

ESTATES AND FACILITIES DEPARTMENT

SERVICE LEVEL DESCRIPTIONS

Updated 2011

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1. INTRODUCTION

This document sets out a framework for the Estates and Facilities department and the service requirements to meet the needs of the College across all areas of the campus including the Loring Sports Ground located at Sidcup in Kent.

The document is set out in a way which describes each service that is to be provided, the aim of the service, what the user of the service can expect from the provider and what the provider expects of the user.

The Estates and Facilities Department welcomes your comments regarding this document, on its layout and contents. Comments can be sent to the Head of Administration, Estates and Facilities Department, p.carter@gold.ac.uk

2. MISSION STATEMENT

To provide a professional and cost effective service to enable the College to carryout its core business allowing teaching and research activities to proceed in a safe and efficient manner and create an environment which enhances the working conditions of students, staff and visitors

To achieve this we will:

- monitor, control and co-ordinate the delivery of the strategic and operational plans.
- provide services which improve and enhance the working environment of the College
- by:
 - project management
 - ensuring compliance with all legislation as appropriate
 - effective energy & carbon management
 - monitoring performance against indicators on an annual basis
 - providing a safe, secure and clean environment
 - providing and maintain a telephone communication system

To fulfil this we will:

- communicate clearly

- respond to demands service requests in a professional manner
- seek customer feedback at regular intervals
- ensure that a member of staff is available during normal working hours to respond to urgent matters
- provide fully qualified crafts persons or contractors within agreed timescales and with the minimum of disruption
- be proactive in involving those affected by our activities in project planning and progress reports
- manage college property to achieve the best utilisation of space
- provide a curating service that promotes and maintains college owned art and artifacts collections.

PART 1 - SERVICES AND STANDARDS

3. CONTACTS

Aim - to present a customer-orientated image

3.1 All staff will :

- immediately respond to emergency calls through the use of the emergency procedures
- answer telephone enquiries politely and efficiently
- inform the General Office of whereabouts when out on site or off campus along with a relevant contact number
- take messages for staff who are out of the office and ensure that urgent calls are dealt with without delay
- regularly check individual boxes throughout the day
- greet visitors courteously
- trades staff will be easily recognisable as College staff and wear appropriate clothing for the work in hand.

3.2 General Office Staff will:

- provide an efficient help desk service
- sort incoming post as soon as it is received and ensure that it is passed to the appropriate recipient
- ensure addressees are informed immediately on receipt of a fax
- maintain information on the whereabouts of all site based staff
- upkeep systems and records to provide accurate and timely information.

4 MAINTENANCE

Repairs and maintenance, planned preventative maintenance and long-term maintenance

4.1 Repairs and Maintenance

Aim - to carry out day to day repairs and maintenance with minimum disruption to the College's core activities within agreed priorities and time scales

We will:

- provide a Help Desk to facilitate communication
- respond to telephone and written requests
- inform the client of the date and time of the commencement of the work and any possible disruption that may arise
- inform the client of any change to dates or times and reasons for change
- agree the access to the area concerned and explain any constraints that may be imposed whilst the task is being undertaken
- provide professional and experienced craft persons to carry out the task
- undertake quality audits of work carried out
- have a target of achieving 80% of the response times for requests for maintenance work, as set out in Appendix A

We expect clients to:

- report defects and items for repair to the Estates Office, email @gold.ac.uk or telephone extn 7121 between the hours of 9.00am and 5.00pm Monday to Friday. An emergency call out repair service will operate out of these hours. Emergency call outs will be available 24 hours a day, 7 days a week, 365 days a year.
- be vigilant in all areas e.g. teaching rooms and report defects in a timely manner.
- co-operate with the craft persons where inevitable disruption may occur as a result of a particular repair
- ensure a safe working environment for Estates staff
- take an active role in providing service feedback
- submit complaints/compliments (preferably in writing) to the Estates & Facilities Department using the @gold.ac.uk email address.

4.2 Electrical Services

Aim - to ensure that the College complies with all relevant statutory legislation associated with electrical services to maintain a safe working environment.

We will:

- ensure that artificial lighting and local electrical power are working efficiently and effectively
- test all building electrical installations on a programmed basis and maintain appropriate records
- keep records of testing of portable electrical appliances in accordance with the College's current testing procedures
- ensure that electrical mains and distribution boards are configured in such a way to enable the quick restoration of electrical supplies in the case of a fault and that they are properly maintained
- not to bring untested electrical equipment onto site.

We expect clients to:

- report any electrical faults immediately if during core hours or in accordance with the Estates and Facilities Department 'Emergency Out of Hours call out procedure' (Appendix C)
- cease using electrical equipment immediately on suspicion of a fault
- use electrical services safely and seek guidance if in any doubt

4.3 Mechanical Services

Aim - to ensure that the College complies with all statutory legislation in respect of mechanical services in order to maintain a safe working environment

We will:

- ensure that centrally operated heating plant is working efficiently
- ensure that there is adequate hot water distribution
- ensure that there is adequate mains and tank water distribution
- ensure that there is a safe gas supply
- ensure that centrally operated supply and extraction ventilation systems are working efficiently

- ensure that centrally operated mechanical equipment is operated safely and regularly maintained

We expect clients to:

- report all defects immediately if during core hours or in accordance with the Estates and Facilities Department 'Emergency Out of Hours' call out procedure'(Appendix C)
- use mechanical services safely and seek guidance if in any doubt
- cease using immediately on suspicion of a fault

4.4 Planned Preventative Maintenance

Aim - to maintain the safety and efficient operation of buildings, plant and equipment

We will:

- ensure that appropriate maintenance contracts are procured
- keep under review all existing guidance and respond to new legislation to ensure that the College's obligations are met
- at the request of Departments, provide advice of possible maintenance requirements of equipment and initiate maintenance contracts if required

We expect clients to:

- immediately report any defects or hazards that could affect the health and safety College's staff, students, external contractors and visitors

4.5 Long-term Maintenance

Aim - to implement a long-term maintenance programme with the aim that the College estate is generally upgraded to a good condition - category B as defined by RICS i.e. only minor defects

We will:

- commission a condition survey on a ten year cycle of all buildings which will inform and assist with the development of a long-term maintenance programme which will serve the strategic needs of the organisation
- periodically validate the programme

We expect clients to:

- bring to the Estates and Facilities Department's attention any items of service or fabric of a maintenance nature that is felt needs replacing.

4.6 Grounds and Gardens

Aim - to create a safe and pleasant environment by ensuring that the grounds and gardens the New Cross campus and Loring Sports Ground in Sidcup, Kent are maintained to a high standard.

We will:

- maintain the ground and gardens, access routes, pathways and ensure that roads are kept clear of leaves and other debris

We expect clients to:

- immediately report any defects or hazards that could affect the health and safety of College's staff, students, external contractors and visitors

5 ENERGY & ENVIRONMENTAL MANAGEMENT

5.1 Buildings and Grounds

Aim - to be committed to and contribute to the conservation and protection of the environment and achieve the actions identified within the Environmental and Sustainability Policy (and sub-policies) and will improve our own environmental practices.

We will:

- promote awareness of environmental activities amongst staff and students
- work in accordance with targets to reduce the College's carbon dioxide emissions by 50% by 2020
- introduce sustainable construction principles to all new build, refurbishments and extensions for both campus building and halls of residence
- ensure that all building work undertaken has the concepts of environmental responsibility and sustainability as central issues within the works brief
- implement a wide range of building energy management measures including, but not limited to: automated metering; replacement boiler programme; increased insulation; and the replacement of light fittings to energy light fittings campus wide.

We expect clients to:

- to actively contribute to and promote the concept of sustainable development and improved environmental conditions by taking individual accountability of own impact on the environment in and around the college.

5.2 Energy & Carbon Management

Aim - to be committed to responsible energy and water management. To endorse the principle that energy and water conservation is of paramount importance in terms of reducing costs and protecting the global environment. To provide a working environment in compliance with regulations and the College's Energy and Environmental policies.

We will:

- improve and maintain, at the highest level possible, the energy and water efficiency of the buildings and engineering services
- conserve energy by progressively improving heating and lighting systems
- conserve water by gradually installing water saving devices
- provide advice and guidance on matters relating to energy and water consumption

We expect clients to:

- ensure energy and water consuming equipment is run in an efficient manner within your department
- consult with the Estates and Facilities Department prior to purchasing energy and water consuming equipment
- accept ownership of energy and water consumption within your department
- switch off equipment when not being used
- report energy and water use wastage promptly to the Estates Department.

6 BUILDING PROJECTS

Building Improvements

Aim - to carry out all approved minor improvements and capital projects in a timely and efficient manner

We will:

- provide budget estimation of works for departments within a timely manner of receiving the final brief
- obtain quotes or tenders for the work required
- confirm the cost of the job and the programme with the client before work commences.

We expect clients to:

- communicate with the Head of Capital Projects named in Appendix B
- plan in advance and work in-conjunction the Estates and Facilities Department to agree the work programme and timescales
- always use the Estates and Facilities Department as an the first point of contact and not bring contractors onto the Estate to work on College building fabric or mechanical, engineering services and grounds and gardens.

7 PROJECT MANAGEMENT

Aim - to provide a project management service for the College

We will:

- appoint where appropriate an Estates and Facilities or College project manager to manage each project
- consult the client throughout the design, construction and handover processes to enable the project to be delivered to an agreed quality and time-scale
- where the project impacts across several disciplines establish a project group to ensure efficient communication in the development and commissioning process
- monitor project costs to ensure compliance with approved budgetary authority
- ensure compliance with specifications and approved standards
- undertake the project in accordance with a project plan checklist to ensure that all statutory health and safety, planning regulations and legal requirements are met
- review all project designs to ensure lowest possible operating and maintenance costs.

We expect clients to:

- give clear details of requirements for the scheme and what final outcome/quality you wish to achieve
- respond in a timely manner to any queries raised by the project manager
- participate in group discussions where joint users are involved
- ensure the transfer of necessary funding as appropriate
- refrain from introducing changes after designs are signed off and the contractors have started on site, however, where changes are necessary, ensure approval through the approved Estates and Facilities change management process.

8. PROPERTY MANAGEMENT

Aim - to ensure that buildings and land holdings are appropriate to College's teaching and research activities

We will:

- maintain an accurate Estates Property Information Systems
- provide advise on and undertake disposal or acquisition of property
- maintain rating schedules for all property on the estates information systems
- maintain a record of all the College's building stock and details of space and space utilisation
- maintain a record of land holdings and property deeds.

9 PORTERING

Aim - to provide an efficient portering service to meet the needs of the College.

We will:

- provide daily portering services to all buildings
- assist with the spreading of grit and clearing of snow when the weather makes this necessary
- assist with spills and floods as required
- assist Examinations Office Invigilators and other staff/students during examinations by preparing exam rooms, displaying information and direct students where asked to do so by invigilators
- assist security staff with crowd management during degree ceremonies
- assist with general maintenance checks
- assist with emergencies and the emergency evacuation of buildings
- assist with the movement of furniture and equipment within the College
- reception - receives and direct visitors.
- prepare rooms for meetings and functions.
- collect and distribute mail and parcels
- provide portering support to ceremonies, examinations and other College events
- arrange classrooms, study/examination areas to suit timetabled requirement by arrangement.

We expect clients to:

- to provide at least 24hrs hours notice of work tasks required
- provide written notification of room set up and other requirements for special events, preferably two weeks in advance and at least one month for large events (special arrangements apply to Degree Ceremonies).
- inform us in advance of any expected large deliveries.

10 CENTRAL STORES

The aim - to provide a 'goods inwards' point for the receipt of College parcels, which are then distributed by Central Storekeepers.

We will:

- distribute the received goods to the appropriate College locations in a timely manner
- liaise with departments regarding distribution arrangements

We expect clients to:

- notify Central Stores of large deliveries
- provide proof of receiving by signing for the goods.

11 SECURITY

Aim - The Security Service aims to provide an 'open campus' environment while at the same time ensuring a safe, secure and crime free campus

We will:

- continually evaluate and improve security arrangements to provide a safer environment
- achieve the quality levels (KPIs) defined in the Security Service Contract
- provide a high level of customer care
- respond immediately to emergencies.
- respond to routine security issues within 2 hours
- provide a uniformed patrolling security presence
- take measures to protect staff, students, visitors, property and buildings
- provide a response and investigation capacity for all fire and intruder alarms on University property
- log and report incidents of crime, nuisance and vandalism
- liaise with the local Constabulary and provide information to the police to help them beat crime.
- review and report crime statistics and trends on a regular basis.
- open and lock academic buildings in accordance with the agreed schedules.
- provide security advice to the University community
- continually review and extend the CCTV system as budgets allow
- monitor CCTV equipment and ensure legislative compliance
- steward ceremonial occasions and other special events as may arise from time to time

- ensure that all security staff receives the appropriate training as necessary
- provide a service to control and monitor all aspects of vehicle parking on University property
- provide a response capacity to instigate and control the necessary evacuation of all University property in the event of fire, bomb alert or other incident
- provide a first aid response capacity capable of deployment anywhere on the main University campus at any time
- operate an emergency call-out service for Maintenance staff outside normal working hours

We expect clients to:

- co-operate with identified security staff and provide immediate information on any incident
- brief new employees and students on the use of any ID or access cards
- provide advance notification (minimum of 7 days where possible) of events requiring security involvement inside or outside normal working hours
- be vigilant and report any matter that may endanger people or property on University property or affecting University property
- comply with University policies relating to the use and parking of motor vehicles on University property
- never loan out personal ID issued cards

12. CLEANING

Aim - to ensure that Cleaning Services are delivered according to agreed standards and performance indicators, ensuring that buildings, roads and grounds are kept clean to create a pleasant clean environment for staff, students and visitors to the campus

We will:

- provide a cleaning service to non-residential areas as stipulated in the cleaning specification, with the proviso that we will amend the specification within existing resources to meet local requirements, or give a higher level of service if asked to do so where the extra cost is met by the department.
- provide carpet cleaning, floor treatments etc. on a chargeable basis to departments.
- maintain a professional and customer-oriented image to the users of the service.

- provide a rolling programme of window cleaning
- arrange cleaning after building work on a re-chargeable basis.
- report damaged or malfunctioning fixtures and fittings and other defects to the fabric of the building which may cause a hazard to students, staff or visitors.

We expect clients to:

- provide sufficient and adequate secure storage for stores equipment and materials
- to take reasonable measures to facilitate out service provision and reduce where possible the amount of soiling and dirt created by their activities (e.g. empty coffee cups before placing in the waste bin, co-operate with efforts to recycle)
- liaise with department for the changing of locks, keys, alarm codes, swipe card locks and any other security arrangements, giving at least three day notice of changes and providing replacement keys etc
- ensure care is taken not to put any items which are not for disposal on/in waste bins where they may be thrown out by mistake
- use correct colour coded bags for waste, and not filled to excess
- enable access to cleanings staff during the cleaning shift to the areas to be cleaned, light switches and power within these areas and sources of hot/cold water and drainage for soiled water
- provide any information on specific risks to cleaning staff in any areas to be cleaned (e.g. labs)
- provide up to date data on rooms, areas and type of use to enable accurate and efficient management of cleaning service.

13 TELEPHONES

Aim - to provide and maintain a voice communication system for the benefit of all authorised users within the organisation

We will:

- provide a central switchboard operator service Monday to Friday between 8.30am and 5.00pm
- answer all calls efficiently, courteously and politely
- maintain the exchange equipment, switchboards, cabling network and associated equipment in a safe and sound condition

- provide replacements for faulty handsets and progress all reported faults with the appropriate maintainer or public network on behalf of the College
- maintain the call logging and telephone management system to provide monthly departmental reports on extension call costs, monitor network traffic, and trace exceptional use if requested
- maintain an up to date switchboard directory
- advise users on the facilities of the exchange and handsets, and make changes to the configuration as required
- advise users on new equipment and installations they may require
- monitor the industry and suppliers to ensure products and services are obtained at the most beneficial cost to the College.

We expect clients to:

- reports faults to extension 7104
- advise us on extension 7104 of any staff changes or moves
- ensure personal calls are handled in an agreed manner to read the relevant policy or seek advice in doubt

14 EXTERNAL AND INTERNAL MAIL

Aim - To provide an efficient College Wide postal system

We will:

- receive deliveries from Royal Mail and all courier companies for post and parcels addressed to the College's post code
- provide a central collection point and counter service for outgoing post and parcels
- provide advice and support for large mail-outs and priority services.

We expect clients to:

- provide at least 48 hours notice for large mail-outs (over 500 items) giving details of quantities
- provide at least 24 hours notice, by fax, memo, e-mail when collection or despatch of bulk mail is required
- ensure that courier items to be in the post room by 3.30pm to allow the relevant documentation to be completed
- that parcels do not exceed 30kg in weight
- ensure that outgoing mail should be received by the Post Room no later than 4.15pm
- all postal charges are recharged to Departments according to number stamped. All Departments to stamp/label outgoing mail as requested by Post Room.

15 PEST CONTROL

Aim - To provide efficient pest control services

We will:

- contract out to a professional pest control organisation

We expect clients to:

- immediately report any infestation or evidence of vermin to Estates Services
- ensure that waste food and food hygiene standards are adhered to

16 CAR PARKING

Aim - To provide efficient car parking management services

We will:

- include parking supervision as part of the security contract
- issue parking permits to authorised users
- ensure that mobility parking areas are used correctly.

We expect clients to:

- use public transport where ever possible
- park in permitted locations only.

17 TIMETABLING & SPACE MANAGEMENT SERVICES

Space Management

Aim - to ensure that adequate space that is functionally fit for purpose is allocated following requests from Departments within agreed timescales

We will:

- receive a request for space allocation and allocate space according to the space need, with approval given by Director of Estates and Facilities
- advise on suitable space accommodation and minor adjustments to accommodate improved space utilisation.

We expect clients to

- ensure that space is requested in accordance with the space management policy (to be devised)
- cooperate with the Estates and Facilities department's recommendation for improved space utilisation within existing allocated space or space to be allocated
- ensure that space for new staff posts are identified prior to start date

- consult with EFD on any proposed change in the use of space
- inform EFD when any space becomes vacant.

Timetabling Services & Room Bookings

Aim - To ensure that the annual academic session allocations and one off room bookings are allocated and confirmed in a timely manner.

We will

- circulate room allocations to departments before the start of the new academic year and at other times during the year
- deal with problems with teaching rooms which require re-locating
- deal with enquiries about location of particular events/classes
- monitor room utilisation and condition of rooms at least on a yearly basis.
- provide up to date information on a weekly basis, to Security/Reception regarding bookings in centrally booked areas
- provide confirmation of rooms booked
- room-bookings will provide advice regarding most suitable locations or alternatives for events/teaching
- maintain and update a list of bookable rooms and their facilities

We expect clients to:

- provide all relevant information, in an accurate, complete, clean and legible layout, at the time of requesting teaching rooms for allocation against timetables, as outlined in the pro-forma sent out to departments prior to timetables being drawn up
- adhere to the submission deadlines set out on a semester basis as the allocation of rooms to timetables is dependent on departments
- notify Room Bookings of any special requirements of particular groups e.g. accessibility, setup, room facilities
- cancel any bookings no longer required at the earliest opportunity, by notifying the Timetabling and Space Management Service
- ensure that for advertised events, organisers do not promote or advertise the event until the booking is agreed and a confirmation has been received. Where events are repeated every year, rooms must be requested each time and confirmation obtained by the organisers. We will not transfer bookings from one year to the next without a request

- complete the appropriate online booking form for all one off booking requests at least two weeks before event for booking space for events, giving details of expected numbers, dates, times, set-ups, AV equipment, catering, nature of events etc. so that the most appropriate room/s can be booked and allow sufficient access time for set-up and take-down
- where there is a problem with a room, to give the details of the time, group/event and what the nature of the problem. Where there are two groups expecting to use a room at the same time, for details of what the two events/groups are so that we can investigate where they were meant to be
- for organisers of teaching, recruitment, etc, events to give those attending clear directions and details of locations where the events are taking place
- when communicating by e-mail, to provide full contact details, including department/school, name, including department/school, name, extension number, and what rooms are already booked and when (if applicable)

18 FIRE, HEALTH AND SAFETY AND OTHER STATUTORY REGULATIONS

Aim - to maintain up to date information on statutory obligations

We will:

- work with the College Health and Safety Adviser to ensure understanding and compliance with all Health and Safety legislation

We expect clients to:

- read the relevant policies
- seek advise on procedures if in doubt

19 EMERGENCY PROCEDURES

Aim - to provide an effective and immediate response to any emergency relating to land and buildings or the maintenance of the estate, in any of the College's properties

We will:

- ensure that immediate advice is sought from relevant officers
- follow the College's emergency procedures for any of the following incidents occurring during office hours (i.e. between 8.30am and 4.00pm Monday to Friday - except Bank Holidays)
 - Gas leaks
 - Water leak, flood
 - Electrical failure
 - Storm damage
 - Structural damage
 - Bomb alert
 - Fire Alarm
 - Personal accident
 - Lift failure

We expect clients to:

- **carry out the first action** which must be for any person identifying a potential emergency situation should raise the alarm (unless automatic fire alarm activates) and/or telephone main reception on extension 7100 or 666 who will be responsible for implementing the appropriate agreed procedure

EMERGENCY PROCEDURES OUT OF HOURS

- ensure that all urgent calls are made to the College Security Lodge in the Main Building on extend 666 who will then contact the appropriate emergency out of hours contact person named in Appendix C.

20 COMPLAINTS OR COMPLIMENTS

Aim - to acknowledge all written complaints or compliments within 5 working days of receipt, and respond to within 10 working days of receipt

We will:

- investigate all complaints in a thorough and professional manner

We would welcome

- constructive criticism and comments to enable us to improve our service in the future
- compliments where these are well deserved

We expect clients to:

- liaise through the appropriate Officer to resolve difficulties or, if not satisfied, through the Director of Estates and Facilities.

PART 2 - SERVICE MONITORING AND REVIEW

Aim – to monitor and review the service provided to improve efficiency for the future

We will:

- continually review the service provided by examining current practices, exploring alternatives for improvement and establishing effective programmes for implementation
- review the Estates Management Statistics(EMS) benchmarks annually, alongside any other performance monitoring used by EFD
- make comparisons through data accumulation between years and between old methods and improvements to services
- take into account resource constraints to avoid developing a costly means of assessing performance which may not have true benefits to the College.
- undertake service monitoring by:
 - identifying service standards
 - measuring volume
 - performance indicators
- arrange and service and Estates and Facilities user group

APPENDIX A

Response Times for Attending to Maintenance Requests for Work During Core Working Hours

ELECTRICAL

ELECTRICAL PRIORITY 1 – response within 1 hour

Persons stuck in lift (within 30 minutes)

Alarms sounding (fire alarms etc.)

Total loss of power to an area

Faulty fire alarm, detection or suppression system or appliance"

ELECTRICAL PRIORITY 2 – response same day

Emergency light beeping

Light over a desk, workbench etc.

Power loss to sockets

Light switch faults

Lights out on stairs

Emergency exit signs out

Barrier faults

Ventilation supply fans

Power supply to air conditioning units

Fume cupboard failure

ELECTRICAL PRIORITY 3 – response within 24 hours

Tube/light flickering

Odd lights out in rooms

Power to non-urgent sockets

Campus lighting

ELECTRICAL PRIORITY 4 – response within 3 working days

Any non-urgent work

Lighting other than above

Non-urgent work asked for by Departments

Any work requested by estates officers

ELECTRICAL PRIORITY 5 – response within 5 working days

Any planned maintenance work

Pricing of work or materials for estates/departments

MECHANICAL

MECHANICAL PRIORITY 1 – response within 1 hour

Floods

Reports of gas leaks

MECHANICAL PRIORITY 2 – response same day

Toilets blocked

Urinals blocked

Heating system cold

Domestic hot water cold

Radiator cold

Fume cupboard extract not working

Ventilation systems not working

Taps leaking

Kitchen equipment – faults

Sink waste blockages

Blocked drains

MECHANICAL PRIORITY 3 – response within 24 hours

Toilet seat

Work in toilets

Drain work

MECHANICAL PRIORITY 4 – response within 3 days

Any non-urgent work

Any work requested by Departments

Any work requested by estates officers

MECHANICAL PRIORITY 5 – response within 5 days

Any planned maintenance work

Pricing of work or materials for estates/departments

CARPENTRY

CARPENTRY PRIORITY 1 – response within 1 hour

Break-ins

Security issues with doors

Window openers or hinges broken

Gaining access to rooms – faulty lock

CARPENTRY PRIORITY 2 – response same day

Doors sticking

Window openers sticking

Faulty door closers

Faulty door floor springs

Locks that are hard to lock/unlock

Key pad lock sticking

Flooring – trip hazard

CARPENTRY PRIORITY 3 – response within 24 hours

Pre planned work

Replacement keys (Kabba exempt)

CARPENTRY PRIORITY 4 – response within 3 days

Replacement keys (Kabba and Assa Keys are exempt)

Any non-urgent work

CARPENTRY PRIORITY 5 – response within 5 days

Pricing of work or materials for estates/departments

Broken Windows

Blinds

APPENDIX B

Estates and Facilities Department Contacts

Michael Dick	Director of Estates and Facilities	020 7 919 7112 m.dick@gold.ac.uk
Robin Cole	PA to, Director of Estates and Facilities	020 7 919 7112 r.cole@gold.ac.uk
Patsy Carter	Head of Administration	020 7 919 7118 p.carter@gold.ac.uk
Vacant	Head of Facilities	020 7 919 7002
Catriona Boulton	Head of Capital Projects	020 7 919 5420 c.boulton@gold.ac.uk
Richard Groves	Energy & Environmental Manager	020 7919 7116 r.groves@gold.ac.uk
Janet Sellar	Facilities Manager (Soft Services)	020 7 919 7101 j.sellar@gold.ac.uk
Alan Bullen	Maintenance Foreman	0207 919 7028
Dean Humpheys	Maintenance Foreman	0207 919 7028
Tony Cambridge	Grounds and Gardens (New Cross)	020 7 919 4414
Sarah Cloherty	Timetabling & Space Management Officer	020 7 919 7522 s.cloherty@gold.ac.uk

APPENDIX C

Out of Hours Emergency Maintenance

In the event of an emergency during college closure hours please contact College staff listed as appropriate

For Electrical Emergencies

The Security Office ext 7105 who will authorise the relevant emergency callout

For Heating and Plumbing Emergencies

The Security Office ext 7105 who will authorise the relevant emergency callout

For Building Maintenance Work Emergencies

The Security Office ext 7105 who will authorise the relevant emergency callout