

Facilities Directorate

Estates and Building Maintenance Section - Service Level Agreement

a) Aim

To efficiently carry out reactive maintenance repairs to the I Estate with minimum disruption and within agreed priorities and timescales.

b) Service

We will:

- Provide a Helpdesk service on Ext 5209 from 08.00 to 16.30 hours, Monday to Friday
- Undertake reactive maintenance and make every endeavour to meet target response times
- Provide emergency call-out cover around the clock, 365 days a year
- Monitor the quality of work and take corrective action when necessary
- Notify you of the expected response date if the defect is not going to be responded to within the set timeframe
- Inform the room occupant, by way of a report slip, that the repair has been actioned or assessed with an indication of what action is planned.
- Liaise with Departmental Representative within the appropriate area prior to undertaking any work likely to cause major disruption.
- Keep you informed as to progress, in the event of the response being dependent upon delivery of equipment or materials
- In the event of any complaint or query, you should first contact the Helpdesk. The operator will try to resolve the problem to your satisfaction or advise you whom you can contact to progress the matter.

c) Priorities and Target Performance

We aim to achieve the following response/completion times. Response times and examples of work type included, although not exhaustive, are provided for your guidance:

(i) Priority 1 - Emergency response

Our attendance on site will be as follows:

During normal working hours - attendance within 1 hour

Outside normal working hours - attendance within 2 hours.

Examples:

- Risk of life or substantial damage to property
- Smell of gas
- Major water leak resulting in flood and immediate danger to the structure, services or fixtures/fittings
- Major loss of power
- Smell of burning (electrical)
- Major structural damage, such as ceiling collapse
- Main drain blockage
- Total loss of heating in building - excludes student houses
- Lighting fault on staircases, landings and areas likely to be a Health and Safety issue

(ii) Priority 2 - Response within 24 hours during normal working hours

Examples:

- Lighting tube/bulb failures
- Partial loss of heating
- Loss of hot water
- Loss of drinking water
- Partial loss of power to room or area
- Overflow pipe discharging
- Blocked drains (excluding main drainage)
- Fault on external doors and windows that may compromise security
- Faults on internal doors that may compromise security
- Water penetration into electrical fittings
- Major loss of water from faulty taps or shower heads

(iii) Priority 3 - Respond and Fix within 3 working days

Examples:

- Minor heating system leak
- Minor internal plumbing leak
- Minor loss of water from faulty taps or shower heads.
- Flickering lights
- Loss of power to individual lights
- Major cooker, washing machine or fridge faults
- Internal lock faults
- Roof leaks
- Emergency light faults

(iv) Priority 4- Respond and Fix within 7 working days

- Broken WC seat
- Faulty cooker hood
- Bathroom extractor fan faults
- TV reception problems
- Replace vanity light
- Replace shower hose or head
- Minor joinery repairs
- Window faults not compromising security
- Minor cooker, washing machine and fridge faults

(v) Priority 5 - Respond and Fix within 15 working days

Examples:

- Replace sanitary fittings
- Making good holes in walls and ceilings or plaster repairs
- Replace faulty shower units
- Minor joinery repairs none urgent
- Repairs to room furniture

(vi) Priority 6 - Fixed by agreed date

Examples:

- Any work not fully in the above categories where completion date is pre-arranged with client.
- Fixing of shelving, notice boards, white boards etc.
- Manufacture of items for departments not regarded as maintenance related

d) Customer Obligation

We would like you to:

- Provide a clear and concise description of the nature of the fault, together with a precise location, contact name, telephone number and any special requirements
- Responsibly prioritise work
- Make every endeavour to ensure that the same fault is not duplicated in the reporting process
- Allow access at any reasonable time to carry out work
- Co-operate with Estates staff and contractors in situations where disruption is inevitable
- Immediately report any hazards or maintenance defects
- If any work is re-chargeable, you should clearly indicate the charge code and any cost limit to which we have to work
- Ensure that the reported faults fall within the remit of Estates & Buildings Reactive Maintenance
- Provide feedback on our performance and participate in customer surveys.

e) Key Performance Indicators

Our performance in respect of the service we provide will be measured monthly against the following performance measures:

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| Priority 1 - Emergency Response | 100% |
| Priority 2 - Respond within 24 hours | 90% |
| Priority 3 - Respond within 3 days | 90% |
| Priority 4 - Respond within 7 working days | 85% |
| Priority 5 - Fix within 15 working days | 85% |
| Priority 6 - Fixed by agreed date | 100% |
| Number of complaints/compliments received | |
| Number of jobs completed | |
| Feedback from Customer Satisfaction questionnaires. | |

D C Thomson
Assistant Director (Estates & Buildings)

Rev'd 12th March 2008