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Estates

ESTATES DEPARTMENT/ CUSTOMER SERVICES/ SERVICE LEVEL STATEMENT

May 2019

Version 4.1



CUSTOMER SERVICES

The Estates Department launched its Customer Services Centre in June 2018. The Centre acts as the key contact point **for all enquiries regarding services provided by the Estates Department** and is managed by Sarah Cooke, Head of Customer Services & Engagement who is supported by a team of Customer Services Advisers.

The Customer Services Advisers take complete ownership of all enquiries to the Centre, ensuring customers are kept fully informed on the progress of their enquiry. There is also a robust **Complaints Procedure** for customers to use when they are not totally happy with the service they have received.

There are key staff in Schools and Departments who are authorised intranet users and are able to report maintenance defects online through the Customer Services Web Central system. Staff wishing to use this function should contact the Customer Services team who will organise this and provide user guidance. We plan to extend this on line service to cleaning and waste management defects during the 2018/19 academic year. Students should log all maintenance defects with their accommodation via the Kent Hospitality online system, details of this are provided in their accommodation areas or can be obtained from the Receptions. Students should not report these directly to the Customer Services Centre.

A member of staff can also request minor improvements of a rechargeable nature to be carried out by contacting the Customer Services Centre by telephone, email, intranet access or via the Works Rechargeable online system, accessible via the Estates webpage. If required, an estimate can be provided for this type of work. Once acceptance of the account code to be charged has been received by the Customer Services team, a work docket will be issued for the work to commence.



The Customer Services Centre is open: Monday – Friday 8.00am – 5.00pm (excluding Bank Holidays and University closure days) and is located in the Estates Department.

Outside normal office hours voicemail will take and record all requests. In the case of maintenance emergencies out of hours, the person reporting the issue should contact Campus Security on 01227 823300 (extension 3300 if dialling internally) and an on-call engineer will be contacted.

Our commitment to our customers

We will:

- Greet our customers in a courteous and professional manner, and maintain this manner at each point contact is made with the customer
- Listen effectively to our customers' requests and promptly take the necessary actions to assist them
- Keep our customers informed of unexpected delays in service which may affect their request
- Inform our customers of normal process times, in accordance with our Service Level Statements
- Provide regular updates on where we are in the process, in the unlikely event a customer's request is unable to be processed within the allocated timeframe
- Respond to email enquiries within 3 working days, and we will ensure the customer is informed on what actions are being taken
- Give a positive experience to all our customers.
- Ensure our customers understand our complaints procedure and keep this procedure under review.

We expect that our customers will:

- Be respectful and polite to our staff
- Be considerate of other customers' needs and requests
- Use our online services if they can and be willing to try new ways of contacting us
- Keep us informed of personal changes which might affect the services we provide to them
- Provide us with feedback about their experiences to help us to learn and improve

Added value: The Customer Services Centre is the first point of contact for all services provided by the Estates Department and will deal with all queries related to these activities. We routinely carry out customer surveys and job monitoring checks to ensure that value for money is being achieved.

A copy of the Customer Services Centre Strategy and Policy documents is available on the Estates Department's web site.

Contact Points:

Estates Customer Services Centre	Estatescustomerservices@kent.ac.uk	01227 (8)16666
Estates Website	https://www.kent.ac/estates	
Head of Customer Services & Engagement		
Sarah Cooke	S.Cooke@kent.ac.uk	01227 (82)3058
Customer Services Advisers		
Beverley Braiden	Monday – Friday 8.00am – 5.00pm	
Angela Durling	Monday – Friday 8.00am – 5.00pm	
Rebecca Medlock	Monday – Friday 8.00am – 5.00pm	
Access Control Adviser		
Tracey Davies	T.E.Davies@kent.ac.uk	01227 (82)7972

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