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**Kent**

Estates

# ESTATES DEPARTMENT/ INTERIOR SERVICES/SERVICE LEVEL STATEMENT

September 2018

Version 4



# INTERIOR SERVICES AND SIGNAGE

**Role** – The Interior Services and Signage section looks after the centrally timetabled rooms on the Canterbury Campus. We give support to Schools and Departments across the campus for the procurement of furniture, door signage, removals, flooring, blinds and fittings.

We also manage the signage across campus which includes internal wayfinding for Colleges and General Buildings. We also look after the external pedestrian wayfinding signs, external building lettering, building identity signs and traffic signage.

[www.kent.ac.uk/estates/services/InteriorServicesandSignage/index.html](http://www.kent.ac.uk/estates/services/InteriorServicesandSignage/index.html)

## Service provision and standards

New furniture	
Indicative standard	The provision of new furniture for the University of Kent by our preferred supplier.
Frequency	Staff can use the service as and when required. Please contact Interior Services who will respond to initial emails within three working days.
Note	Following initial contact the Interior Services team will advise on procurement options and may refer to the School/Department direct to the University's preferred supplier. The School/Department will need to provide accurate details of furniture required, including quantity, product code, finish, delivery address, contact name/number, email AND cost centre details for charging purposes. The latter is not required for centrally timetabled rooms.
Second hand furniture	
Indicative standard	The provision of a system to co-ordinate the reuse of existing furniture on both the Canterbury and Medway campuses.
Frequency	Staff can use the service as and when required.
Note	Staff are required to sign up to the Warp-it scheme to enable them to list or request furniture items <a href="http://www.warp-it.co.uk/uok">www.warp-it.co.uk/uok</a> . The Logistics team need two weeks' notice to collect or deliver items disposed of/ acquired via the Warp-it scheme. They can email <a href="mailto:estateslogistics@kent.ac.uk">estateslogistics@kent.ac.uk</a> .

Removals and storage	
Indicative standard	The removal and storage by the University's preferred suppliers.
Frequency	Staff can use the service as and when required.
Note	The user can liaise directly with the supplier. Contact any of the companies listed on the web page <a href="http://www.kent.ac.uk/estates/services/Interiorservicesandsignage/removalsnew.html">www.kent.ac.uk/estates/services/Interiorservicesandsignage/removalsnew.html</a> . If the request is more complicated then please contact the Interior Services team who will respond to email requests within three working days.
Flooring	
Indicative standard	The provision of flooring by our preferred supplier.
Frequency	Staff can use the service as and when required.
Note	The user can liaise directly with the University's preferred supplier, providing the necessary cost code. For details go to <a href="http://www.kent.ac.uk/estates/services/Interiorservicesandsignage/interiorservicesflowchart.html">www.kent.ac.uk/estates/services/Interiorservicesandsignage/interiorservicesflowchart.html</a> . If the request is more complicated then please contact the Interior Services team who will respond to initial email requests within three working days.
Fixtures and fittings (blinds, white boards, pin boards and shelving)	
Indicative standard	The provision of sundry items by our preferred supplier.
Frequency	Staff can use the service as and when required.
Note	The user can liaise directly with the University's preferred supplier, providing the necessary cost code. For details go to <a href="http://www.kent.ac.uk/estates/services/Interiorservicesandsignage/interiorservicesflowchart.html">www.kent.ac.uk/estates/services/Interiorservicesandsignage/interiorservicesflowchart.html</a> . If the request is more complicated then please contact the Interior Services team who will respond to initial email requests within three working days.
Door signage	
Indicative standard	The provision of door signage for the University of Kent adhering to the University's signage philosophy and design guidelines.
Frequency	Staff can use the service as and when required. Installation (following approval of quotation and design by the requester/client) will normally take 4 to 6 weeks, this period will be longer at certain times of year including the summer and lead up to the start of the academic year. If a major project is underway then a temporary measure will be put in place.
Note	Staff can contact DMA, the University's preferred supplier, directly for details <a href="http://www.kent.ac.uk/estates/services/Interiorservicesandsignage/signage.html">www.kent.ac.uk/estates/services/Interiorservicesandsignage/signage.html</a> . A cost code is required.

Wayfinding signage	
Indicative standard	The provision of internal and external wayfinding signage for the University of Kent adhering to the signage philosophy and design guidelines.
Frequency	As required or as reasonably necessary.
Note	Subject to condition appraisal and budget allocation by Estates/client. Installation to be resolved as soon as budget and workforce allows unless a hazard is identified which will be attended to immediately. Contact Estatesinteriorservices@kent.ac.uk or estatescustomerservices@kent.ac.uk in the first instance.

### Customer responsibilities

To provide the Interior Services and Signage team with reasonable notice and full details as noted above. Where necessary identify suitable budget.

### Contact details

estatesinteriorservices@kent.ac.uk

Interior Services and Signage (general enquiries)		
Interior Services and Signage Manager	Estatesinteriorservices@kent.ac.uk	01227 (8)16352*
Interior Services and Signage Administrator	Estatesinteriorservices@kent.ac.uk	01227 (82)4514*
Interior Services and Signage (hazards/damage)		
Estates Customer Services	Estatescustomerservices@kent.ac.uk	01227 (8)16666
Warp-it recycling of furniture		
	www.warp-it.co.uk/uok	
Interior Services and Signage Manager	Estatesinteriorservices@kent.ac.uk	01227 (8)16352
Interior Services and Signage Administrator	Estatesinteriorservices@kent.ac.uk	01227 (82)4514
Facilities Management Coordinator – Recycling and Waste	EstatesFMCoordinator@kent.ac.uk	01227 (82)3775

*\*please email rather than leave a voicemail*

[www.kent.ac.uk/estates](http://www.kent.ac.uk/estates)

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