



- 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)
- 2** SLA – AXIS to confirm attendance to Unit Manager with a minimum of 2 Working Days Notice where Refresh or Refurb Refurb or Refresh – **Void Works Specification** to be produced by AXIS
Clean - No Visit for clean only but still requires **Clean Works Specification**
Data provide 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
- 3** 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.
- 4** SLA - Grainger QS Team to review and Respond to Axis within 3 working day to approve works, or review specification for changes
- 5** SLA - Axis to provide any Variation Works by email to QS Team and unit Manager within 1 working day of identification of variation
- 6** 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