nominations for voids.	Where there is no agreement with the commissioning authority the attached void protocol will be engaged.
Arrears	LANDLORD is responsible for arrears except – see opposite.	LANDLORD is responsible for arrears except where these occur due to Support Provider failing to support the tenant i.e. failing to take appropriate action or notify LANDLORD of any housing benefit matters affecting the tenant.	

	Landlord	Support Provider	Comments
Services provided	Supported housing and associated services are provided by LANDLORD and these are detailed in appropriate schedules.	Support Provider's obligations are detailed in schedules.	Support Provider may undertake eligible services such as cleaning or gardening on behalf of LANDLORD subject to payment as detailed.
Repairs	The landlord is responsible for repairs and will provide a maintenance service.	Support Provider must support the tenants to contact LANDLORD to report any repairs. LANDLORD will then arrange to undertake repairs.	
Internal decorations	Where the property is leased, the LANDLORD must be returned to the head landlord in the same condition it was originally let; subject to fair wear and tear only.	Support Provider is expected to support the tenants to redecorate internally where necessary. If necessary LANDLORD can arrange for this work to be carried out but the cost is to be met by the Tenants. Permission should be sought from LANDLORD before undertaking any decorating.	
External decorations	The head landlord is required to keep the structure and exterior of the Property in a good state of repair.	Support Provider should contact LANDLORD should there be any problems regarding the exterior of the Property.	
Insurance and indemnities	Both parties indemnify each other and will exchange certification as required		
Service charges and other similar charges for items of fixtures, fittings, furnishings and equipment (where these are provided)	Under the Leasehold Reform Acts all service charges made of the Tenants must be accounted for by receipts for that expenditure. LANDLORD must be in a position to account to individual Tenants for the amount and the reasonableness of every item of expenditure. In shared housing Support Provider is required to draw up an agreement with the tenants concerning the ownership, repair, maintenance, replacement of communal items; and be able to account to each Tenant for any expenditure incurred from any money which it manages on behalf of the Tenants in this regard. Support Provider is to cover the cost of their occupation of the Property and provide its own staff with furnishings necessary to carry out their duties at the property.		

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