



## Estate Office

### Helpdesk Priority Levels

29/02/2012

Contact the Helpdesk on 16666 or email [estates-helpdesk@nottingham.ac.uk](mailto:estates-helpdesk@nottingham.ac.uk).

Please find herewith our service level standard for maintenance work...

Priority	Response time
Priority 1: Emergency	Immediate < 1 hour
Priority 2: Urgent	24 Hours
Priority 3: Standard	7 days
Priority 4: Agreed Date	An agreed future date > 7 days

### Priority 1: Description

We will direct a resource to the problem immediately and will ensure that the problem is returned to a safe or usable state within 1 hour. 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:

A Priority 1 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.
- Security incident (theft, burglary, or problem affecting personal security and safety).
- Any incident that stops teaching or a research project.

## Priority 2: Description

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 return 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 local 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 and returning to reglaze 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).
- Campus Barriers knocked off / none functional.

## Priority 3: Description

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

### Typical Priority 3 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
- 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.

- 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.

## Priority 4: Description

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 4 work:

- Furniture - jobs connected with repair or purchasing furniture.
- Replacement of nameplates for room occupants.
- 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 and regularly audit ourselves to ensure that these are met.

## Definition of Response

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 4: Agreed Dare) and arranged with the originator of the request.

**Please take note:** any request for a quotation will be addressed within 7 days of receiving the request. The Surveyor or Engineer that is assigned to the task will agree a period to obtain the quotation and a date when the work can be done.

## Key Performance Indicators (KPI's)

We monitor the effectiveness of our maintenance jobs on the basis that we initially attend to priority 1 jobs 100% of the time and priority 2, 3 and 4 jobs 85%+ of the time.