



LIVERPOOL
HOPE
UNIVERSITY
1844

Estates Department Maintenance Service Level Agreement

September 2025

Responsibility for Policy: John Begley
Approved by: James Ellison
Frequency of Review: Annually
Next Review date: September 2025

www.hope.ac.uk

Estates Department – Maintenance Service Level Agreement

Overview

To carry out building and engineering services, planned and responsive maintenance with limited disruption to the University and within agreed priorities and timescales.

To ensure statutory compliance checks and inspections are carried out and certification is current. To keep records of all maintained assets and undertake regular inspections to monitor condition.

Staff will be courteous, friendly and helpful at all times.

Service Provision

The Estates Maintenance team will;

- Undertake responsive, routine, planned and statutory maintenance and inspections to buildings and building services.
- Provide maintenance cover from 8:30 – 16:30 Monday to Friday
- Provide emergency callout cover around the clock 365 days per year.
- Liaise with premises occupants prior to undertaking any disruptive works.
- Monitor the quality of work and take corrective action when necessary.
- Provide a safe, professional and friendly service.

Reporting a Maintenance Request

You can log a maintenance request online here; <https://estates.hope.ac.uk/EstatesHelpDeskLive/users/login.asp>

Or visit www.hope.ac.uk/estates and use the link 'Click Here to Log a Job with Estates'

Logging a maintenance request with the Estates Helpdesk online will provide the fastest response to your request. Each request has a unique job reference number which you can also use to track the status of your request and to provide feedback on our service.

Alternatively, during normal working hours (09.00 – 17.00 Monday to Friday) the Estates Helpdesk and Accommodation Office can be contacted on the numbers below:

- Estates Helpdesk – 0151 291 3185 or email estates@hope.ac.uk
- Accommodation Office – 0151 291 3434 or email accommodation@hope.ac.uk

When reporting a maintenance request please provide:

- contact name, telephone number and/or an email address
- accurate and concise information about the nature of the request and the precise location.

Please be advised that repairs reported online permits our Maintenance Team and contractors to enter your room/flat to rectify any faults. In the event of an emergency repair i.e. fire risk, leak, flood, electrical fault etc. access to your residence may be gained without advance notice.

Response Times

We aim to meet the identified target responses given below and to complete subsequent work following an initial response as quickly as possible. Our response times to maintenance requests are as follows:

Priority	Nature of Fault	Response Time
Priority 1 - Emergency These faults will be treated as emergencies and will be dealt with as soon as possible. Emergency repairs may be carried out to isolate hazards or to reduce the likelihood of damage either to the fabric of the building or to student or University property.	General electrical fault, or loss of mains electrical supply.	Inside Normal Working Hours. Analysis of fault and either full or temporary repair or isolation of the fault within one hour of fault being reported. Outside Normal Working Hours. Response by on- call maintenance staff within one hour of fault being reported to the Security Lodge. Then analysis of the fault and either full or temporary repair or isolation of within one hour.
	Failure of domestic hot or cold-water supply or loss of heating.	
	Leaks from domestic hot water supply not contained within basin, bath or shower.	
	Reports of a smell of gas or suspected gas leak.	
	Breakages or faults to doors or windows that leave student accommodation or other University buildings insecure or otherwise at risk.	
	Faults to fire alarms or emergency lighting systems.	

Priority 2 - Urgent Respond within the same working day/24 hours during normal working hours 8:30 - 4:30pm Monday to Friday.	Reduction in performance of heating or domestic hot or cold-water supply not amounting to loss of service.	Inside Normal Working Hours. Within the same working day/24 hours. Outside Normal Working Hours. Analysis of fault and either full or temporary repair or isolation of the fault during the working day after the fault being reported to the Security Lodge.
	Leaks contained within basins, baths or showers.	
	Loss of mains electricity to a single room.	
	Replacement of lamps to light fittings which provide the main source of light within a room.	
	Blocked, toilets, sink or showers.	
Priority 3 - Routine	And any other fault not listed within categories Priority 1 & 2.	Fault reported to Estates Helpdesk. Fault will be investigated and either a full or temporary repair will be undertaken, or feedback will be provided to the End User within 15 working days.

Security Lodge Phone Numbers

Please remember that you can contact your security lodge on the numbers below at night if you need to report a maintenance request within University managed accommodation.

Hope Park Security Lodge: **0151 291 3520**

Creative Campus Security Lodge: **0151 291 3939**

Aigburth Park Security Lodge: **0151 291 3095**

Emergency Phone Numbers

In an emergency please contact your lodge on the numbers below: They are staffed 24 hours a day.

Hope Park Emergency no. – **0151 291 3800**

Creative Campus Emergency no. – **0151 292 3700**

Aigburth Park Emergency no. – **0151 291 3095**



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Estates Office

Hope Park, Liverpool, L16 9JD
T: 0151 291 3185 | E: estates@hope.ac.uk