

 **The Estate Management Section**

**SERVICE**

**LEVEL**

**STATEMENT**

**For the Maintenance of Student Accommodation by**

**The Estate Management Section on behalf of Accommodation Essex 2013**

**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 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
* Lights out in en-suite toilets or on staircases
* Water leakage
* Damaged hinges on opening windows
* Blocked drains but not sinks
* Loss of hot water
* Bedroom locks
* Faulty fire doors

**Priority 3 - Response within 24 hours**

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

* Emergency light “bleeping”
* 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

**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 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

**1.4 Response times to attend to reactive maintenance requests during normal**

 **working hours**

We aim to respond and resolve the problem within the times stated. It will not always be possible to resolve the problem in the time stated. We are currently aiming for an 80% success rate, which will be reviewed annually.

**Part 1 – Introduction**

**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 Extn: 2125.

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 within1 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 Campus Security Supervisor on duty at the time of the request.

**If you are not satisfied**

Please follow the link below for Accommodation Essex complaints procedure:

<http://www.essex.ac.uk/accommodation/contact_us/complaints.aspx>