

# MAINTENANCE & SERVICE AGREEMENT

What we look after, what you look after



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# I: INTRODUCTION

## 1.1: Taking care of your obligations

Under the terms of your tenancy with us (the “**Agreement**”) you are responsible for the repair and maintenance of your pub and are liable for any accidents that occur if the pub is not in good repair.

On the following pages you will find a breakdown of what elements of repair fall to you to deal with under the **Agreement** and what elements we will deal with. If there is any discrepancy between the terms of the **Agreement** and this Maintenance & Service Agreement then the terms of the **Agreement** will take precedence.

We will help in taking care of most of the compliance and statutory obligations that arise in relation to your pub. For one fee (which is incorporated in the **landlord charges** detailed in your **Agreement** and which depends on the size of your pub), Greene King will deal with the compliance and statutory obligations as set out in Part 2 of this Maintenance & Service Agreement. For us to do this, however, you must pay us the **rent**, the **landlord charges** and all other payments due to us under the terms of your **Agreement**.

On the following pages you will find:

**In Part 2:** A summary of the Statutory Compliance Testing that Greene King will undertake (subject to us receiving payment from you); and

**In Part 3:** Details (indicated by the column headings) of what elements of repair fall to you and must be undertaken by you and at your cost and those elements of repair that fall to Greene King. You should note that all repairs in relation to the Fixtures & Fittings are your responsibility. Where you are responsible for repairs all works must be carried out using good quality materials.

## 1.2: Public Safety

Health and Safety is always your responsibility.

You should notify Greene King immediately where you are aware of any repairs that we are required to make under the terms of your **Agreement** and you must take steps to minimise health and safety risk by using hazard tape, warning cones, signs etc.

## 2: STATUTORY COMPLIANCE TESTING

Greene King offers help with Health & Safety Compliance Testing which is designed specifically to ensure that you are fully supported in the wide range of Health & Safety compliance issues relevant to your occupation and running of a licensed business. In return for you paying the **landlord charges** in your **Agreement** we will undertake the following:

	Nature of our Support	Frequency	Greene King
Asbestos	Inspection of property to locate and encapsulate or remove any asbestos containing material	Periodic to comply with legislation	Y
Gas linked to Cellar Cooler	Survey of gas in cellar cooling unit	Yearly	Y
Duct Cleaning	Clean ducts	Yearly	Y
Gas Boiler	Safety check	Yearly	Y
Gas Equipment, Safety	Safety check	Yearly	Y
Gas Installation	Safety check	Yearly	Y
Electric, Hardwiring (PIR)	Safety check	5 Yearly	Y
Fire Alarm and Emergency Lighting	Safety check	Twice Yearly	Y
Fire Risk Assessment where there is 'sleep risk'	Conduct Fire Risk Assessment	Yearly	Y
Fire Risk Assessment where there is no 'sleep risk'	Conduct Fire Risk Assessment	3 Yearly	Y
Lifts and Hoists	Safety check	Yearly	Y

### 3: GUIDE TO REPAIRS & MAINTENANCE

	Greene King	Tenant	Fixtures & Fittings (F&F)
<b>Air Conditioning</b> Repair, replace, service		Y	Y
<b>Asbestos</b> Asbestos survey and management Asbestos removal or encapsulation	Y Y		
<b>Balconies</b> External flooring/decking/balustrade/balcony Internal flooring/balustrade /balcony		Y Y	
<b>Bar Counters and Back Fittings in Serveries</b>		Y	
<b>Beam and Stanchion Casings</b> Decorative repair and renewal Structural issues	Y	Y	
<b>Blinds (Internal and External) and Fixed Shutters</b> – repair, renew		Y	Y
<b>Boundary Walls</b> Decorative garden - walls repair and renewal External boundary walls of masonry/solid construction – repair and renewal	Y	Y	
<b>Bowling Greens, Croquet Pitches, Pavilions, Petanque Pitches and all Garden Games areas</b> – repair and renewal		Y	
<b>Built in Cupboards &amp; Wardrobes</b> – repair and renewal		Y	
<b>Burglar Alarm System</b> – repair, service and renewal		Y	
<b>Car Parks</b> Fences (See Fences & Gates) – repair and renewal Lighting (See Lighting) maintenance and repairs – repair and renewal Lighting (testing and repairs of hard wiring) to signage lighting Pot holes and damage to any outside surfaces to be repaired and generally to be kept in good condition. To be maintained in line with all applicable Health & Safety law, including all manhole covers Large car park repairs – To be assessed by GK representative	Y  Y  Y	Y Y  Y	
<b>Ceilings</b> - repair, decoration or renewal		Y	
<b>Cellar Access</b> Cellar curtains repair and renewal Cellar flaps (and trap) replace	Y	Y	Y

### 3: GUIDE TO REPAIRS & MAINTENANCE

	Greene King	Tenant	Fixtures & Fittings (F&F)
Cellar flaps, adjust, ease, repair including internal locks, hinges and security issues		Y	Y
Cellar skids repair		Y	
Cellar skids replacement	Y		
Crash Mats, Blocks and other Delivery Equipment		Y	Y
Provision of safety ropes in trade/servery area		Y	
<b>Cellar Cooling</b>			
Install, replace	Y		
Service - see part 2: Statutory Compliance Testing	Y		
Reactive repairs in between testing or identified when tested	Y		
General maintenance, e.g. filter clean of debris and growth		Y	
<b>Cellar Sump Pumps and Pits</b>			
Repair, replace, clean		Y	Y
<b>Central Heating</b>			
Boiler, replace including radiators, pipework, time clock controls, TRVs – replace with major heating installation	Y		
Boiler, service, repair - see part 2: Statutory Compliance Testing	Y		
Circulating pumps, motorised valves	Y		
Header Tanks, maintenance – repair and replacement		Y	
Hot water pipework, hot water cylinder, immersion heaters - repair and replace		Y	
Radiators, pipework, time clock controls, TRVs – repair and replace		Y	
<b>Children's Play Equipment</b>		Y	Y
<b>Chimneys</b>			
Clean and sweeping for non-thatched properties The frequency of cleaning will depend on usage. It is recommended that you seek professional advice in order to determine frequency.		Y	
Clean twice yearly for thatched properties	Y		
Structural repair or Liner installation	Y		
<b>Cylinders (all gas types)</b>		Y	
<b>Cold Water Pipework</b>			
Betterment, repair, replace pipework		Y	

### 3: GUIDE TO REPAIRS & MAINTENANCE

	Greene King	Tenant	Fixtures & Fittings (F&F)
<b>Cold Water Supply</b>			
Supply, after 1 <sup>st</sup> stopcock – repairs and re-piping		Y	
Meter, boundary to 1 <sup>st</sup> stopcock – repairs and re-piping	Y		
Mains supply to meter/boundary – Water Board is responsible	N/A	N/A	
<b>Damp Proof Works</b>			
Injection and associated re-plastering	Y		
Decorative finishes following damp proof works	Y		
<b>Decoration (internal)</b>			
Decoration of the interior of the property (as often as is reasonably needed and at the end of your <b>Agreement</b> ).		Y	
<b>Ditches and Dykes</b>			
Cleaning, maintenance and repair		Y	
<b>Doors</b>			
External replace	Y		
External, repair - easing, adjustment, locks and door furniture		Y	
Internal, repair or replace (including locks and door furniture)		Y	
<b>Door Bells</b> - repair and replace		Y	Y
<b>Drains and Sewers (see also Guttering, Rainwater Downpipe, Rainwater Good's and Gulleys)</b>			
Clean/clear, unblock jetting, scale removal, CCTV. If a collapse is identified after a CCTV survey, Greene King will pay for the cost of survey that has been undertaken by a Greene King contractor		Y	
Repairs to collapsed drains or sewers – below ground level	Y		
Repairs to drains or sewers – above ground level		Y	
Manhole Covers (or other covers above drains)		Y	
<b>Electrics (internal and external)</b>			
Annual Portable Appliance Testing (PAT)		Y	
Reactive hardwire repairs in between testing or identified when tested	Y		
Periodic inspection, testing and remedial works to gain certification – see part 2: Statutory Compliance testing	Y		
Upgrades to allow operation of new equipment (e.g. extra phasing/meters)		Y	
Wall mounted fittings including lights, sockets and switches – repair, replace		Y	
<b>Electric Water Heating Appliances</b>		Y	Y

### 3: GUIDE TO REPAIRS & MAINTENANCE

	Greene King	Tenant	Fixtures & Fittings (F&F)
<p><b>Emergency Lighting</b> – see part 2: Statutory Compliance Testing</p> <p>Periodic Compliance testing</p> <p>Repairs and renewals identified at periodic inspections</p> <p>Repairs and renewals outside Compliance testing</p>	<p>Y</p> <p>Y</p>	<p>Y</p>	
<p><b>Extraction Systems (Kitchen Ventilation)</b></p> <p>Cleaning ducts – however Greene King will provide one scheduled clean per year which will also include cutting any additional cleaning hatches required</p> <p>Any additional cleans required. The frequency of cleaning will depend on usage. It is recommended that you seek professional advice in order to determine frequency.</p> <p>Cleaning and maintenance, rest of the system (not ducts)</p> <p>Repair, cleaning and replace parts and filters</p> <p>Supply and maintenance of associated equipment (solenoid, interlocks, fresh air supply)</p> <p>Upgrade of system to comply with legislation (Replacement at the discretion of Greene King)</p> <p>Upgrade of system required following tenants changes to cook line</p>	<p>Y</p> <p>Y</p>	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>	<p>Y</p> <p>Y</p> <p>Y</p>
<p><b>Fans</b></p> <p>Including fixed extractor fans, kitchen fans, free standing fans (See also Extraction System)</p>		<p>Y</p>	<p>Y</p>
<p><b>Fences and Gates</b></p> <p>External fences &amp; gates, repair and replace</p> <p>Internal fences &amp; gates, (e.g. enclosing play area/smoking area) repair or replace</p>		<p>Y</p> <p>Y</p>	
<p><b>Fire Backs (brick only)</b></p>	<p>Y</p>		
<p><b>Fire Alarm</b></p> <p>Existing (including wiring), test and maintain – two surveys per year which will include remedial works to gain certification – see part 2: Statutory Compliance Testing</p> <p>Reactive repairs in between testing</p> <p>Weekly and monthly testing</p>	<p>Y</p>	<p>Y</p> <p>Y</p>	
<p><b>Fire Escape</b></p> <p>Repair, maintenance and cleaning</p> <p>Replacement</p>	<p>Y</p>	<p>Y</p>	



### 3: GUIDE TO REPAIRS & MAINTENANCE

	Greene King	Tenant	Fixtures & Fittings (F&F)
<p><b>Fire Extinguishers and Fire Fighting Equipment (including testing)</b></p> <p>Provision of all equipment, apparatus and machinery to the property as required by Greene King, our insurers or any applicable law necessary for:</p> <ul style="list-style-type: none"> <li>• Fire prevention;</li> <li>• Fire detection;</li> <li>• Fire protection; and</li> <li>• Fire fighting</li> </ul> <p>Repair, maintenance and renewal of all fire prevention, fire detection, fire protection and fire fighting equipment, apparatus and machinery referred to above<sup>2</sup></p>		Y <sup>1</sup>  Y	Y
<p><b>Fire Officer/ Fire Risk Assessment requirements</b></p> <p>Survey – see part 2: Statutory Compliance Testing</p> <p>Remedial works – essential structural and system repairs</p> <p>Upgrade internal fire door</p> <p>Wilful removal or alteration to previously completed FRA remedial works may be recharged</p> <p>Conversions of the tenants accommodation from a single dwelling to a House of Multiple Occupation (HMO)</p>	Y Y Y	Y  Y	
<p><b>Flood Defences</b></p> <p>Not fixed (moveable)</p>		Y	
<p><b>Floorboards</b></p> <p>Floorboard Sheet Boarding - repair, resurface, replace</p> <p>Structural Joists – repair and renewal</p>	Y	Y	
<p><b>Floor Coverings (renew, repair and maintain)</b></p> <p>Carpets, rugs, lino, pvc composition tiles and joint less flooring, Altro, cork treads, risers and flooring Ferrado nosing's to staircases, woodblock or parquet flooring. Preparation/latex screedings to receive coverings. Renewal, repair and maintenance to be carried out as often as is reasonably needed and at the end of your <b>Agreement</b>. All works to be carried out using good quality materials.</p>		Y	Y
<p><b>Flues</b></p> <p>Chimney fans - install , clean, repair and replace</p> <p>Linings</p>	Y	Y	Y
<p><b>Fuel</b></p> <p>Oil or LPG tank cages and chains (part of Tenant's contract with supplier)</p>		Y	

<sup>1</sup> You must allow us to inspect all such equipment and provide to us any repair or maintenance records on demand.

### 3: GUIDE TO REPAIRS & MAINTENANCE

	Greene King	Tenant	Fixtures & Fittings (F&F)
<b>Gas Fires (built in)</b> Annual Compliance safety test – also see part 2: Statutory Compliance Testing Repair or replace at all times including following gas test	Y	Y	Y
<b>Gas Services</b> Meter to appliance: not including flexible hose Gas Equipment, Safety - see part 2: Statutory Compliance Testing Reactive repairs to F&F (catering equipment, gas fires etc.) Supply up to meter (contract service provider) Upgrade of meters	Y Y	Y Y Y	Y
<b>Glazing (including secondary glazing)</b> Roof Lights, Sky Lights and all glazed openings – repair and renew		Y	
<b>Grease Guzzlers</b> Install, replace Maintenance/enzyme renewal		Y Y	Y
<b>Grease Traps</b> Install, replace Maintenance, cleaning, emptying		Y Y	
<b>Guttering, Rainwater Downpipe, Rainwater Good's and Gulleys</b> This section applies to all pipes, gutters, downpipes, gulleys, drains, sanitary apparatus, ducting, rainwater butts and other conduits. Keep clean and clear and free of any obstruction or blockage (including removal of scale or other residue) Repair, keep in good order and, where necessary, replace		Y Y	
<b>Insulation</b> Walls, roofs, water pipes		Y	
<b>Interior Finishes and Fixtures and Fittings</b> Including floor covering and tiles, quarry tiles, skirting boards, wall tiles, supply of tiles, fixing of tiles, decorations and preparation of all ceilings, walls, woodwork and pipe work		Y	
<b>Interior Repairs</b> To ceilings, plaster, doors, architraves, door furniture, door closers		Y	

### 3: GUIDE TO REPAIRS & MAINTENANCE

	Greene King	Tenant	Fixtures & Fittings (F&F)
<p><b>Landscaping and Gardens (see also Children's Play Equipment)</b></p> <p>General upkeep maintenance, including maintaining hedges, borders, hanging baskets, trees, climbers and creepers, planters, watering systems etc</p> <p>Stocking and cultivation of gardens</p> <p>Mowing grass</p> <p>Patios, pathways, yards, forecourts or roadways are to be kept in good repair and in a clean and tidy condition</p> <p>Rockerries, decking, block paving etc. – repair and replace</p> <p>Ponds</p> <p>Ensuring that trees, hedges or large shrubs:</p> <ul style="list-style-type: none"> <li>• Are not likely to cause harm to any person or property on account of them being diseased or dangerous; and</li> <li>• Do not encroach (either above or below ground) onto neighbouring property or the adjacent highway in a manner which could: <ul style="list-style-type: none"> <li>○ Amount to a nuisance; or</li> <li>○ Cause an injury to anybody or to any animal or to any property; or</li> <li>○ Impede the passage of pedestrians or vehicles</li> </ul> </li> </ul> <p>Within 3 months of the date of the <b>Agreement</b> and thereafter at least annually retain the services of a suitably qualified expert in relation to trees, hedges and shrubs to report on what maintenance is required to any trees, hedges or shrubs at the property</p> <p>Trimming, lopping, remedial surgery and removal (in each case as appropriate) of trees, hedges or other large shrubs as recommended by a suitably qualified expert or as Greene King Pub Partners or our insurers may require</p> <p>Garden furniture, external heaters and other external equipment</p>		<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>	
<p><b>Lifts, Hoists and Loading Platforms</b></p> <p>Barrel Hoist (mobile) – repair and replace</p> <p>Install (fixed)</p> <p>Maintenance, service, testing (Fixed) - see part 2: Statutory Compliance Testing</p> <p>Reactive repairs in between testing</p>	<p>Y</p> <p>Y</p>	<p>Y</p> <p>Y</p> <p>Y</p>	<p>Y</p>

### 3: GUIDE TO REPAIRS & MAINTENANCE

	Greene King	Tenant	Fixtures & Fittings (F&F)
<b>Lighting</b>			
<b>Emergency Lighting - see part 2: Statutory Compliance Testing</b>			
<b>External Corporate Lighting</b>			
Bulbs, tubes, starters - replace		Y	
Fittings and wiring to	Y		
<b>External Non Corporate Lighting</b>			
Bulbs, tubes, starters - replace		Y	
Fittings - replace		Y	Y
Wiring to - repair and renew		Y	
<b>Internal lighting</b>			
Bulbs, tubes, starters - replace		Y	
Fittings – repair and replace		Y	Y
Wiring to - repair, renew	Y		
<b>Macerators</b> – repair and replace		Y	Y
<b>Oil Storage Tanks</b>			
Fuel pipeline to entry into building – repair and renew		Y	
<b>Outbuildings</b>			
Non-structural – repair and renew		Y	
Sheds – structural – repair and renew		Y	
<b>Pest Control</b>			
Rodent control		Y	
Structural repair due to woodworm	Y		
<b>Roofs</b>			
Coverings – repair and renew	Y		
Flashing i.e. valley gutters (not including keeping clear)	Y		
Ongoing maintenance (cleaning, clearing)		Y	
Supporting structure	Y		
<b>Sanitary Fittings (Sinks, Basins, WC Suites, Urinals etc.)</b>			
Including maintenance and supplies		Y	
<b>Seating</b>			
Fixed and loose – repair and renew		Y	Y

### 3: GUIDE TO REPAIRS & MAINTENANCE

	Greene King	Tenant	Fixtures & Fittings (F&F)
<p><b>Sewage</b> Properties not on mains drainage will incur increased MSA charges.</p> <p><b>Cesspool/Septic Tank</b> Empty Repair and replace</p> <p><b>Sewer Pump Station</b> Empty Install, service, repair and replacements of parts</p>			
<p><b>Signage</b></p> <p><b>External Signs</b> Cleaning of signs, keeping them clear and maintenance Letters, where part of Greene King corporate signage scheme Pictorial sign and post, repair or replace</p> <p><b>Internal Signs</b> Including illuminated signs – repair and renew</p>			
<p><b>Solid Fuel Stoves</b> Including wood burners</p>			
<p><b>Stillage's and Stillage Racking (can be supplied by Greene King Cellar Services)</b> Maintenance and replacement</p>			
<p><b>Stairs</b> Floorboards, balustrade, bannisters – maintenance and repair Structural/replace</p>			
<p><b>Tiling</b> Wall and floor</p>			
<p><b>Walls</b> Plasterboard (repairs and replacement)</p>			
<p><b>Water Control Devices</b> E.g. cisternisers, etc.</p>			
<p><b>Windows</b> Frames - repair Glazing (including plate glass) – you must replace all cracked or broken glass at the property with glass of a suitable and adequate style and quality Sash cords, weights, leading, locks and other window furniture including locks Replacement at the discretion of Greene King Wire guards to Windows, Lantern, Lights, including snow guards</p>			

## 4: NOTES & USEFUL NUMBERS

### GREENE KING PUB PARTNERS PUBLINE

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### WEBSITE

[www.GreeneKingPubs.co.uk](http://www.GreeneKingPubs.co.uk)



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