

Greensville Trust & Rawdah Montessori School

SERVICE CONTRACT

DATE: 1st Jan 2026

PARTIES

1. **The Service Provider (Landlord): Greensville Trust** of Mustafa Mount, Bradford, BD9 4JL (hereinafter referred to as "the Provider").
2. **The Recipient (Tenant): Rawdah Montessori** of Mustafa Mount, Bradford, BD9 4JL (hereinafter referred to as "the Recipient").

BACKGROUND

(A) This Contract is supplemental to a Lease dated 1st Jan 2026 between the parties for the Premises at Mustafa Mount.

(B) The Provider has agreed to provide, and the Recipient has agreed to pay for, the Services as defined in this Contract, for the Term commencing on **1st September 2026**.

1. DEFINITIONS AND INTERPRETATION

In this Contract, the following definitions apply:

- **Commencement Date:** 1st September 2026.
- **Term:** The period from the Commencement Date until the expiry of the Lease on 1st September 2029.
- **Service Charge:** The sum of **£15,000** per annum (plus VAT, if applicable), payable by the Recipient to the Provider in accordance with the terms of the Lease.
- **The Premises:** The part of the building at Mustafa Mount, Bradford, BD9 4JL, leased to the Recipient.
- **The Building:** The entire property known as Mustafa Mount, Bradford, BD9 4JL.
- **Common Parts:** Those parts of the Building intended for the common use and enjoyment of the occupiers, including but not limited to the main entrance, hallways, stairwells, communal toilets, and access ramps.
- **Services:** The suite of maintenance, security, and compliance services to be provided by the Provider as detailed in Clause 4 of this Contract.

- **Working Day:** Any day from Monday to Friday, excluding public and bank holidays in England and Wales.

2. TERM

This Contract shall commence on the Commencement Date and shall continue in full force and effect until the termination of the Lease, unless terminated earlier in accordance with the provisions of this Contract or the Lease.

3. SERVICE CHARGE

In consideration of the provision of the Services, the Recipient shall pay the Service Charge to the Provider in accordance with the payment terms set out in the Lease. The Service Charge is exclusive of VAT, which shall be added at the applicable rate.

4. THE SERVICES

The Provider covenants with the Recipient to provide the following Services throughout the Term, in a good and workmanlike manner and in compliance with all relevant statutes, regulations, and approved codes of practice, including the Equality Act 2010, the Regulatory Reform (Fire Safety) Order 2005, and the Health and Safety at Work etc. Act 1974.

4.1 Legionella Risk Management

- 4.1.1 Risk Assessment
- 4.1.2 Control Regime
- 4.1.3 Monitoring
- 4.1.4 Maintenance and Inspections
- 4.1.5 Record Keeping
- 4.1.6 Remedial Action

4.2 Cleaning Services

- 4.2.1 Regular Cleaning Schedule (including communal toilets)
- 4.2.2 Periodic Deep Cleaning
- 4.2.3 Standards

4.3 24-Hour Site and Security Team

- 4.3.1 Physical Patrols
- 4.3.2 Alarm Response and Key Holding
- 4.3.3 Access Control
- 4.3.4 Incident Reporting

4.4 Maintenance and Safety Certificates

- 4.4.1 Fire Safety
- 4.4.2 Electrical Safety
- 4.4.3 Building Insurance

4.5 Disability Access Maintenance

The Provider shall be responsible for ensuring that all common parts of the Building are accessible and safe for individuals with disabilities, in compliance with the Provider's duties under the Equality Act 2010. This shall include, but not be limited to:

- **4.5.1 Access Ramps and Entrances:** To maintain all disability access ramps, handrails, and automated entrance doors (including door entry systems) in good working order and a safe condition, free from obstructions, hazards, or defects.
- **4.5.2 Daily Checks:** To ensure that the 24-hour security team performs a daily visual inspection of all disability access routes and automated doors during their patrols to identify any immediate issues (e.g., obstructions, broken doors, damaged surfaces).
- **4.5.3 Reactive Repairs:** To respond to any reports of defects affecting disability access. All reports concerning automated doors, ramps, or lifts (if any) shall be treated as urgent and investigated within 4 hours, with repairs commissioned within 24 hours to ensure the Building remains accessible .
- **4.5.4 Annual Accessibility Audit:** To commission an annual accessibility audit of the common parts by a competent person to identify any barriers to access and recommend improvements to ensure ongoing compliance with the Equality Act 2010.

4.6 Communal Toilet Maintenance and Supply

In addition to the cleaning services provided under Clause 4.2, the Provider shall be responsible for the upkeep and supply of the communal toilet facilities within the Building. This shall include:

- **4.6.1 Plumbing and Fixtures:** To maintain all communal toilet plumbing, including WCs, urinals, sinks, taps, and hand driers, in full working order. The Provider shall respond to reports of blockages, leaks, or non-functioning fixtures as an urgent priority, with a target response time of 4 hours to prevent disruption .
- **4.6.2 Consumables:** To ensure an uninterrupted supply of consumable items in the communal toilets, including toilet paper, hand soap, and paper towels. The Provider shall be responsible for monitoring stock levels and replenishing supplies on a daily basis.
- **4.6.3 Sanitary Disposal:** To maintain a contract for the regular collection and disposal of sanitary waste from all communal toilets, in compliance with the Duty of Care under the Environmental Protection Act 1990.
- **4.6.4 Ventilation:** To ensure that any mechanical ventilation systems serving the communal toilets are regularly maintained and in good working order to prevent odours and condensation.

4.7 Sign-In and Sign-Out System (Main Building)

The Provider acknowledges that the Recipient operates a Montessori nursery and has a strict safeguarding duty to monitor all visitors to the Building. The Provider shall operate and maintain a central sign-in/out system for the main Building entrance to support the Recipient in fulfilling its safeguarding obligations. This shall include:

- **4.7.1 Provision of System:** To provide and maintain a secure, visitor management system at the main entrance of the Building. This may be a physical visitor book with a secure fixed pen, or an electronic tablet-based system.
- **4.7.2 Operational Duty:** To ensure that the 24-hour security team is responsible for the operation of the sign-in/out system. Security personnel shall:
 - Greet all visitors to the Building.
 - Verify the purpose of their visit and, if appropriate, check their identity against the Recipient's approved visitor list.
 - Require all visitors to sign in, recording their name, company, time of arrival, and whom they are visiting.
 - Issue visitor passes (where applicable) and ensure they are visibly worn.
 - Ensure all visitors sign out upon departure.
- **4.7.3 Record Keeping and Data Protection:** To retain all sign-in/out records for a minimum of 12 months, or longer if required for insurance or investigatory purposes. The Provider shall manage this data in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, only using it for security and safety purposes.

- **4.7.4 Access to Records:** To provide the Recipient with immediate access to sign-in/out records upon request for safeguarding, fire evacuation, or other emergency purposes. In the event of a fire drill or actual evacuation, the security team shall be responsible for providing the evacuation coordinator with the current sign-in sheet to assist with the roll call.

5. PROVIDER'S COVENANTS

The Provider hereby covenants with the Recipient as follows:

- **5.1** To perform the Services with reasonable skill, care, and diligence.
- **5.2** To comply with all relevant statutory provisions and codes of practice in the performance of the Services.
- **5.3** To use suitably qualified and trained personnel to perform the Services, in accordance with the Training Schedule below.
- **5.4** To give the Recipient reasonable notice (except in an emergency) of any intended interruption to the Services for the purpose of maintenance or repair.

6. RECIPIENT'S COVENANTS

The Recipient hereby covenants with the Provider as follows:

- **6.1** To pay the Service Charge in accordance with the terms of the Lease.
- **6.2** To provide the Provider, its agents, and contractors with reasonable access to the Premises for the purpose of performing the Services, as detailed in the Lease.
- **6.3** To report to the Provider as soon as reasonably practicable any defect or issue relating to the Services of which it becomes aware (e.g., a faulty light, a leaking tap, a security concern, a broken toilet, an obstruction on a ramp) .
- **6.4** To ensure that its staff and visitors comply with the Building's sign-in/out procedures.
- **6.5** Not to intentionally or negligently interfere with the provision of the Services or any equipment used to provide them.

7. TRAINING SCHEDULE

The Provider shall ensure that all its personnel, agents, and subcontractors involved in the delivery of the Services are competent and have received adequate training. This training shall be documented, and records shall be kept for inspection.

7.1 General Training for All Personnel

All personnel (including security and cleaning staff) shall receive induction training covering:

- The requirements of the Health and Safety at Work etc. Act 1974 .
- Site-specific fire safety procedures, including means of escape and assembly points.
- The procedure for reporting accidents, incidents, and near misses.
- The importance of confidentiality and conduct within a Montessori/nursery setting.

7.2 Legionella Management Training

7.3 Cleaning Staff Training

- **7.3.1 Safe Chemical Handling**
- **7.3.2 COSHH Compliance**
- **7.3.3 Workplace Safety**
- **7.3.4 Cleaning Standards:** Training on the specific cleaning standards and methods required for different surfaces and areas, with a dedicated module on **toilet hygiene and infection control**, including the correct use of disinfectants and the importance of cleaning high-touch points (taps, door handles, flush mechanisms).

7.4 Security Team Training

All security personnel shall be trained on:

- **7.4.1 Core Security Duties:**
 - The site's security protocols, including patrol routes and frequency.
 - Emergency response procedures, including fire and first aid.
 - Operation of access control, CCTV, and alarm systems.
- **7.4.2 Disability Access and Awareness:**
 - Understanding the Provider's duties under the Equality Act 2010.
 - How to assist visitors with disabilities in a respectful and helpful manner.
 - The procedure for reporting defects affecting access routes or automated doors.
- **7.4.3 Sign-In/Out System and Safeguarding:**

- The critical importance of the sign-in/out system for the safeguarding of children at the Montessori nursery.
- Step-by-step training on operating the physical or electronic sign-in system.
- How to verify visitor identity and purpose against an approved list.
- Protocols for dealing with uninvited, unexpected, or challenging visitors.
- Data protection and confidentiality requirements regarding visitor information.
- How to provide the sign-in sheet to the evacuation coordinator during an emergency.
- **7.4.4 Customer Service:** Customer service and communication skills for interacting with building occupants and visitors, with a specific focus on professional conduct in an educational environment.

8. INDEMNITY AND INSURANCE

The Provider shall maintain adequate public liability insurance to cover its activities under this Contract and shall, upon request, provide a certificate of insurance to the Recipient.

9. BREACH OF CONTRACT

If the Provider fails to perform the Services in accordance with this Contract, the Recipient shall notify the Provider in writing. The Provider shall then have a reasonable period (not exceeding 14 Working Days) to remedy the breach. If the breach is not remedied, the Recipient may be entitled to seek a reduction in the Service Charge or exercise other rights as may be available at law.

10. NOTICES

Any notice under this Contract shall be in writing and served to the addresses of the parties as set out in this Contract.

AS WITNESS the hands of the parties the day and year first before written

SIGNED for and on behalf of the Provider



(Greensville Trust)
Amer Saddique



SIGNED for and on behalf of the Recipient

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(Rawdah Montessori)

Dr Azeem Safraz Mohammad