

Service Level Agreement

Penalties/ Fines (with written notice)

No.	Category	Job, Task or Assignment	Standard of Performance	Penalties
1.	Minutes of Meeting	Submission of properly prepared draft minutes of Council, Committee or Sub-Committees	Not more than 7 working days after the meeting	(a) \$10 per day for each day's lateness for the first five days, and (b) \$20 per day thereafter
2.	General Meetings	Submission of properly prepared draft minutes of general meetings	Not more than 30 working days after the meeting	(a) \$10 per day for each day's lateness for the first five days, and (b) \$20 per day thereafter
3.	Communication about meetings event	To inform council members if a meeting has been postponed or cancelled	Not less than two hours from the commencement of the meeting	\$50 per such event
4.	Accounting Reports	Submission of accounting reports as per agreed frequency in the Agreement	Not more than 20 working days from the receipt of the bank statement(s) for the relevant period	(a) \$10 per day for each day's lateness for the first five days, and (b) \$20 per day thereafter
5.	Verification of works	To verify completion of works of contractors, service providers, etc. in accordance with contract/ quotation and invoice, prices, etc	Failure to check or failure to verify prices, etc., or did not check properly (i.e. errors not detected)	2% of the amount of the invoice or contract amount, subject to a minimum of S\$10 and a maximum of S\$50 per incident
6.	Professional Indemnity	To apply and pay for licences, permits, etc (Costs for the above to be borne by MCST)	Failure to do so resulting in late payment interests, penalties, etc. being imposed	To reimburse the Corporation for such losses and expenses in full on the first occasion, plus a penalty of \$100 for each subsequent occasion
7.	Late payment	To pay for telecommunications, water supplies, banking services for GIRO accounts, etc (Costs for the above to be borne by MCST)	Failure to do so resulting in late payment interests being imposed	To reimburse the Corporation for such losses and expenses in full on the first occasion, plus a penalty of \$50 for each subsequent occasion

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8.	Reminder to SP or developer	To send reminders to SPs or the developer on late payment of contributions	Failure to send such reminders or late in sending reminders (as per standing order) by more than seven working days	2% of the total outstanding amount (including interests and other charges), subject to a minimum of S\$10 and a maximum of S\$50 per incident
9.	Errors	Accounting entry errors	Receipts from SPs posted to the wrong accounts	2% of the totals of all errors per month subject to a minimum of S\$10 and a maximum of S\$50
10.	Instructions	To carry out the lawful instructions of the Corporation in issuing notices of demand, letters to SPs, contractors, etc. including replies to authorities, etc. within the expertise of the Agent	Instructions not acted on (forgot or refused or no reason)	\$25 on the first occasion, \$50 on the second occasion, and \$100 on the third occasion Any breach of more than 3 times a year could constitute a serious breach of contract and the managing agent's contract may be terminated for such breaches
11.	Feedback or complaints	To document the feedback/ complaints from the SPs or Council members; carry out proper investigations or direct corresponding with the informant/ complainant; within the expertise of the Agent	No proper follow up or replies to informant/ complainant within 3 working days, or not acted on (forgot or refused or no reason)	\$50 per occasion
12.	Urgent Matters	To inform one of the MC Office Bearers if there is a breach of security, police matters or incident related to safety, fire or security, etc.	During office hours: Not more than 1 hour after the incident After office hours: Not more than 2 hours after the incident	\$50 per incident
13.	Renovation Process	To ensure compliance with the terms & conditions of the by-laws regulating renovation activities.	Notice and address abnormalities within 1 month from occurrence.	\$50.00 for failure to observe abnormalities
14.	Enforcement of By-Laws	To ensure compliance with the: a. Prescribed by-laws (BMSMA) b. Additional by-laws set out by the MC for the estate	Notice and take actions upon occurrence	\$50 for failing to detect or act to correct a breach