

USW Halls of Residence Accommodation Maintenance Service Level Statement

Mission statement – To maintain and enhance the buildings and services of the University to provide a quality residential environment thereby helping ensure a positive student experience.

Overview

To carry out a construction and maintenance service in accordance with Building Regulations and University policies and procedures. To ensure the upkeep of all University buildings and external grounds. The purpose is to respond to requests within agreed priorities and timescales. Staff will be friendly, courteous and helpful at all times.

To report a maintenance issue (Resident students)

- Urgent requests – Tel No: 01443 482845 (24 hours, 365 days per year)
- Non-urgent requests – email: hallsmaintenance@southwales.ac.uk

Service	Service level provided	Responsibilities of customers
Building Maintenance	Provision of a reactive and planned maintenance service during normal working hours together with an out of hours emergency service. We aim to: <ul style="list-style-type: none"> - Ensure staff are helpful and friendly - Provide an effective and efficient maintenance service that meets the needs of students, staff and visitors - Comply with legal and contractual requirements Respond to maintenance requests within agreed timescales	Report all maintenance issues by email: hallsmaintenance@southwales.ac.uk OR in an emergency telephone 01443 482845 To allow access to Estates maintenance staff and/or contractors upon reasonable request to assess and complete the repair. Treat staff with respect and be polite.
Repair Priority	Service level provided	Responsibility of Customers
Priority 0 – Emergency	<ul style="list-style-type: none"> - Immediate response to make safe within 4 hours. Immediate response to defects incidents or breakdowns that could be dangerous or affect the habitability of the accommodation. 	It is important that resident students requesting maintenance support clearly indicate the following: <ul style="list-style-type: none"> - The nature of the problem - The room number and exact location of the problem - The name of the person making the request
Priority 1 - Urgent	<ul style="list-style-type: none"> - Within 24 hours – Any repair required to avoid danger to health, a risk to 	

Amendments

Amendments to this agreement may be necessary as circumstances may arise and require changes to be made to the material herein. Residents will be notified of such amendments by email. These will also be publicised on notice boards in Halls.

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	safety or serious damage to building. e.g flood, storm damage, leaking tanks or boiler, gas leaks, blocked drains . Anything which could significantly impact the resident student/s such as loss of electrical power, loss of hot water.	Maintenance staff inevitably have to prioritise the work, but in the event that: Either, the work is not undertaken in a reasonable time; OR A factor unknown to Estates Services might affect the matter and change priorities; The resident student is requested to contact Accommodation Services : Telephone at 01443 482845 or Email: hallsmaintenance@southwales.ac.uk
Priority 2 - Routine	- Within 7 calendar days – These are normally repairs which affect the comfort or convenience of the resident. E.g. minor repairs	
Priority 3 - Programmed	- Within 20 calendar days these are repairs, which do not fall into the emergency or urgent categories and can wait for a short time before they are dealt with e.g. repair/replacement window fittings, general repairs to flooring, adjustment to doors, repairs to plasterwork. Works classified as programmed would usually be dependant on the availability of external contractors.	
Emergency and Out of Hours Service	Service level provided	Responsibility of customers
	The University will provide a 24 hour, 365 days per annum emergency call out service. Emergency calls should be made to the Accommodation 24 Hour Reception telephone Number: 01443 482845	<ul style="list-style-type: none"> - Report emergency repair to the accommodation 24 hour Reception Telephone: 01443 482845 - Provide accurate and concise information when making your request. - Report the emergency immediately and without delay.

Complaints Procedure

Service	Service level provided	Responsibility of customers
Complaints procedure	We aim to provide a first class maintenance services for our	In respect of all complaints we kindly ask that you:

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	<p>customers. However, if you are unhappy or dissatisfied with any aspect of the service provided we would rather be told about it so we can solve the problem or prevent it reoccurring.</p> <p>How to make a complaint Please telephone the Accommodation Reception desk on 01443 482845 and we will try to rectify the problem immediately. However, if this is not possible you can write to the [check relevant person and contact info]. Your complaint will be acknowledged by return and you will receive a response within 10 days.</p> <p>Disputes In the event of a dispute regarding the handling of your complaint you may take the matter to [insert relevant person and contact info here]</p>	<ul style="list-style-type: none"> - In the first instance contact the Accommodation 24 hour reception on 01443 482845 - Escalate your complaint through the prescribed procedure - Provide us with clear information in order that we can investigate your complaint thoroughly
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