

## **Estates Department Service Level Agreement**

### **Overview**

The Estates Department are responsible for resource (both internal & external) who support both planned maintenance and reactive activities on campus. Planned works will be scheduled (where possible) to avoid clashing with campus sensitive times (such as Exam periods). Reactive works will be assessed and works carried out in accordance with the priority process below. Out of Hours calls will also be assessed and attended/temporary repairs made/resolved in accordance with the Triage guidelines also below.

### **Priorities for Work Requests**

The Harper Adams Estates Department uses an Idox solution called CAFM Explorer. When the Helpdesk receives a Works Request it is necessary for them to prioritise your work using our available resources. Consequently, we operate to a Service Level Standard for maintenance work, which is detailed below - please remember that the efficiency of this system relies upon the accuracy of the information that you provide.

Please find herewith our Service Level Standard for Maintenance Work on the University campus.

Flag	Response Time
2 HR – Priority 1 - Emergency	Immediate < 4 Hours
1 DAY – Priority 2 - Urgent	< 24 hours
3 DAY– Priority 3 - Important	< 3 days
7 DAY– Priority 4 - Standard	< 7 days
3 WK– Priority 5 - Normal	Agreed Date

We have set ourselves a Service Level Target of 100% response for Priority 1 and 85% response for Priorities 2, 3, 4 & 5 and regularly audit ourselves to ensure that these are met.

### **Response Definition**

Response means that the request will be dealt with in the most appropriate manner. Where possible, a full repair or reinstatement will be done within the Priority timescale.

Occasionally, the nature of the problem may make it necessary to carry out a temporary repair and return when it is possible to complete the task, due to delivery of materials or the need to employ a specialist contractor. If a subsequent visit is necessary, the originator of the request will be notified of the delay and the priority of the task will be changed to 'Agreed Date' (Priority 5: Normal) and arranged with the originator of the request.

Details of the reason for any priority timescale change will be noted against the works order by an appropriate member of Estates.

The priority given for any work will depend on the exact nature of the problem and will be set by the Estates Department. The examples given above only form a guidance, and any queries, with regards to the priority level set, should be first directed to the Helpdesk.

Please note: Any request for a quotation or estimate will be addressed in timescale to be agreed between both parties.

If you have a query regarding these priorities please contact the Estates Department Helpdesk.

### **Priority 1 (Emergency):**

We will direct a resource to the problem immediately, and will ensure that the problem is returned to a safe or usable state within 4 hours. This may incur overtime and/or call-out charges; we will then put in place measures to reinstate the premises as necessary. Any further work required will be done as soon as availability of labour and materials allow.

Typical Priority 1 work

- Job is typically a '999' type of situation in which life is threatened and/or there is a likelihood of catastrophic damage to property:
- fire or imminent risk of fire or an explosion
- gas leaks
- leakage of water from plumbing or heating service not contained by local drains
- loss of electrical supply to a building or part of a building
- lift breakdown with passengers inside
- any incident that stops teaching or a research project.

### **Priority 2 (Urgent):**

We will ensure that a resource attends to the problem on the same day (or if not possible then certainly within 24 hours) that it is reported and returns the premises to a safe or usable state. This may incur overtime and/or call-out charges. Any further work required will be done as soon as availability of labour and materials allow.

Typical Priority 2 work

- Blocked drains or internal waste pipes
- Loss of heating or hot water on a building basis
- Loss of water supply on a local basis
- Loss of electrical power on a local basis (individual socket circuit)
- A problem affecting the security of buildings, or property (unsecured)
- Broken glass in a window or door (may involve boarding or application of a security film and returning to reglaze later)
- Unusable sanitary fittings where they are the only ones available for use
- Any incident giving rise to a serious safety risk (e.g. floor coverings, steps, paved areas)
- Lighting failure on a local basis (teaching space, emergency exists and stairs)
- Loss of other services e.g. ventilation, air conditioning
- Water leak not causing damage to the building (e.g. tap won't turn off).

### **Priority 3 (Important):**

This priority will ensure that a resource attends to the problem within 3 working days and returns the premises to a safe or usable state. Any further work required will be done as soon as availability of labour and materials allow.

Typical Priority 3 work

- Loss of heating or hot water on a local basis within a residential room
- Replacement of cooker element when other elements still working
- Replacement/repairs to light fittings if other lighting exists in the room
- Loss of electrical power where other sockets still work within the room
- Water ingress into a room that is not causing immediate problems but could cause problems in the long term
- Damage to an internal door that could cause security problems.

**Priority 4 (Standard):**

We will ensure that a resource attends to the problem within 7 working days and return the premises to a safe or usable state. Any further work required will be done as soon as availability of labour and materials allow.

Typical Priority 4 work

- Loose or missing floor tiles/paving where there is minimal safety risk
- Replacement of cracked glass not giving rise to security or safety risk
- Replacement/repairs to sanitary ware fittings: plugs, seats, etc.
- Adjustment of door closures or floor springs
- Repairs to joinery items: doors, window, etc., where there is no security risk
- Re-fix loose fixtures and fittings
- Repairs to furniture when the damage affects the functionality of the room.

**Priority 5 (Normal):**

We will ensure that the problem, as reported, is rectified at a mutually agreed date. If on inspection the problem is greater than reported it will be made safe or usable, and a permanent repair will be carried out as soon as availability of labour and materials permit.

Typical Priority 5 work

- Furniture - jobs connected with repair or purchasing furniture
- Replacement of nameplates for room occupants
- Painting
- Replacement of cracked sanitary ware when the damage has not prevented use, or caused an H&S risk
- Installation of standard telephone and data sockets ordered through the Telecommunications section
- Plaster repairs
- Any other task that has been re-arranged with the client to an 'Agreed Date'.

We have set ourselves a Service Level Target of 100% response for Priority 1 and 85% response for Priorities 2, 3, 4 & 5 and regularly audit ourselves to ensure that these are met.

## **Estates Department Call Out Triage**

The Estates Team provide a call out service, and can be contacted on M. 07976 268870. This service covers after 5pm week-days (until the start of the normal working day, and weekends).

**Please think carefully when contacting the Call-Out service, please ask yourself this question:**

**'Is it an emergency that requires action now or can it be reported first thing the next day for action?'**

Any calls to be reviewed under the following Criteria:

These are instances where the malfunction of plant, equipment or building assets will or could lead to the following instances:

- The Health and Safety of Students, Staff or visitors being put at risk.
- Adverse effects to Animal welfare
- Weather related incidents e.g.: high winds / flooding
- Damage to key infrastructure e.g. Water, electric, gas supplies
- Damage or failure of building fabric, M&E, heating / cooling plant
- Disruption to core business teaching / research
- Disruption to core business operations of tenant businesses
- Security Risk, e.g. malfunctions of access control, lock failures, accessible broken windows
- Entrapment in Lifts

### **Key Points:**

- Will the non-attendance of the Estates Worker on call risk any of the points above?
- Can the issue(s) / situation(s) be classed as non-urgent/ non-emergency maintenance?
- Can the issue(s) / situation(s) be managed without action of the Estates Worker on-call until the start of the next working period?
- Can the issue(s)/ situation(s) be managed by the on-site security team from advice given over the phone until the next working period?

### **Priority 1 (Emergency):**

Priority 1 typically would be an emergency in which life and animal welfare is threatened or there is likelihood of catastrophic damage.

- Fire, explosion risk
- Gas Leaks
- Loss of water from pipework that is likely to cause significant damage
- Loss of electrical power to a building
- Entrapment in Lifts
- Breach of Campus security / break-ins

### **Priority 2 (Urgent):**

Priority 2 typically would be where an incident or situation may lead to some damage or disruption if not attended to or managed in some way until the start of the next working period.

- Blocked drains / toilets where another facility is not readily available or there is a risk of sewage escape
- Loss of local heating or hot water that cannot be tolerated, or substituted with a locally supplied panel heater until the next working period
- Loss of electrical power that affects more than locally available power outlets
- Loss of building security via failure of access control, broken windows/ doors, boarding up required

- Broken glass in a window or door (may involve boarding and returning to re-glaze later).
- Unusable sanitary fittings and showers where they are the only ones available for use.
- Any incident giving rise to a serious safety risk (e.g. floor coverings, steps, paved areas).
- Lighting failure on a local basis (teaching space, emergency exits and stairs).
- Loss of other services e.g. ventilation, air conditioning.
- Water leak not causing damage to the building (e.g. tap won't turn off).

**Priority 3 (Important):**

If priority 3 type issue(s)/situation(s) are reported to the Estates Worker, they will assess the risks and if not Emergency or Urgent (as categorised above) we will ensure that a resource attends to the problem within 3 days and returns the premises to a safe or usable state. Further work may be scheduled as availability of labour and materials allow.

Typical Priority 3 work:

- Campus Barriers knocked off / none functional.
- Loose or missing floor tiles / paving where there is minimal safety risk.
- Replacement of cracked glass not giving rise to security or safety risk.
- Replacement/repairs to sanitary ware fittings: plugs, seats etc.
- Adjustment of door closures or floor springs
- Installation of standard telephone and data sockets ordered through IS on their Web Site.
- Wall tiling; re-fixing loose or missing tiles.
- Ceiling tiles; replacing missing or damaged tiles.
- Curtains and blinds; repairs to curtains, blinds or their tracks.

**Priority 4 and 5 (Standard & Normal; No call-out required):**

We will ensure that the problem as reported is rectified at a mutually agreed date. If on inspection the problem is greater than reported it will be made safe or usable and a permanent repair will be carried out as soon as availability of labour and materials permit.

- Plaster repairs.
- Repairs to joinery items: doors, windows etc. where there is no security risk.
- Replacement of cracked sanitary ware when the damage has not prevented use.
- Re-fix loose fixtures and fittings.
- Painting.
- Furniture - jobs connected with repair or purchasing furniture.
- Replacement of nameplates for room occupants.

This is not an exhaustive list but indicative of the types of activities that may be reported and the prioritisation of work.