

ESS Service Level Standard

Issue of Car Parking Permits

<p>This service covers the issue of Newcastle University car parking permits by ESS Customer Services.</p> <p>Each application will be considered and classified into one of the groups given below. The response will depend on the classification given.</p>	<p>This service can be obtained in any one of the following ways:</p> <p>Telephone ESS Helpdesk & Admin on ext. 6627 to request an application form or download an application form from the ESS web page http://www.estates.ncl.ac.uk/services/carpark.php</p> <p>You can also call in person to ESS Helpdesk & Admin office, 1st Floor, Agriculture Building between 8.30am and 5pm Monday to Friday.</p>
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Category	Performance Target	Target Rate %
Monthly Paid Applicants – opting to pay for parking by deductions from pay. (These permits are issued before the 15 th day of each month 8.30 am to 4.45 pm due to payroll access restrictions.	3 days	95
Full payment by cash or cheque	1 day	100
Disabled permits. University Court and Council permits	1 day	95

Our responsibility to you

1. We will endeavour to meet the target responses given above.
2. If your application 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 further authorisation issues will keep you informed as to progress.
4. In the event of any complaint or query you should first contact the ess-helpdesk@ncl.ac.uk on ext. 6627 or e-mail Car-Parking@ncl.ac.uk.

The ESS Helpdesk & Admin staff will try to resolve the problem to your satisfaction.

Assistance we need from you

- 1.** You will need a valid, current University smartcard to operate the car parking barriers.
- 2.** Please complete the application form in full and provide all necessary documentation.
- 3.** Please notify any changes to permit details as soon as possible to the ESS Helpdesk & Admin.
- 4.** Please return your permit to the ESS Helpdesk & Admin, 1st Floor, Agriculture Building if you leave the University or wish to cancel your permit.