



University of Essex

The Estate Management Section

SERVICE LEVEL STATEMENT

**For the Maintenance of Academic Estate by
The Estate Management Section 2012**

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Part 1 – Introduction

1.1 What We Do

The group maintains the grounds and buildings occupied by the University, cleans and provides a portering service for the academic buildings and operates the mechanical and electrical services necessary to provide an acceptable working environment for the University community. To do this we aim to provide a timely, efficient and cost effective service to deal with the following in all University occupied buildings.

Annual planned servicing and maintenance, examples of which are:-

- Portable appliance testing
- Boiler maintenance
- Statutory testing
- Emergency lighting
- Water system management to prevent Legionella
- Grass cutting
- Window cleaning
- Pest control

Non annual major replacement programmes (Long Term Maintenance) examples of which are:-

- Re-roofing
- Replacement of obsolete luminaires
- Refurbishment of accommodation

Reactive Maintenance such as:-

- Responding to any requests for repairs to the built environment and grounds including heating, plumbing, building and arboricultural works

Small works such as:-

- Requests from Sections and Departments for small works funded from budgets administered by them. This might comprise additional shelving or sockets in offices or similar projects up to a value of about £1,500. The Capital and Development Group deal with larger schemes

Part 1 – Introduction

1.2 How to contact us

Anyone who requires can contact us as follows:-

- By our Facilities Management Software (The Accommodation Section only)
- By the University's intranet, using the form on <http://www.essex.ac.uk/PlanetFm/main.htm>
- By email: The group has an email address faults@essex.ac.uk. This is checked regularly between the hours of 08.00 to 17.00 Monday to Thursday and 08.00 and 16.45 on Friday's when the University is open. A works instruction will then be issued and the work carried out to the timetable that is described in the next section
- By telephone:
Extn: 2959 for grounds, building, electrical or mechanical assistance
The office is staffed between the hours of 08.00 and 17.00 Monday to Thursday and 08.00 to 16.45 on Fridays when the University is open.

Extn: 3144 for cleaning and portering assistance.

The office is staffed between the hours of 07.00 and 16.30 Monday to Friday when the University is open.

Extn: 2064 for postal assistance.

The Post Room is staffed between the hours of 08.00 and 17.00 Monday to Friday when the University is open.

At other times if you require urgent assistance ring the Information Centre on

Extn: 2125. This will initiate the out of hour's emergency procedure

- In writing – either on an EP015 form, by memorandum or an EP055 form if a quotation for the work is required, addressed to the Deputy Director of Estate Management (Maintenance)

Part 1 – Introduction

1.3 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
- Broken glass
- 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”
- Task lights in working areas
- 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
- Bedroom door locks

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 within 1 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.

Part 1 – Introduction

1.6 If you are not satisfied

We aim to provide a first class service; however, there may be times when you feel that we have not done so. If this is the case, we would rather be told about it so that we can do our best to solve the problem.

Please call us on Extn: 2948, or write to the Deputy Director of Estate Management (Maintenance) or email mvinter@essex.ac.uk.

Your complaint will be acknowledged by return and you will receive a response within 10 working days.

If there is a disagreement between you and us, which cannot be resolved, you can take the matter to Simon Neale, Director of Estate Management.

Part 2 – Service Specification

2.1 Our Mission

The Estate Management Section is committed to the provision of a cost effective, quality service to provide the physical support necessary for the University to pursue its primary aim of achieving the highest quality, judged by International standards, in its teaching, research and scholarship.

To achieve this we will

- Monitor, control and co-ordinate maintenance, cleaning, portering, security and postal activities in accordance with the Strategic Estate Management Plan
- Provide services which maintain, improve and enhance the working environment of Departments, Sections and services by:-
 - ❖ Repairing and maintaining the University's estate in compliance with the relevant legislation and Maintenance Policy Documents
 - ❖ Cleaning academic buildings
 - ❖ Ensuring compliance with all relevant matters relating to Health and Safety legislation
 - ❖ Carrying out effective Energy Management
 - ❖ Providing a portering, stores delivery and postal advisory/collection/delivery service
 - ❖ provide a continuous security presence throughout the year maintaining a safe and orderly environment and responding to, and dealing with any security incident
 - ❖ Maintaining effective management information databases
 - ❖ Responding to guidance on constraints imposed by external agencies such as the Health and Safety Executive and Local Authorities
 - ❖ Monitoring performance on a monthly and annual basis

To fulfill this we will:

- Ensure that a Professional Officer is available during normal working hours to respond to urgent maintenance matters
- Deliver an out of hours **EMERGENCY** breakdown and cleaning service
- Communicate clearly

- Respond to demands on service and maintenance matters in a professional manner
- Provide a service from appropriately qualified people within agreed timescales according to the service level statement above and with minimum possible disruption
- Actively involve those affected by our activities in the planning and progress of projects

Part 2 – Service Specification

2.2 Maintenance Definitions

2.2.1 Annual Planned Servicing and Maintenance

Aim: *To maintain the safety and cost effective operation of buildings, plant and equipment*

We will:

- Ensure that appropriate maintenance contracts are procured in accordance with the University's Financial Regulations
- Keep under review all existing guidance and respond to new legislation to ensure that the University's obligations are met
- When requested by Departments, advise on maintenance requirements and initiate maintenance contracts if necessary

We ask you to:

- Immediately report any defects or hazards that could affect the health and safety of the University's staff and students

2.2.2 Non-annual major replacement programmes (Long Term Maintenance)

Aim: *To implement a long term maintenance programme that endeavors to ensure that the University of Essex remains in good condition as defined by the RICS to Category B (only minor defects)*

We will:

- Prepare and keep up to date a condition survey and 20 year maintenance plan to inform a long-term maintenance programme, which will be in concert with the strategic needs of the organization
- Publicise the programme widely
- Consult with key users such as the Director of Residential Services, the Catering Services Manager and the Director of Sport on the contents of the programme and the extent of any projects that effect them

We ask you to:

- Bring to the attention of the Facilities Group via the Deputy Director of Estate Management (Maintenance) any items of building service or fabric you feel will need replacing within the next 10 years
- Ensure that Departmental equipment is made safe before any work is started

2.2.3 Reactive Maintenance

Aim: *To carry out day to day repairs and maintenance with minimum disruption to the University's activities within agreed priorities and time scales*

We will:

- Provide a Help Desk point at which faults can be reported.
- Respond to telephone, written and electronic requests.
- Inform the client of any foreseeable disruption that may arise during work.
- Inform clients immediately of any delays to the work in hand and the reasons for that delay.
- Agree the access to the area concerned and explain any constraints that may be imposed whilst the task is being undertaken.
- Provide appropriately skilled Craftspersons to carry out the task.
- **Carry out quality audits of completed work.**
- **Seek to achieve 80% of the response times for requests for maintenance work.**

We ask you to:

- Report any defects and items for repair using Estate Management Help Desk on Extn: 2959 between the hours of 08.00 am to 17.00 Monday to Thursday, 08.00 to 16.45 on Friday or to the Information Centre on Extn: 2125 for out of hours emergencies, or any of the alternatives described in Section 1.2.
- Be vigilant and report defects as soon as possible with as much supporting information as possible.
- Co-operate with the craftsperson where unavoidable disruption may occur as a result of a particular repair.
- Ensure a safe working environment for Estate Management Section Staff.
- Take an active role in any quality audits.
- Make comments on the service received on the Craftsperson's docket, the randomly delivered questionnaire or via the Estate Management Section's home page.
- Submit complaints/compliments to the Deputy Director of Estate Management (Maintenance).

Submit requests for work of a “non-maintenance” nature to the Estate Management Helpdesk (Room 6.003) by any of the routes described in section 1.2.

- Complete Permit to Work documentation and carry out risk assessments within your area of responsibility prior to requesting any work to be carried out, if there is a risk to the craftsperson.
- Ensure any equipment used will “fail” in a safe manner due to loss of power or other service.

Part 2 – Service Specification

2.3 Functions within the Facilities Group

2.3.1 Building Maintenance

Aim: *To ensure that the University of Essex complies with all relevant statutory legislation associated with the building fabric and to maintain a windproof and watertight shell with all internal finishes in a well-maintained and attractive condition*

We will:

- Carry out periodic inspections and repairs to all fire doors and means of escape.
- Regularly clean rainwater systems.
- Ensure that roof coverings and mastic sealants are kept in good condition to ensure watertight buildings.
- Keep the suited locking system and all ironmongery in good repair to ensure the buildings security.
- Maintain the decoration of public and circulation areas in good order.
- Maintain the University's signage.

We ask you to:

- Report any building faults immediately.

2.3.2 Electrical Services

Aim: *To ensure that the University of Essex complies with all relevant statutory legislation associated with electrical services to maintain a safe working environment*

We will:

- Test all building electrical installations on a programmed basis and maintain appropriate records.
- Keep records of the testing of portable electrical appliances in accordance with the University's current testing procedures.
- Ensure that artificial lighting and local electrical power are working efficiently and effectively.
- Ensure that the high voltage electrical mains are configured in such a way to enable the quick restoration of electrical supplies in the case of a fault and that they are properly maintained.

We ask you to:

- Report any electrical faults immediately.
- Cease using electrical equipment immediately on suspicion of a fault.
- Use electrical services safely and seek guidance if in doubt.
- Refrain from undertaking temporary repairs to electrical equipment.
- Use electricity responsibly to minimize consumption.

Part 2 – Service Specification

2.3.3 Grounds Maintenance

Aim: *To provide an attractive, clean and interesting setting and provide a sound conservation minded attitude to the campus flora and fauna for the University of Essex. With maintenance carried out to an agreed specification appropriate to the listed status of the Wivenhoe and Loughton campuses.*

We will:

- Keep all roads, car park areas, perimeters of buildings and paved areas free from weeds.
- Maintain grassed areas to strike a balance between lawn and meadow. The aim is to be sympathetic to the flora and fauna on campus and to support these by letting the grass grow where this is ecologically sound. In order to do this grassed areas will be maintained in four ways:-
 - 1) Sports Fields
 - 2) Long grass areas
 - 3) Short grass areas
 - 4) Hay meadow and marsh land
- Maintain the sports fields by applying fertilizer, weed killer, spiking and scarifying and regular marking out of all football, rugby, cricket and hockey pitches and the tennis courts. Goal posts are to be checked weekly to meet safety standards and the synthetic surface is to be maintained in accordance with the installers recommendations.
- Provide and maintain plants for hanging baskets, half baskets and tubs that are changed in the Spring and Autumn.
- Plant out flower beds with bedding plants in the Spring and Winter Pansies in the Autumn.
- Remove litter from grounds on a daily basis.
- Control fauna and fish stocks to prevent over population.
- Carry out gritting and snow clearance in accordance with the policy.
- Provide and maintain the Frisbee Golf course, the Orienteering course and the cross country routes.

We ask you to:

- Report any dangerous or unsatisfactory hard or soft landscaping problems immediately.
- Refrain from creating litter.

Part 2 – Service Specification

2.3.4 Mechanical Services

Aim: *To ensure that the University complies with all statutory legislation in respect of mechanical services in order to maintain a safe working environment*

We will:

- Ensure centrally operated heating and cooling plant is working efficiently.
- Ensure there is adequate hot water distribution.
- Ensure that there are adequate mains and tank water distribution.
- Ensure there is a safe gas supply.
- Ensure that centrally controlled mechanical equipment is operated safely and maintained regularly.

We ask you to:

- Report all defects immediately.
- Use mechanical services safely and seek guidance if in doubt.
- Cease use immediately on suspicion of a fault.
- Use heating and hot water responsibly to minimise consumption.

2.3.5 Help Desk

Aim: *To ensure that requests for reactive maintenance are progressed in accordance with this service level statement*

We will:

- Ensure that there is someone available to deal with problems between 08.00 and 17.00 Monday to Thursday and 08.00 and 16.45 on Fridays when the University is open.

We ask you to:

- Describe the problem and its location clearly and accurately.
- Wherever possible, log work requests directly onto Planet FM.
- Deal with our staff in a courteous and pleasant manner.

2.3.6 Cleaning Service

Aim: *To provide an efficient Cleaning Service, ensuring high standards of cleaning are maintained throughout the year, and are progressed in accordance with this service level statement*

We will:

- Provide a cleaning service to all internal areas as per our specifications and frequencies guide.
- Provide a cleaning service to all hard landscaping, pathways and car parks as per our specifications and frequencies guide.
- Ensure all staff are fully trained to use machinery, equipment and products.
- Provide a reduced cleaning service at weekends
- Provide an annual high level clean to areas outside the normal cleaning specifications.
- Review/Appraise cleaning staff annually
- Hold team meetings with cleaning staff every 3 months to discuss staff ideas/concerns/comments
- Constantly review the cleaning specifications and complete regular quality checks of the cleaning standards to ensure that the service provided meets the needs of the university (financially and operationally)
- Supply a window cleaning service as per our specifications and frequencies guide
- Remove refuse and recycling from internal areas on a daily basis (Monday to Friday)
- Remove refuse and recycling from external areas on a daily basis
- Fully comply with all Health and Safety at work legislation and good practice

We ask you to:

- Inform the Cleaning Services Manager of any cleaning issues, complaints or suggestions.
- Ensure that cleaning staff are allowed reasonable access to all areas requiring cleaning.
- Deal with our staff in a courteous and pleasant manner.

- Inform the Cleaning Services Manager of any changes which may impact on the cleaning in your area
- If you change lock cores, order and issue us with a new key which can be assigned to the cleaner
- Ensure that areas and working surfaces are generally left uncluttered to facilitate cleaning
- Refrain from placing sharp or dangerous objects within waste/recycling receptacles
- Give reasonable notice of any additional cleaning requirements, this may incur a cost
- Supply the necessary costing information to allow any internal transfer of funds

2.3.7 Postal Service

Aim: *To provide an efficient postal service to the Academic Estate*

We will:

- Process all Departmental/Section mail which is categorised correctly on a daily basis
- Charge the Departmental/Section accurately each month by ensuring all mail is coded correctly
- Review/appraise postal staff annually
- Hold team meetings with the post room staff every three months to discuss staff ideas/concerns/comments
- Recruit replacement staff with minimal delays
- Fully comply with all Health and Safety at work legislation and good practice
- Advise/inform the Department/Section of any changes to the postal operation, giving them adequate notice
- Ensure we have a contingency plan should certain post room equipment fail

We expect you to:

- Ensure all mail to be processed is placed in the collection mail bag
- Ensure all mail is bundled into the following categories, with the relevant charge code slip attached -
 - UK mail – red pouch
 - Internal mail – red pouch
 - Rest of the World mail – blue pouch
- Full details of countries in each of the above categories can be found on the post room website, which is included within the Estate Management website
- Ensure you back stamp all external mail with the Department/Section details – this should be centrally located on the top, rear of the envelope
- Inform the Post Room Supervisor of any issues, complaints or suggestions
- Inform both the Post Room Supervisor and the Cleaning Services Manager of any changes in delivery or collection areas

- Supply details to the Post Room Supervisor of any changes to postal charge codes
- Contact the Post Room Supervisor in advance if you have any large mailings to be processed so additional staff can be arranged

Any mail which is not back stamped or categorized correctly will not be processed and will be returned to the Department/Section the next day

2.3.8 Security Service

Aim: To provide a continuous security presence throughout the year maintaining a safe and orderly environment and responding to, and dealing with any security incident.

We will:

- Be professional, polite, smart and endeavour whenever possible to be helpful.
- Man the Information Centre throughout the year providing:-
 - ❖ A reception and information point for staff, students and visitors.
 - ❖ A monitoring station for CCTV and access control.
 - ❖ A monitoring point for all types of alarm (e.g. fire, lift, access, security)
 - ❖ **A radio control point from where security patrol officers can be dispatched to any incident.**
- Carry out regular patrols of the campus and its car parks.
- Provide a fully trained emergency first aid presence.
- Act as a direct liaison point with the Police, Fire Brigade and other emergency services acting as a central point of contact for emergency situations.
- Man receptions and issue keys as agreed.
- Ensure security staff are trained in the use of portable fire equipment.
- Provide an emergency roof rescue team when trained officers are on duty.
- Implement appropriate action on receipt of an alarm. In the case of Fire Alarms this will mean attending at the scene of an alarm and carrying out an assessment of the incident and judge whether or not the Fire brigade should be called and the Evacuation sounder initiated
- Investigate and report any breach of University discipline regulations.

Security Administration Tasks:

- Record and analyse campus crime and other incidents.
- Promote crime prevention campaigns and provide crime prevention and personal safety advice.
- Liaise with the Police and other institutions to identify crime trends or active criminals.

- Liaise with the Institute Safety Officer on all relevant issues.

We expect you to:

- Comply with institute regulations regarding car parking, access to buildings and other areas controlled by security staff.
- Remember that security staff are required to enforce these regulations and exercise patience and tolerance when facing situations with which you disagree.
- Be vigilant and inform the security staff on extension 2125 of any suspicious persons or incident.
- Help us by ensuring that doors are kept locked when rooms are unattended.
- Take care of yours and institute property. Locking it away where possible.
- Use the crime prevention and person safety advice on the Security web pages. We want you and your property to be safe.
- Report all incidents of crime to the Information Centre.

RESPONSE TIMES

We will respond immediately to all incidents but endeavour to meet the following response times once we are aware of them.

Intruder alarms	within 4 minutes
Lift alarms	Attendance within 4 minutes
Fire alarms	within 4 minutes
Panic buttons	within 4 minutes
Urgent requests for assistance	within 4 minutes
Intruders	within 4 minutes
Any incident involving personal safety or potential danger	within 4 minutes
Request for first aid or assistance	within 4 minutes
All other incidents	within 30 minutes

2.3.9 Porter Service

Aim: *To provide an efficient Porter Service to the Academic Estate*

We will:

- Provide two postal deliveries and collections per day (Monday to Friday) from/to the post room
- Provide a daily delivery service from Central Stores
- Provide a daily delivery service from the Print Centre
- Provide additional portering for office/room moves, or to move furniture/equipment. This work must be agreed with the Assistant Cleaning Services Manager, who will then book the work into our schedule. One porter's work for up to an hour will be supplied free of charge. We will require a relevant charge code for any work which exceeds one hour or any work which takes place outside normal hours (9am to 4pm)
- Accept responsibility for the safe delivery of materials and post once they have been received within the University, or until they leave the University
- Ensure that deliveries and collections are undertaken by porter's wearing the appropriate uniform
- Review/appraise portering staff annually
- Hold team meetings with the porter's every three months to discuss staff ideas/concerns/comments
- Recruit replacement staff with minimal delays
- Fully comply with all Health and Safety at work legislation and good practice

We ask you to:

- Inform the Cleaning Services Manager of any issues, complaints or suggestions
- Ensure that porter's are allowed reasonable access to deliver materials and post
- Inform the Cleaning Services Manager of any changes which may impact on the Porter Service
- Accept responsibility for materials and post upon delivery, and ensure that authorized personnel are available to accept delivery
- Give us adequate notice to arrange your work and ensure staff are available
- Supply the necessary charge code to allow any internal transfer of funds

Part 3 – Service Monitoring and Review

3.1

Aim: *To monitor and review the service provided to maintain quality and improve efficiency*

We will:

- Continually review the service provided by examining current practices, exploring alternatives for improvement and establishing effective programmes for implementation.
- Monitor appropriate legislation to ensure the University's compliance.
- Review performance at the end of each Academic year with the review taking account of performance during the previous year. By comparing response times with those listed in the Service Level Statement, by examining the results of the review, by checking the delivery of the Long Term Maintenance programme and by discussing the complaints log with the EMS management team.
- Make comparisons through data accumulation between years and between old methods and improvements to services.
- Take into account resource constraints to avoid developing a costly means of assessing performance which may not add value to the University.
- Assess performance in the light of year on year changes to the University estate and the agreed budgets.
- Undertake service monitoring by:
 - ❖ Identifying service standards
 - ❖ Investigating work that has been outstanding for more than 1 week for Priority 1 items and 4 weeks for everything else
 - ❖ Comparing the Estate Management Statistics for Essex with those of 8 similar Universities
 - ❖ Measuring volume
 - ❖ Checking a minimum of 10% of all work carried out for quality
 - ❖ Investigating all complaints and suggestions and replying to the originators

