

Estates Service Level Statement for Student Campus Accommodation

Helpdesk office hours: **Monday-Wednesday 7:30-17:00 Thursday-Friday 7:30-16:00**

Trades Working hours **Monday-Wednesday 8:00-16:00 Thursday-Friday 8:00-15:30**

Outside of helpdesk hours please contact security gatehouse on x22083 who will contact the emergency out of hours trades. Please note that the out of hours team will be called to emergencies only and all other faults will be passed to the helpdesk at the start of the next working day.

The response to your request will be dependent upon the nature of the repair required and the time it is made. The following priority levels show response times and examples of possible faults. They are indicative only and by no means encompass all eventualities:

PRIORITY 1 (EMERGENCY RESPONSE):

Immediate usually within 2 hours |

Incident likely to endanger life or cause structural damage to property:

- Gas leaks, chemical spillage, persons trapped in lift, essential power failure to critical equipment or whole buildings, fire alarms or structural damage.

PRIORITY 2 (URGENT, SAME DAY RESPONSE):

Urgent within 24 hours |

Incident causes serious disruption to building or causes damage to property:

- Major roof leaks/floods, lift faults, external burst water, minor pipe leaks, physical security, security system fault, nonessential power failure, essential lighting, flickering lights, fridge/freezer failures & drainage.

PRIORITY 3 (IMPORTANT, RESPONSE WITHIN 36 HOURS):

Important within 36 hours |

Incident causing serious inconvenience to building users:

- Local heating problem (with temperature reading), lights in bedrooms/bathrooms, minor exterior lighting & toilet flushes.

PRIORITY 4 (ROUTINE, RESPONSE WITHIN A WEEK):

Routine within 7 working days |

Incident causing inconvenience to building users:

- Non-essential plumbing, non-essential lighting, shower heads, dripping taps, noisy pipework/radiators or replacement radiators. Shaver lights, hob, oven, microwave or toaster faults.

PRIORITY 5 (NON-URGENT, RESPONSE WITHIN ONE MONTH):

Non-urgent within 30 working days |

Incident requiring minor repair/maintenance and causing minor inconvenience to building users:

- Furniture repairs, painting, bath/shower seals, any other cosmetic works and non-urgent flooring repairs.

PRIORITY 6 (*PLANNED, RESPONSE, PLANNED WORKS TO AGREED TIMESCALES*):

Planned *timescale agreed with customer* |

Causing no inconvenience to building users, usually an improvement or superficial repair:

- New works, minor alterations, redecoration.