Service Level Agreement

# **Objective of the Agreement**

The purpose of this Service Level Agreement is to describe the key services we provide and the quality standards we have agreed with our customers.

This Agreement sets out:

* the services we provide to our customers.
* the overall standard which we aim to achieve in the provision of our services.
* a mechanism for resolving any problems relating to the delivery of our services.

# **Future reviews and amendments to this Service Level Agreement**

This agreement will be reviewed annually as part of the annual planning process and any changes will be agreed with service users. Changes made to this agreement will be signed off by all parties annually.

# **Objectives of the Service**

NLT Electrical Ltd provide all aspects of general installation work, distribution board and mains panel installation and replacement, installation of main panels and three phase installations, as well as all the services mentioned below.

* Electrical Installation Conditioning Reports (EICR).
* Emergency light testing.
* General lighting and emergency lighting design, installation, and commissioning.
* General electrical maintenance.
* Thermal imaging. (On completion of a Thermal Imaging Survey our customers will receive a report detailing the characteristics of the installation, list of equipment surveyed, thermal and standard digital images of equipment surveyed and recommendations and observations.
* **NLT Electrical Ltd employs PLC Engineers that can carry out** fault finding and breakdowns, design, manufacture and maintenance of control panels, conveyors, and inverters.

# **Service Users**

NLT Electrical Ltd provides high quality Electrical services to Residential, Industrial, and commercial customers.

# **Responsibilities**

**Who we are and what we do:**

NLT Electrical Ltd was founded by Nathan Tromans and became a limited company in 2013. Since then, the company has steadily grown to accommodate our ever-growing customer base and needs.

We have a range of skills covered by our highly skilled team of Electrical engineers.

NLT Electrical Ltd currently has one sole Director: Nathan Tromans. He is supported by Office Staff, Zoe Wheeler, Carys Loveland, and Tessa Baker. The team of engineer’s compromises of; Anthony Jack, Michael Teague, Matthew Myatt, Mark Roberts, and apprentice Jon Jack.

# **Service Availability**

NLT Electrical Ltd can be contacted in a variety of ways.

Telephone; 01827 767100

Email: admin@nltelectrical.co.uk

Website: www.nltelectrical.co.uk

Post: Unit 4 Alvecote Stud, Robeys Lane, Alvecote, Tamworth, B78 1AS

Engineer mobile phone numbers are given out as necessary.

# **Description of key services**

* Supply and fit sockets, fused connection units, outside sockets, garden lighting, security lighting, downlighters, and wall lights. We also supply and fit extractor fans, under-cupboard lights, and shower fan lights.
* Install 3 Phase power and lighting systems or additions, distribution circuits, and various styles of dado trunking systems.
* Install consumer units/distribution boards for a variety of applications and purposes. This can range from domestic consumer unit upgrades, garage, and shower consumer units to 3 phase units for commercial and industrial installations.
* Full and part rewires as well as new builds, property developments, extensions, and conservatories. We also undertake rewires on commercial and industrial properties, ranging from a small shop to a school or factory unit.
* Design, install and maintain emergency lighting systems to suit all purposes. All systems are designed to BS5266 standards.
* NLT Electrical Ltd have dedicated staff who specialise in carrying out Electrical inspections for domestic, commercial, and industrial installations, we cover any size installation, from buyers and landlord’s safety checks in residential properties, schools and nursing homes, shops and restaurants, small or large office blocks, warehouses and factory units.
* We also offer a reactive maintenance service for property management companies and landlords.

# **What we need from Service Users**

* To properly deliver our services, we expect full co-operation from our customers. We rely on information being given to us, and realistic timescales in which to complete specified works.
* Prior to works commencing on any industrial or commercial site, NLT Electrical Ltd require an official purchase order number, a site contact, and an induction onto the site.
* NLT Electrical Ltd expects to be paid promptly on the completion of any works/delivery of goods.

# **Service Levels/Standards**

* NLT Employees are continuously monitored and evaluated to continue to provide the very best service to our customers.
* We ask our customers to complete anonymous feedback forms once works have been completed to evaluate our customer satisfaction levels.

# **Monitoring success**

* Our key performance indicators are largely down to our customers and their feedback. Our customers will always be leading our performance reviews.
* At NLT Electrical Ltd, we strive to keep a satisfied customer base, and therefore listen to what our customers have to say about our employees, workmanship, and customer service, we act accordingly to our customers voices.

# **Complaints**

In the event of a complaint being made, a full investigation is carried out, with statements being compiled from both customer and engineer and any other relevant parties indicated within the complaint.

We aim to resolve any complaint within 20 days.

The customer will be heard and will have an impact on the outcome of the complaint.

Any complaint that we receive is documented in detail so that we may learn from the experience.

Complaints can be made by either email or letter, within 14 days of the work being completed/goods being delivered.

**Signatories to Agreement**

(All parties should sign this agreement)

|  |  |
| --- | --- |
| Name:  | Name:  |
| Signed:  | Signed:  |
| On behalf of:  | On behalf of: |