

ESS Service Level Standard

Building and Engineering Defects

<p>This service covers the day to day business of repairs to building elements e.g. doors, windows, ceilings, floor coverings, decoration and plumbing, and engineering installations e.g. electrical power and lighting, heating and ventilation.</p>	<p>This service can be obtained in any one of the following ways:</p> <p>ESS Helpdesk & Admin x 87171, between 8.30 am and 5pm Monday to Friday</p>
<p>Each defect will fall into one of the groups given below. The response will depend on the classification given.</p> <p>The ESS normally works from 8.00am–5.00pm. Monday to Friday but 24 hour cover to deal with emergency repairs is provided by on-call staff.</p>	<p>E-mail to ess-helpdesk@ncl.ac.uk this will be acknowledged).</p> <p>The out of hours Emergency Service is available by notifying Security Control (ext. 86817) at all other times.</p>

Category	Performance Target	Target Rate %
<p>Emergency Serious risk to life or property e.g. fire, flood or person stuck in lift</p>	Immediate Response	100
<p>Urgent Considerable disruption to business or damage to property e.g. electrical failure in widespread area or flooding in large area</p>	Respond within 1 working day	80
<p>Normal Engineering Defects Localised disruption to building service e.g. Heating failure in isolated area</p>	Respond within 3 working days	80
<p>Normal Building Defects Localised disruption to building fabric e.g. door closer not operating</p>	Respond within 5 working day	80
<p>Low Priority Install extra socket outlets or shelving</p>	Respond within 15 working days	50
<p>Lifts and Refrigeration failures</p>	Respond next working day	75

Our Responsibilities to You

1. We will endeavour to meet the target responses given above.
2. If your defect is not going to be responded to within the time given above we will notify you by telephone of the expected response date.
3. In the event of the response being dependent on the delivery of equipment or materials we will keep you informed as to progress.
4. In the event of any complaint or query you should first contact the ESS Help Desk. The operator will try to resolve the problem to your satisfaction. If necessary a Maintenance Officer will be asked to contact you to resolve the matter.

Assistance we need from you

1. Please give a contact name and telephone number along with times when you can be reached.
2. It will be necessary for you allow access at any reasonable time to carry out the work.
3. If the work is rechargeable please indicate before work starts if there is any cost limit to which we have to work.
4. Please give a clear and concise description of the nature of the fault and be willing to answer questions aimed at providing you with an efficient service.