

# Estates Service Level Statement for Student Campus Accommodation

## Estates Service Desk office hours

### Monday-Friday 8am-4pm

**Contact:** Any maintenance issues with your Hall facilities are to be reported to your Halls reception who will log them with the Estates Service Desk during the above times.

For an Emergency Response (Priority 1) you need to call the College Security Control Centre on 01784 443888.

Please note that the out of hour's team will be called to emergencies only and will provide a make safe service. Repairs and all other issues 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 issues. 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: Fire, Gas leaks, people trapped in lifts, essential power failure to critical equipment and whole buildings, 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/flood, lift faults, external burst water pipes, physical security, security system fault, nonessential power failure, essential lighting.

### **PRIORITY 3 (IMPORTANT, RESPONSE WITHIN 5 DAYS):**

#### **Important within 5 working days (Monday – Friday).**

Non urgent faults that may cause inconvenience to building users: Local heating and hot water problems, lights in bedrooms/bathrooms, minor exterior lighting, non-essential plumbing, and faults with kitchen appliances.

### **PRIORITY 4 (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, and redecoration.

