

## **Maintenance Operations – UPP Residential Services Ltd.**

Service Level Agreement April 2023.

### **GENERAL STATEMENT AND GUIDANCE NOTES**

#### **UPP Residential Services Ltd. - Service Level Agreement (SLA)**

##### **1 Introduction**

1.1 UPP Residential Services Maintenance Team aims to efficiently carry out reactive maintenance repairs to Westfield Court and Taylor Court 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 Helpdesk who will advise the relevant Trades Supervisors responsible for delivering services. Trades Supervisors, along with the Maintenance Administrator will liaise directly with the customer until resolution. 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 the Management team at UPP Residential Services, Westfield Court Reception, Hull, HU6 7EL 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 Management team for further investigation.

##### **3 Changes to the Service Level**

3.1 The Area General Manager and the University Partner 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.

<p><b>General</b></p>	<p>We will:</p> <ul style="list-style-type: none"> <li>- Provide a 24-hour Helpdesk service on <b>T: 0330 055 2538 / 07864692502.</b></li> <li>- Undertake reactive maintenance and make every endeavour to meet target response times.</li> <li>- Provide emergency call-out 24 hours a day, 365 days a year. Contact details - <b>T: 0330 055 2538 / 07864692502.</b></li> <li>- Monitor the quality of work and take corrective action when necessary.</li> <li>- Notify you of the expected response date if the defect is not going to be responded to within the set timeframe.</li> <li>- 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.</li> <li>- Liaise with Departmental Representative within the appropriate area prior to undertaking any work likely to cause major disruption.</li> <li>- Keep you informed as to progress in the event of the response being dependent upon delivery of equipment or materials.</li> <li>- 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 contract to progress the matter.</li> </ul>	<p>You will:</p> <ul style="list-style-type: none"> <li>- 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.</li> <li>- Responsibly prioritise work.</li> <li>- Make every endeavour to ensure that the same fault is not duplicated in the reporting process.</li> <li>- Allow access at any reasonable time to carry out work.</li> <li>- Co-operate with Estates staff and contractors in situations where disruption is inevitable.</li> <li>- Immediately report any hazards or maintenance defects.</li> <li>- Clearly indicate the charge code and any cost limit to which we must work (if the work is re-chargeable).</li> </ul>	<p>Our performance in respect of the service we provide will be measured monthly against the following performance measures:</p> <p><b>Priority 1 – Emergency Response</b></p> <p><b>Priority 2 – Respond within 24 hours</b></p> <p><b>Priority 3 – Respond within 7 working days</b></p> <p>Number of jobs completed.</p> <p>Feedback from Customer Satisfaction.</p>
-----------------------	---	---	---

		<ul style="list-style-type: none"><li>- Ensure that the reported faults fall within the remit of UPP Reactive Maintenance.</li><li>- Provide feedback on our performance and participate in customer surveys.</li></ul>	
--	--	---	--

<p><b>Priority 1</b></p> <p><b>Emergency respond, fix, or make safe</b></p>	<p>Our attendance on site will be as follows:</p> <p>During normal working hours – attendance within 1 hour</p> <p>Outside of normal working hours – attendance within 1 hour</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>- Risk of lift, limb, or substantial damage to property.</li> <li>- Smell of gas.</li> <li>- Major water leak resulting in flood and immediate danger to the structure, services, or fixtures/fittings.</li> <li>- Major loss of power.</li> <li>- Smell of burning (Electrical).</li> <li>- Major structural damage, such as ceiling collapse</li> <li>- Main drain blockage</li> <li>- Total loss of heating in buildings</li> <li>- Lighting fault on staircases, landings and areas likely to be a health and safety issue.</li> <li>- No hot water throughout the building</li> <li>- No cold water throughout the building</li> <li>- Faulty lock/door</li> </ul>	<p>Customer to ring or visit the Helpdesk in first instance as an emergency request then input onto PLANON to avoid any delay in response.</p>
---	---	--

<p><b>Priority 2 – Respond and make safe/fix within 24 hours.</b></p>	<ul style="list-style-type: none"> <li>- Heating not working (Partial)</li> <li>- No power to space</li> <li>- Window cannot be closed/opened</li> <li>- Leaking toilet</li> <li>- Shower needs unblocking (fully blocked)</li> </ul>	<p>Maintenance will attend within 24 hours and fix or make safe until follow up works can be completed.</p>
<p><b>Priority 3 – respond and fix within 7 working days</b></p>	<ul style="list-style-type: none"> <li>- Toilet issues (still working) i.e. overflow constantly running</li> <li>- Light needs repairing (other lights available)</li> <li>- Extractor fan not working / noisy</li> <li>- TV Repair</li> <li>- Shower needs unblocking (partially blocked)</li> </ul>	<p>Up to 7 days to complete with initial assessment within 3 days.</p>