

Estates Service Level Statement for Student Campus Accommodation

Service Desk office hours: **Monday-Wednesday 8:00-17:00 Thursday-Friday 8:00-16:00**

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

Outside of the above times please contact Security Gatehouse on x22083 who will contact the emergency out of hours team. Please note that the out of hours team will be called to Priority 1 and Priority 2 jobs only and all other faults will be passed to the Service Desk 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:

Major roof leaks/floods, - this means water visibly *running* rather than damp patches appearing. gas leaks, chemical spillage, persons trapped in lift, essential power failure to critical equipment or whole buildings, loss of heating to large areas/whole building, loss of water to large areas/whole buildings, fire alarms sounding or structural damage, e.g. a ceiling collapse, or visible damage to walls, ceilings etc.

PRIORITY 2 (URGENT, SAME DAY RESPONSE):

Urgent within 24 hours |

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

Lift faults, external burst water, local loss of water supply, minor pipe leaks, tap running (won't turn off), physical security, security system fault, non-essential power failure, essential lighting, i.e. bathroom where there is no other lighting, fridge/freezer failures, drainage not working at all (including shower tray/wash hand basin or WC), shower not working/useable in shared or ensuite facilities, toilet flush broken or toilet blocked in ensuite facilities, whole hob/oven not working (if only one in that kitchen), sighting of rodents inside the building.

PRIORITY 3 (IMPORTANT, RESPONSE WITHIN 36 HOURS):

Important within 36 hours |

Incident causing serious inconvenience to building users:

Minor leaks (i.e. damp patch on ceiling that isn't dripping, a bubbling or damp wall, wet patch on carpet or floor covering), slow drainage (including shower tray/wash hand basin or WC), toilet flush broken or toilet blocked in shared facilities, local heating problem i.e. individual radiator not working, lights in bedrooms/bathrooms (if there is another light source available), flickering lights.

PRIORITY 4 (ROUTINE, RESPONSE WITHIN A WEEK):

Routine *within 7 working days* |

Incident causing inconvenience to building users:

Non-essential plumbing, i.e. dripping tap or shower head, noisy pipework/radiators or replacement radiators. Non-essential lighting, (i.e. shaver lights), minor exterior lighting, hob/oven not working (if there is another hob/oven in the same kitchen).

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:

Minor furniture repairs, painting, bath/shower seals (as long as not causing a leak into another room), 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.