

Estates and Facilities Maintenance Operations
University of Hull

Service Level Agreement

Updated 18th March 2021

General Enquiries: 01482 465804 (internal ext. 5804)

Email: Estateshelpdesk@hull.ac.uk

GENERAL STATEMENT AND GUIDANCE NOTES

Estates and Building Maintenance (Main Campus) - Service Level Agreement (SLA)

1 Introduction

- 1.1 The University of Hull's Estates and Building Maintenance Team aims to efficiently carry out reactive maintenance repairs to the Estate with minimum disruption and within agreed priorities and timescales.

2 Comments, Complaints and Compliments

- 2.1 All complaints should be able to be resolved informally in the first instance by contacting the Maintenance Helpdesk who will advise the relevant Trades Supervisors responsible for delivering services. Trades Supervisors will liaise directly with the customer until resolution

The Assistant Director (Operations) welcomes comments on the SLA with a view to service improvement. Where customers feel that the service level is not compatible with their requirements or that the support given is below the stated level, they should write in the first instance to:

Assistant Director (Operations) - Estates
The University of Hull
Hull
HU6 7RX

All complaints will be dealt with in accordance with the University's complaints procedures.

- 2.2 Where the response is not deemed satisfactory, aggrieved parties should contact the Assistant Director of Estates (Operations) for further investigation.

3 Changes to the Service Level

- 3.1 The Assistant Director (Operations) will review the SLA annually and where improvements are made the SLA will be duly annotated. Where there is a reduction of service, notice will be given that changes will be made following written notification to specific parties.
- 3.2 Contracts: Where there are written contracts, both parties may withdraw from these agreements in compliance with any contractual arrangements.

4 Service Level Agreement

4.1 Services offered

Service	Level of Service	Your Responsibilities	Key Performance Indicator (KPI)
Estates and Building Maintenance Operations and Services			
General	<p>We will:</p> <ul style="list-style-type: none"> • Provide a Helpdesk service on ext. 5804 from 8.00am – 4.30pm, 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. Contact details • 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. 	<p>You will:</p> <ul style="list-style-type: none"> • Provide a clear and concise description of the nature of the fault, together with a precise location, room number, 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. • Clearly indicate the charge code and any cost limit to which we have to work (if the work is re-chargeable). • Ensure that the reported faults fall within the remit of Estates & Buildings Reactive Maintenance. 	<p>Our performance in respect of the service we provide will be measured monthly against the following performance measures:</p> <p>Priority 1 – Emergency Response</p> <p>Priority 2 – Respond within 24 hours</p> <p>Priority 3 – Respond within 10 working days</p> <p>Priority 4 – Respond within 20 working days</p> <p>Priority 5 – Respond within 5 working days.</p> <p>Number of complaints/compliments received.</p> <p>Number of complaints satisfactorily resolved</p> <p>Number of jobs completed.</p> <p>Feedback from Customer Satisfaction questionnaires.</p>

<p>General (continued)</p>	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Provide feedback on our performance and participate in customer surveys. 	
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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:

<p>Priority 1 – Emergency Respond, fix or make Safe</p>	<p>Our attendance on site will be as follows:</p> <p>During normal working hours – attendance within 1 hour.</p> <p>Outside normal working hours – attendance within 2 hours.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Risk of life, limb 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 buildings 	<p>Customer to ring Maintenance Helpdesk in first instance as an emergency request then input onto PLANON to avoid any delay in response.</p>	
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	<ul style="list-style-type: none"> • Lighting fault on staircases, landings, and areas likely to be a Health and Safety issue. 		
<p>Priority 2 – Respond & make safe/fix within 24 hours during normal working hours</p>	<p>Examples:</p> <ul style="list-style-type: none"> • No power to lights affecting operation • Boiler/heating not working (partial) • No hot water throughout building • No cold water • No power to space • Drain blocked inside/out (excluding main drainage). • Window- cannot be closed/draughty/frame broken/jammed/restraint broken • Water penetration into electrical fittings • Emergency Light Fault. • Radiator leaking • Leak from toilet/urinal/shower • Faulty lock • Toilet seat broken • 	<p><i>Maintenance will attend within 24 hours and fix or make safe until follow up works can be completed</i></p>	

<p>Priority 3 – Respond and fix within 10 working days</p>	<p>Examples:</p> <ul style="list-style-type: none"> • Overflow pipe running • Flickering lights. • Loss of power to individual lights (when other lights available in the room) • Repair roof • Cooker hood faulty • Extract fan not working/noisy • TV reception problems • Replace vanity light • Replace shower hose/head • External light faults 	<p>Up to 10 days to complete with initial assessment within 3 days</p>	
<p>Priority 4 – Minor works Respond and fix within 20 working days</p>	<p>Examples:</p> <ul style="list-style-type: none"> • Replacement of sanitaryware • Repair/replace plaster areas • Painting works requiring building to be vacated 	<p>All of these works need to be planned in advance with customer/Maintenance and all communications placed on each PLANON job</p> <p>If works require access then the Supervisor should advise the customer before job live</p> <p>CUSTOMER to give access date to Maintenance and raise PLANON job on the</p>	

	<ul style="list-style-type: none"> • Replacement of shower units needing other accommodation provision • Any works not in the above priorities and access to be agreed with customer within the 20 days period 	<p>start date agreed with the relevant Supervisor</p> <p>EG, if a shower room needs complete works then this needs a start date provided by accommodation and agreed with the relevant Maintenance Supervisor and the job is raised by accommodation on the start date allowing 20 days for completion. The days taken should not reach 20 days unless any difficulties encountered at which point the feedback should be given and logged on PLANON to enable SLA to be met</p>	
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