



University of Essex

The Estate Management Section

SERVICE LEVEL STATEMENT

*For the Maintenance of Student Accommodation by
The Estate Management Section in association with Accommodation Essex*

CONTENTS

Part 1 – Introduction

- 1.1 What we do
- 1.2 How to contact us
- 1.3 Response times to attend to emergencies during normal working hours
- 1.4 Response times to attend to reactive maintenance requests during normal working hours
- 1.5 Out of hours service
- 1.6 If you are not satisfied

Part 2 – Service Specification

- 2.1 Our mission
- 2.2 Maintenance definitions
- 2.3 Functions within the Facilities Group

Part 3 – Service Monitoring and Review

- 3.1 Performance Monitoring

Part 1 – Introduction

1.1 What We Do

The group maintains the buildings occupied by the University and operates the mechanical and electrical services necessary to provide an acceptable working environment for the University community. To do this we aim to provide a timely, efficient, and cost-effective service to deal with the following in all University owned accommodation.

Annual planned servicing and maintenance, examples of which are: -

- Portable appliance testing.
- Boiler maintenance.
- Statutory testing.
- Emergency lighting.
- Water system management to prevent Legionella.

Non annual major replacement programs (Long Term Maintenance) examples of which are: -

- Re-roofing.
- Replacement of obsolete luminaires.
- Refurbishment of student accommodation.

Reactive Maintenance such as: -

- Responding to any requests for repairs to the built environment and grounds including heating, plumbing, and building works.

Small works such as: -

- Requests from Sections and Departments for small works funded from budgets administered by them. This might comprise additional shelving or sockets in offices or similar projects. The Capital and Development Group deal with larger schemes.

Part 1 – Introduction

1.2 How to contact us.

Anyone who requires can contact us as follows: -

- Via our Facilities Management Software (Accommodation Essex/Soft FM Staff only)
- By email:
The group has an email address ems-helpdesk@essex.ac.uk. This is monitored regularly between the hours of 08.00 to 17.00 Monday to Thursday and 08.00 and 16.45 on Friday's when the University is open. A works instruction will then be issued, and the issue attended to as per the timetable that is described in the next section.
- By telephone:
Estates Helpdesk – 01206 872959 for grounds, building, electrical or mechanical problems. The office is staffed during the publicised opening hours Monday to Friday ([Buildings, grounds and maintenance | Student Directory | University of Essex](#)). At other times if the problem is urgent contact the Information Centre on Square 3 (01206 872125). This will initiate the out of hours emergency procedure.
- Students living in University owned accommodation can report an issue from the [Repairs and Faults](#) pages of our website.

Part 1 – Introduction

1.3 Response times to attend to emergencies during normal working hours.

PRIORITY 1 - IMMEDIATE RESPONSE (within 1 hour)

Appropriate people within the Facilities Group will respond to situations that are potentially life threatening such as:

- Fire Alarms.
- Bomb Warnings.
- Gas Escapes.
- Floods or serious and significant ingress of water.
- Loss of the utilities, gas, water, or electricity.
- People trapped in lifts (note: all lifts have means of communication with the Information Centre).
- Total loss of power to an area or system.
- Smell of gas.

Priority 2 - Response within same working day

The group will respond to defects that could be dangerous or cause serious disruption to service delivery. They will either resolve the problem, or make safe, during the same working day.

Examples: -

- Priority alarms at the Information Desk, such fire pump failures.
- Loss of lighting where no alternative source is available.
- Water leakage.
- Broken glass.
- Damaged hinges on opening windows.
- Blocked mains drain.
- Loss of hot water.
- Bedroom door lock failure.
- Damage to fire doors.

Part 1 – Introduction

Priority 3 - Response within 24 working hours

The group will respond to defects that affect service delivery or the living environment.

- Emergency light “bleeping”.
- Task lights in working areas.
- Blocked sinks.
- Light switch faults.
- Problems on heating and hot water systems.
- Kitchen equipment in student residencies.
- Faults affecting security of flat doors.
- Insect and pest infestations.
- Bedroom door locks.

Priority 4 - Response within 5 days

The group will respond to work instructions for planned maintenance during the week that they are due and defects that cause minor inconvenience.

Examples: -

- All planned maintenance work.
- Repairs to floor coverings, providing the problem does not constitute a trip hazard.
- Dripping taps.

Priority 5 - Response within 15 working days

The group will respond to defects that cause no or minimal inconvenience and where alternative facilities exist.

Examples: -

- Repairs and redecoration of damaged internal surfaces
- Handrail and fencing repairs where the fault does not constitute a safety hazard.

Priority 6 - Response times to be agreed.

The group will carry out minor alterations at a time when the relevant staff are available, and it is convenient to the customer.

Part 1 – Introduction

1.4 Response times to attend to reactive maintenance requests during normal working hours.

We aim to respond and formulate plans to resolve the problem within the times stated. It will not always be possible to resolve the problem at this point and within the time frames stated above. Where an issue can be resolved it will but in circumstances where specialist services, parts or significant works are required these will be planned for deliver as soon as is possible. Please note that on some occasions the cause of an issue is not easily identifiable, but our teams will be continually working to identify and remedy the cause.

1.5 Out of hours service

The maintenance group operates an on-call system outside of normal working hours. There is always a Duty Engineer available who can be contacted via the Information Centre on Square 3 or by phone 01206 872125.

The Duty Engineer is not resident on site and usually takes between 30 and 45 minutes to attend when requested. The Duty Engineer's brief is to deal with emergencies, make safe and effect a temporary repair or shutdown the system until the next working day. If the problem can be resolved and a permanent repair effected within one hour then this will be carried out.

The Duty Engineer is available to deal with **EMERGENCIES** only. We do not attempt to define an out of hours emergency but expect the University community to use this facility responsibly.

The decision on whether to call in the Duty Engineer rests with the Security and Campus Safety Supervisor on duty at the time of the request.

1.6 If you are not Satisfied

We aim to provide a first-class service; however, there may be times when you feel that we have not done so. If this is the case, we would rather be told about it so that we can do our best to resolve the problem.

Please visit the [Estates Helpdesk](#), call us on 01206 872959, or Email the Customer Service Coordinator at ems-helpdesk@essex.ac.uk

Your query will be acknowledged by return and you will receive a response within 10 working days.

If you don't believe your complaint has been dealt with correctly, you can ask the relevant manager to look into your complaint formally. You can make a formal complaint in person, letter, telephone or email via the [Student Services Hub](#). Please quote your full name and PRID or PG number on all correspondence.

We will investigate your complaint and send you an email response within 10 working days. Sometimes we will need another department to provide us with information to investigate your complaint fully. If this is the case, we will let you know if your complaint will take longer than 10 working days to respond to.

Part 2 – Service Specification

2.1 Our Mission

The Estate Management Section is committed to the provision of a cost effective, quality service to provide the physical support necessary for the University to pursue its primary aim of achieving the highest quality, judged by international standards, in its teaching, research and scholarship.

To achieve this, we will

- Monitor, control and co-ordinate reactive and planned maintenance in accordance with the appropriate Strategic Plans.
- Provide services which maintain, improve and enhance the working environment of Departments, Sections and services by:-
 - a. Repairing and maintaining the University's estate in compliance with the relevant legislation and Maintenance Policy Documents.
 - b. Ensuring compliance with all relevant matters relating to Health and Safety legislation.
 - c. Carrying out effective Energy Management.
 - d. Maintaining effective management information databases.
 - e. Responding to guidance on constraints imposed by external agencies such as the Health and Safety Executive and Local Authorities.
 - f. Monitoring performance on a monthly and annual basis.

To fulfill this we will:

- Ensure that a Professional Officer is available during normal working hours to respond to urgent maintenance matters.
- Deliver an out of hours **EMERGENCY** breakdown service.
- Communicate clearly.
- Respond to demands on maintenance matters in a professional manner.
- Provide a service from appropriately qualified people within agreed timescales according to the service level statement above and with minimum possible disruption.
- Actively involve those affected by our activities in the planning and progress of projects.

Part 2 – Service Specification

2.2 Maintenance Definitions

2.2.1 Annual Planned Servicing and Maintenance

Aim: *To maintain the safety and cost-effective operation of buildings, plant and equipment*

We will:

- Ensure that appropriate maintenance contracts are procured in accordance with the University's Financial Regulations.
- Keep under review all existing guidance and respond to new legislation to ensure that the University's obligations are met.
- When requested by Departments, advise on maintenance requirements and initiate maintenance contracts if necessary.

We ask you to:

- Immediately report any defects or hazards that could affect the health and safety of the University's staff and students.

2.2.2 Non-annual major replacement programmes (Long Term Maintenance)

Aim: *To implement a long-term maintenance programme that endeavors to ensure that the University of Essex remains in good condition as defined by the RICS to Category B (only minor defects)*

We will:

- Prepare and keep up to date a condition survey and 20-year maintenance plan to inform a long-term maintenance programme, which will be in concert with the strategic needs of the organization.
- Consult with key users such as the Director of Campus Services, the Director of Facilities Services, the Director of Sustainability and the Director of Sport on the contents of the programme and the extent of any projects that effect their service areas.

We ask you to:

- Bring to the attention of the Director of Estates any items of building service or fabric you feel will need replacing within the next 10 years.
- Ensure that Departmental equipment is made safe before any work is started.

Part 2 – Service Specification

2.2.3 Reactive Maintenance

Aim: *To carry out day to day repairs and maintenance with minimum disruption to the University's activities within agreed priorities and time scales*

We will:

- Provide a first point of contact at which faults can be reported.
- Respond to telephone, written and electronic requests.
- Inform the client of any foreseeable disruption that may arise during work.
- Inform clients immediately of any delays to the work in hand and the reasons for that delay.
- Agree the access to the area concerned and explain any constraints that may be imposed whilst the task is being undertaken.
- Provide appropriately skilled Craftsperson's to carry out the task.
- Carry out quality audits of completed work.
- Seek to achieve 80% of the response times for requests for maintenance work.

We ask you to:

- Report any defects and items for repair using Estate Management Help Desk on Extn: 2959 between the hours of 08.00 am to 17.00 Monday to Thursday, 08.00 to 16.45 on Friday or to the Information Centre on Extn: 2125 for out of hours emergencies, or any of the alternatives described in Section 1.2.
- Be vigilant and report defects as soon as possible with as much supporting information as possible.
- Co-operate with the craftsperson where unavoidable disruption may occur as a result of a particular repair.
- Ensure a safe working environment for Estate Management Section Staff.
- Take an active role in any quality audits.
- Make comments on the service received on the Work Order completion email, the randomly delivered questionnaire or via the Estate Management Section's home page.
- Submit complaints/compliments to the Director of Estates via the Help Desk as detailed in section 1.2.

Part 2 – Service Specification

- Submit requests for work of a “non-maintenance” nature to the Estate Management Helpdesk (Room 6.003) by any of the routes described in section 1.2.
- Complete Permit to Work documentation and carry out risk assessments within your area of responsibility prior to requesting any work to be carried out if there is a risk to the craftsperson.
- Ensure any equipment used will “fail” in a safe manner due to loss of power or other service.

Part 2 – Service Specification

2.3 Functions within the Facilities Group

2.3.1 Building Maintenance

Aim: *To ensure that the University of Essex complies with all relevant statutory legislation associated with the building fabric and to maintain a windproof and watertight shell with all internal finishes in a well-maintained and attractive condition*

We will:

- Carry out periodic inspections and repairs to all fire doors and means of escape in line with relevant legislation.
- Regularly clean rainwater systems.
- Ensure that roof coverings and mastic sealants are kept in good condition to ensure watertight buildings.
- Keep the suited locking system and all ironmongery in good repair to ensure the buildings security.
- Maintain the decoration of public and circulation areas in good order.
- Maintain the University's signage.

We ask you to:

- Report any building faults immediately (as per section 1.2).

2.3.2 Electrical Services

Aim: *To ensure that the University of Essex complies with all relevant statutory legislation associated with electrical services to maintain a safe working environment*

We will:

- Test all building electrical installations on a programmed basis and maintain appropriate records.
- Keep records of the testing of portable electrical appliances in accordance with the University's current testing procedures.
- Ensure that artificial lighting and local electrical power are working efficiently and effectively.
- Ensure that the high voltage electrical mains are configured in such a way to enable the quick restoration of electrical supplies in the case of a fault and that they are properly maintained.

Part 2 – Service Specification

We ask you to:

- Report any electrical faults immediately.
- Cease using electrical equipment immediately on suspicion of a fault.
- Use electrical services safely and seek guidance if in doubt.
- Refrain from undertaking temporary repairs to electrical equipment.
- Use electricity responsibly to minimise consumption.

2.3.3 Mechanical Services

Aim: *To ensure that the University complies with all statutory legislation in respect of mechanical services in order to maintain a safe working environment*

We will:

- Ensure centrally operated heating and cooling plant is working efficiently.
- Ensure there is adequate hot water distribution.
- Ensure that there are adequate mains and tank water distribution.
- Ensure there is a safe gas supply.
- Ensure that centrally controlled mechanical equipment is operated safely and maintained regularly.

We ask you to:

- Report all defects immediately.
- Use mechanical services safely and seek guidance if in doubt.
- Cease use immediately on suspicion of a fault.
- Use heating and hot water responsibly to minimise consumption.

Part 2 – Service Specification

2.3.4 Help Desk

Aim: *To ensure that requests for reactive maintenance are progressed in accordance with this service level statement*

The Helpdesk will:

- Ensure that there is someone available to deal with problems between the publicised opening hours Monday to Friday as indicated at [Buildings, grounds and maintenance | Student Directory | University of Essex](#).

We ask you to:

- Describe the problem and its location clearly and accurately.
- Wherever possible, log work requests directly onto Planet FM.
- Deal with our staff in a courteous and pleasant manner.

Part 3 – Service Monitoring and Review

3.1 Performance management

Aim: *To monitor and review the service provided to maintain quality and improve efficiency*

We will:

- Continually review the service provided by examining current practices, exploring alternatives for improvement, and establishing effective programmes for implementation.
- Monitor appropriate legislation to ensure the University's compliance.
- Review performance at the end of each Academic year with the review taking account of performance during the previous year. By comparing response times with those listed in the Service Level Statement, by examining the results of the Accommodation review, by checking the delivery of the Long-Term Maintenance programme and by discussing the complaints log with the relevant Section and Department Directors.
- Make comparisons through data accumulation between years and between old methods and improvements to services.
- Take into account resource constraints to avoid developing a costly means of assessing performance which may not add value to the University.
- Assess performance in the light of year-on-year changes to the University estate and the agreed budgets.
- Undertake service monitoring by:
 - a) Identifying service standards.
 - b) Investigating work that has been outstanding for more than 1 week for Priority 1 items and 4 weeks for all others.
 - c) Comparing the Estate Management Statistics for Essex with those of similar organisations.
 - d) Measuring volume.
 - e) Checking a minimum of 10% of all work carried out for quality.
 - f) Investigating all complaints and suggestions and replying to the originators.