



SMS/7

Liverpool Hope University 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 from the Estates Department:

- Undertake responsive, routine, planned and statutory maintenance and inspections to buildings and building services.
- Provide maintenance cover from 8:30 – 16:30 Monday to Thursday and 8:30 – 16.00 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.

For staff, and the responsibility of students residing in Hope accommodation:

- Reporting Faults:
 - In the first instance please use our online reporting system, which can be accessed by visiting www.hope.ac.uk/estates, and using the link for 'online work requests' Online work requests are forwarded directly to the maintenance team, electronically.
- Reporting Faults: during normal working hours (09.00 – 17.00 Monday to Friday)
 - Please contact either the Estates Helpdesk or Accommodation office;
 - Estates Helpdesk – 0151 291 3185 / email estates@hope.ac.uk
 - Accommodation Office – 0151 291 3434 / email accommodation@hope.ac.uk
- Reporting Faults: outside normal working hours
 - Hope Park – please call the Security Lodge on 0151 291 3520
 - Creative Campus – please call the Security Lodge on 0151 291 3939
 - Aigburth – please call the Security Lodge on 0151 727 7262
- When reporting faults:
 - provide a contact name, telephone number and/or an email address
 - provide accurate and concise information about the nature of the defect, and the precise location of the defect.
- Allow access at any reasonable time to carry out work
- Reciprocate the same courtesies as extended by the Estates Staff
- **In the event of an emergency call the Security Lodge:**
 - Hope Park Emergency Number – 0151 291 3800
 - Creative Campus Emergency Number – 0151 291 3700
 - Aigburth – 0151 727 7262 / 07736 106185

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
<p>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.</p>	<p>General electrical fault, or loss of mains electrical supply.</p> <p>Failure of domestic hot or cold water supply or loss of heating.</p> <p>Leaks from domestic hot water supply not contained within basin, bath or shower.</p> <p>Reports of a smell of gas or suspected gas leak.</p> <p>Breakages or faults to doors or windows that leave student accommodation or other University buildings insecure or otherwise at risk.</p> <p>Faults to fire alarms or emergency lighting systems.</p>	<p>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.</p> <p>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.</p>
<p>Priority 2 - Urgent Respond within the same working day/24 hours during normal working hours 8:30 - 4:30pm Monday to Thursday, 8:30 - 4pm Friday.</p>	<p>Reduction in performance of heating or domestic hot or cold water supply not amounting to loss of service.</p> <p>Leaks contained within basins, baths or showers.</p> <p>Loss of mains electricity to a single room.</p> <p>Replacement of lamps to light fittings which provide the main source of light within a room.</p> <p>Blocked toilets, sinks or showers.</p>	<p>Inside Normal Working Hours. Within the same working day/24 hours.</p> <p>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.</p>
<p>Priority 3 - Routine</p>	<p>And any other fault not listed within categories Priority 1 & 2.</p>	<p>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.</p>