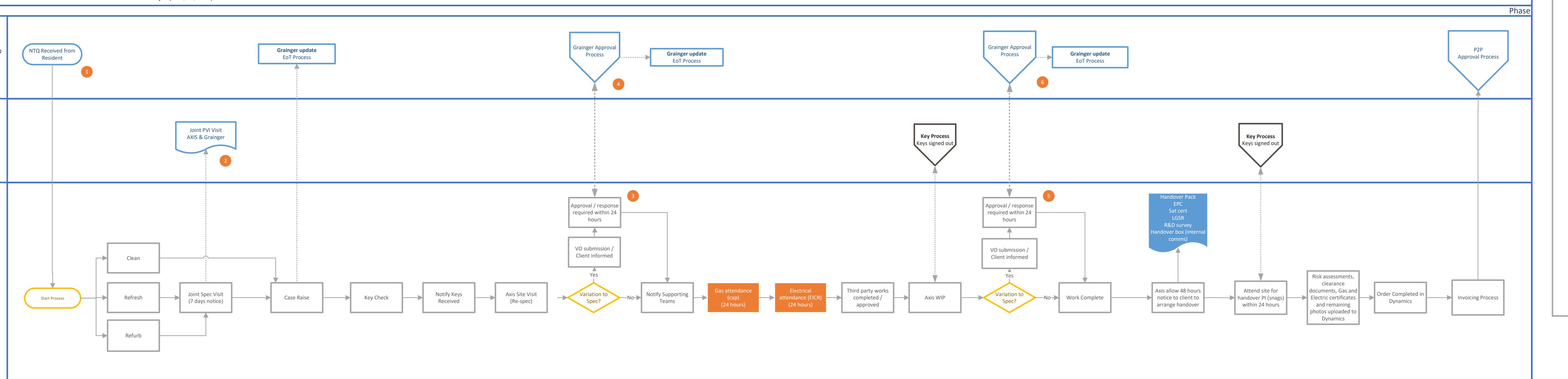


## Void Process - SLA and Data Overlay (22/24)



## Phase

### Phase 1

SLA

- Grainger to provide by email to Axis minimum 7 working days prior to PVI date

Data provided by Grainger

Unit Address, Unit Portfolio & Estate, Void Date, Unit Manager Name, Unit Manager Contact details, Estimated works type – Clean/Refresh/Refurb, PVI Date & Time, Confirmation of valid compliance documents(EPC, EICR, Gas if Req), Expiry dates (EPC, EICR, Gas if Req), Access arrangements (for works/clean start)

SLA

- AXIS to confirm attendance to Unit Manager with a minimum of 2 Working Days Notice where Refresh or Refurb

or Refurb

- **Void Works Specification** to be produced by AXIS

Clean - No Visit for clean only but still requires **Clean Works Specification**

2

Data provided by Axis

- **Void Specification Quote or Clean Works Specification**

Unit Address, Unit Portfolio & Estate , Confirm Refresh/Refurb Specification or Clean, Line item breakdown for SoR works, Date of works start, Date of works completion, Confirm access arrangements for day 1 works start

SLA

- Axis to provide **Void Works Specification** or **Clean Works Specification** by email to QS Team and Unit Manager within 2

working days from joint PVI visit.

SLA

- Grainger QS Team to review and Respond to Axis within 3 working day to approve works, or review specification for

changes

SLA

- Axis to provide any Variation Works by email to QS Team and unit Manager within 1 working day of identification of

variation

SLA

- Grainger QS Team to review and Respond to Axis within 1 working day to approve works, or review variation request

and

Data provided by Axis

- Line item breakdown for SoR works, New Date of works Completion including variance works

SLA

- Grainger QS Team to review and Respond to Axis within 1 working day to approve works, or review variation request