



University of Essex

The Estate Management Section

# **SERVICE LEVEL STATEMENT**

**For the Maintenance of Sports Facilities by  
The Estate Management Section**

February 2006

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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 accommodation.

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

- Portable appliance testing
- Boiler maintenance
- Statutory testing
- Emergency lighting
- Water system management to prevent Legionella
- Up keep of outdoor sports surface
- Window cleaning
- Pest control

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

- Re-roofing
- Replacement of lifts
- Refurbishment of synthetic sports surfaces

#### **Reactive Maintenance such as:-**

- Responding to any requests for repairs to the built environment and grounds including heating, plumbing, electrical, 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 the University's intranet, using the form on <http://www.essex.ac.uk/planetfm>
- By email: The group has an email address [faults@essex.ac.uk](mailto: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, 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 building, electrical or mechanical problems  
Extn: 2300 for cleaning, grounds or portering problems  
The offices are staffed between the hours of 08.00 and 17.00 Monday to Thursday and 8.00 to 16.45 on Friday when the University is open (Normal working hours). At other times if the problem is urgent ring the Information Centre on Extn: 2125. This will initiate the out of hours emergency procedure
- In writing – either on an EP015 form or, by memorandum 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**

#### **IMMEDIATE RESPONSE**

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

### **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 attend the problem in the time stated. We are currently aiming for an 80% success rate. This will be reviewed annually.

#### **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

## **Part 1 – Introduction**

### **1.5 Out of hour's service**

#### **1.5.1 Building and Engineering Emergencies**

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 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 done.

The Duty Engineer is available to deal with **EMERGENCIES** only. We do not attempt to define an emergency but expect the University community to use this facility responsibly.

The decision on whether to call in the Duty Engineer rests with the person in charge of the Patrol Officers at the time of the request.

#### **1.5.2 Cleaning Emergencies**

The Cleaning Section operates an on-call system outside normal working hours to deal with emergencies, delivered by **The Emergency Team**.

In the event of an emergency you should contact the Information Centre on ext 2125, the Patrol Officer on duty will have up to date information on duty staff.

The final decision on whether to contact The Emergency Team rests with the person in charge of the Patrol Officers at the time of the request. It is impossible to accurately define which situations are deemed an emergency, but this could be cleaning up after floods or drain blockages, cleaning up blood or bodily fluids, or dealing with fire damage etc.

All members of The Emergency Team are required to report to site within 1 hour of receiving a request.

## **Part 1 – Introduction**

### **1.7 What to do if we fail to attain the service level.**

We aim to provide a first class service; however, there may be times when you believe that we have not done so. If this is the case, we would rather be told about it so that we can address the failing.

Please call us on Extn: 2948, or write to the Deputy Director of Estate Management (Maintenance) or email [mvinter@essex.ac.uk](mailto: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 and postal services 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 post service
  - ❖ 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 weekly and annual basis

#### **To fulfil 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 and provide feedback on a regular basis as appropriate.
- Respond to demands on maintenance matters in a professional manner
- Provide a service from appropriately qualified people within agreed timescales in accordance with the service level statement 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 or result in the deterioration of the building fabric

#### **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 line with the strategic needs of the organization
- Publicise the programme widely
- Consult with Director of Sport on the contents of the programme and the extent of any projects that effect sports activities
- Advise the Director of Sport of the programme as subsequently approved by Budget Sub Committee.

**We ask you to:**

- Bring to the attention of the Facilities Group via the Deputy Director of Estate Management (Facilities) any items of building service or fabric you believe 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 Works Enquiries 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 Craftsperson's 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
- Report to the Operations Manager in the first instance, or the Sports Supervisor on duty, before commencing work.

**We ask you to:**

- Report any defects and items for repair using Estate Management Works Enquiries 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 accurately 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 via the Estate Management Section's home page or on the appropriate questionnaire
- Submit complaints/compliments to the Deputy Director of Estate Management (Facilities)

- 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 with where appropriate, a method statement 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 Cleaning Services

**Aim:** *To provide an efficient Cleaning Service to the Sports Centre, Sports Pavilion and the Water Sports Centre to ensure high standards of cleaning are maintained throughout the year*

**We will:**

- Provide a daily clean (Monday to Friday) to all internal areas as detailed in our specification
- Provide a twice weekly clean to all pathways and car parks
- Ensure all staff are fully trained to use machinery, equipment and products
- Ensure staff are aware of high priority areas when covering other team members annual leave/sickness (as agreed by the Cleaning Services Manager and the Director of Sport)
- Plan annual leave so that a minimum of three staff are scheduled to be on duty at the requisite times
- Provide reduced cleaning cover at weekends (Saturday and Sunday), specification agreed by the Cleaning Services Manager and the Director of Sport
- Provide an annual high level clean, only to areas outside the normal cleaning specification
- Deep clean carpets at least annually if made accessible and agreed by the Cleaning Services Manager and the Director of Sport
- Review/Appraise cleaning staff annually
- Hold team meetings with cleaning staff at least every three months to discuss staff ideas/concerns/comments
- Regularly review the cleaning specification and complete quality checks of cleaning standards every six months, to ensure that the services provided meet the needs of the Sports Centre
- Supply a window cleaning service, frequency of visits agreed by Cleaning Services Manager and the Director of Sport
- Remove rubbish on a daily basis (Monday to Friday)
- Recruit replacement staff with minimal delays
- Fully comply with all Health and Safety at work legislation and good practice
- The Cleaning Services Manager will meet with the Operations Manager at 3 monthly intervals to review performance.

**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
- Inform the Cleaning Services Manager of any changes which may impact on the cleaning service
- Ensure that areas and working surfaces are generally left uncluttered to facilitate cleaning
- Refrain from placing sharp or dangerous objects within waste left for removal
- Give reasonable notice of any additional cleaning requirements, this may incur a cost

Supply cost codes for any work that is additional to this Service Level Statement

### 2.3.3 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
- Provide new electrical equipment for PAT testing prior to commencing use
- Use electricity responsibly to minimize consumption
- Permit access at a suitable time and for sufficient time for legislative testing i.e. electrical periodic testing and PAT testing
- Provide a current inventory when required for PAT testing



## **Part 2 – Service Specification**

### **2.3.4 Grounds Maintenance**

**Aim:** *To provide well maintained sporting facilities, to county standards, on the sports fields, synthetic sports surface, tennis courts and Sydney Street boatyard*

**We will:**

- Maintain and strive to improve playing surfaces, to provide high standards of recreational facilities for students, sporting groups and clubs, individuals and other users upholding the appropriate standards for all the playing surfaces and surrounding areas according to the relevant discipline
- Liaise weekly with the Director of Sports to ensure good communications is upheld at all times
- Maintain the sports fields comprising of 2 cricket squares, 4 practice wickets, 7 football pitches, 2 rugby pitches plus grid area etc, the synthetic surface, 3 tennis courts and 2 netball courts
- Mow the grass sward to the various playing areas to the correct height to conform to the laws of the game
- Mark pitches to conform to the laws of the game
- Maintain cricket wickets to the highest standards possible within the resource available
- Check football posts, tennis court nets, rugby posts and cricket nets weekly to meet safety standards. The synthetic surface will be maintained in accordance to the manufacturers guidelines / recommendations
- Establish an agreed schedule of work for the maintenance of the tennis courts
- Litter pick regularly
- Ensure all staff are fully trained to use machinery and equipment
- Fully comply with all health and safety at work legislations and good practices
- Maintain the Frisbee golf course, the orienteering course and the cross country routes
- Maintain a clean and tidy boatyard at Brightlingsea, removing rubbish, cutting grass and weed killing

- Provide the following services on relevant match days

Pavilion Changing Rooms – mark up space for home and opposition teams

Football – goals will be positioned and corner flags installed

Rugby – post protectors will be erected and corner flags installed

Cricket – wickets to be scarified, grass mowed, rolled and marked out and boundary lines marked out

- Locate portable floodlight system after checking diesel and oil levels when agreed by the Grounds Manager and Director of Sport
- Be vigilant regarding unauthorized use of the playing fields and advise the Operations Manager of detected abuse.

**We ask you to:**

- Inform the Grounds Manager of any grounds issues, complaints or suggestions
- Give reasonable notice of any new fixtures which are not on the weekly booking sheets
- Endeavour to ensure that football goals are locked up after matches, and corner flags and rugby post protectors are returned to the store room
- Discourage competitors and spectators from allowing their dogs to foul on the playing field and campus
- Use litter bins for rubbish
- Report all spillages or broken glass promptly to the Grounds Section
- Encourage users to act in a responsible manner and treat their environment with respect
- Respect any equipment and use it in the correct way
- Supply cost codes for any work that is additional to this Service Level Statement
- Provide a weekly list for the allocation of Sports Pavilion changing rooms

## **Part 2 – Service Specification**

### **2.3.5 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
- Provide information and instruction as to how systems should operate where these are controllable by the user
- Ensure that there is 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
- Assist with allocation of time for legislative testing

### **2.3.6 Works Enquiries**

**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
- Wherever possible, log work requests directly onto Planet FM
- Deal with our staff in a courteous and pleasant manner

**2.3.7 Sports Centre – Portering Service**

**Aim:** *To provide an efficient Portering Service to the Sports Centre*

**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 Portering 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

### **2.3.8 Sports Centre – Post Room Services**

**Aim:** *To provide an efficient postal service to the Sports Centre*

**We will:**

- Process all Sports Centre mail which is categorised correctly on a daily basis
- Charge the Sports Centre 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 Sports Centre 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
  - UK 1<sup>st</sup> Class
  - UK 2<sup>nd</sup> Class
  - Europe
  - Rest of the World
- 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 Sports Centre's 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 Sports Centre the next day**

## 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 and report findings to the Director of Sport where appropriate.
- 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 checking the delivery of the Long Term Maintenance programme and by an annual inspection with the Director of Sport
- 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 University's
  - ❖ Measuring volume
  - ❖ Checking a minimum of 10% of all work carried out for quality
  - ❖ Investigating all complaints and suggestions and replying to the originators