

Appendix 4

SERVICE LEVEL AGREEMENTS BETWEEN ROCHDALE COUNCIL AND ROCHDALE BOROUGHWIDE HOUSING

Services Provided by Council to RBH

SLA Title	Service Provided	Duration	Expiry Date
People Management and Payroll Services	Advisory work in respect of Personnel (HR issues) Administration and processing of RBH's payroll and pensions	2 years	31 st March 2017
Aids and Adaptations Support Services	To carry out all major (over £1,000) and minor (under £1,000) adaptations on behalf of RBH.	12 months – SLA reviewed annually	31 st March 2016
Legal Services	Legal work linked to Right Buy sales, Improvement Loans, transfer of mortgages, Sale of repossessed properties, processing of deed queries, contracts for building work, Miscellaneous advice	6 months	31 st March 2016
Customer Access Services (Heywood and Middleton Only)	Face to face customer access, plus triage and support for channel shift. The Service is delivered from Customer Service Centres and Customer Information Points which are operated by the Council	Previously 12 months, a 6 month extension to the SLA has been recently agreed	30 th September 2016

Services Provided by RBH to Council

SLA Title	Service Provided	Duration	Expiry Date
Mortgage Portfolio	Management of Council's Mortgage Portfolio	Ongoing – reviewed annually	31 st March 2016

