FOREWORD

The Estates Department provides a number of essential services to the University of Kent and is responsible for managing, maintaining and developing the infrastructure and building fabric of our Canterbury and Medway campuses.

In this Service Level Statement we explain what we do and what you, as customers, can expect from us.

Peter Czarnomski
Director, Estates Department
2. CAPITAL PROJECTS
2.1 OVERVIEW

The Project Team at Kent are responsible for construction contracts on both the Canterbury and Medway Campuses. Programmes of work include new builds, space rationalisation, perception upgrades and teaching room refurbishments. Recently there has been up to £100m of construction projects on site representing a £130m investment by the University.

**John Morley**  
Assistant Director of Estates, Capital Projects
(2.2) CAPITAL PROJECTS

Role – To provide a professional service to the Estates Department’s customers and to respond to requests on capital projects matters. To provide technical expertise, support and advice on all construction related matters.

This Service Level Statement covers all requests for capital works where the project cost is over £250,000. The project will be managed in line with the performance targets listed below.

Service provision and standards

The Estates Department undertakes a wide range of maintenance and new-build projects at Canterbury and Medway. The Estates Department is tasked with the development and delivery of these projects funded through the University.

- We will describe the development process and procedures for capital projects and highlight the client responsibilities; we will understand the strategic issues and act upon them
- We will work with others to develop a project brief with enough detail to provide estimated costs, a business case and define key objectives, programme and quality
- On approval of the business case we will develop the brief through the relevant design stages and provide cost forecasts, risk register and timeline programmes and fully co-ordinate and manage all relevant stakeholders in the design process
- We will appoint and brief suitably qualified professional consultants to manage, cost and design the facility
- We will deliver the project to an acceptable quality, within budget and agreed timescale through a robust progress and cost control reporting system adopting risk, life cycle and value engineering processes
- We will undertake the client duties on behalf of the University as defined under the Construction (Design and Management) Regulations and make appropriate appointments
- We will undertake all necessary statutory and non-statutory duties required with respect to the building project and will advise customers of any known duties required of them including handover and training
- We will undertake post-occupancy evaluations and obtain satisfactory audit sign off
- We will execute projects incorporating good practice, sustainability and procedures currently followed in the UK construction industry
Customer responsibilities

For us to maintain this level of standard you will need to:

- Allow sufficient time during the programming and execution of the works to facilitate effective planning, mobilisation and construction in a safe and efficient manner. Vacate areas as necessary to allow construction work to take place.
- Provide a clear and concise written description of the works required, including the location and preferred timescales, be adaptable to external factors that may affect delivery.
- Provide a strategic case for projects over £250,000 and seek internal approval to proceed to the next stage.
- Provide a ‘Project Champion’ for the project and provide timely information and approvals to the Project Manager.
- Develop and manage approval procedures on detailed design proposals in liaison with the Project Manager.
- Act on matters relating to noise, disruption, sequencing and the like and notify the Project Manager of emerging issues.

Key performance indicators

- Our performance in respect of the service we provide will be measured quarterly against the following performance measures:
  - Response to request for information on project process within 5 working days – Target 90%
  - Appoint Project Manager within 5 working days from confirmation of project as a priority – Target 90%
  - Carry out works to agreed programme – Target 90%
  - Obtain ‘satisfactory’ audit response where relevant
  - Undertake post project or post occupancy reviews within one year of completion – Target 90%

Measured by

- Quarterly review by Assistant Director of Estates: Capital Projects and publishing of performance as part of the Project Schedule
- Agree acceptance of completed works on occupation and report defects.

Contact points

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<tr>
<th>Helpdesk</th>
<th>Estates Helpdesk</th>
<th><a href="mailto:Estateshelpdesk@kent.ac.uk">Estateshelpdesk@kent.ac.uk</a></th>
<th>01227 (82)3209</th>
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