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Estates

ESTATES DEPARTMENT/ LOGISTICS/SERVICE LEVEL STATEMENT

September 2018

Version 4



LOGISTICS

Role To provide a removal and disposal service for all Schools and Departments at the Canterbury Campus.

Service provision and standards

Moving of minor furniture and equipment	
Indicative standard	Moving of minor items of furniture or equipment (up to 10 small/medium items, maximum of two hours and two staff members). This service is free. Requests to be made via email to EstatesLogistics@kent.ac.uk .
Frequency	Monday to Friday, 08:30-15:30
Note	For details on larger removals please see: www.kent.ac.uk/estates/services/Interiorservicesandsignage/removalsnew.html .
Removal of minor furniture and equipment	
Indicative standard	The removal of minor items of furniture or equipment for reuse or disposal (up to 10 small/medium items, maximum of two hours and two staff members). This service is free. Requests to be made via email to EstatesLogistics@kent.ac.uk .
Frequency	Monday to Friday, 08:30-15:30
Note	For details on larger removals please see: www.kent.ac.uk/estates/services/Interiorservicesandsignage/removalsnew.html .
Furniture reuse/redistribution	
Indicative standard	Staff are reminded to use Warp It, the University's reuse/recycling scheme for furniture, in the first instance. This is an online facility to advertise office furniture from schools/departments across and between the Canterbury and Medway campuses. Delivery of items claimed from Warp It is carried out by the Logistics team. For questions about this service, please email the Warp It team on warpit@kent.ac.uk .
Frequency	As and when required.
Note	Items remain the property of the University. The Logistics team need two weeks' notice to collect or deliver items exchanged via the Warp It scheme. You can also visit the Interior Services web pages at www.kent.ac.uk/estates/services/Interiorservicesandsignage/newfurniture.html .

Confidential waste	
Indicative standard	All confidential material must be bagged in the approved hessian bags and sealed with a cable tie prior to removal. To arrange a collection, email EstatesLogistics@kent.ac.uk. Please provide full details: name, building, room number, telephone contact, quantity of bags to be removed and a preferred date and time for the removal.
Frequency	Monday to Friday, 08:30-15:30
Note	Contact Logistics for delivery of additional sacks and/or cable ties at EstatesLogistics@kent.ac.uk.
Printer cartridges/toners and batteries	
Indicative standard	All print cartridges/toners and batteries should be placed in bags/boxes before collection. To arrange a collection, email EstatesLogistics@kent.ac.uk. Please provide full details: name, building, room number, telephone contact, quantity of bags to be removed and a preferred date and time for the removal.
Frequency	Monday to Friday, 08:30-15:30
Note	'Wet' batteries (that is, those for vehicles) are collected separately. Please contact EstatesLogistics@kent.ac.uk to arrange a collection.
Removal of electrical equipment	
Indicative standard	An Electrical Equipment Disposal form should be completed and emailed to EstatesLogistics@kent.ac.uk to arrange collection. Disposal costs do not apply to the department or school requesting disposal.
Frequency	Monday to Friday, 08:30-15:30
Note	Procurement leases a number of printers on campus and must be contacted prior to printer disposal.
Delivery of departmental goods	
Indicative standard	School/Departments which order goods from outside the University must advise the Logistics Supervisor that these are due for delivery by email to EstatesLogistics@kent.ac.uk. Please give as much notice as you can to ensure there is minimal delay in delivering these items to your School/Department.
Frequency	Daily service – Monday to Friday.
Note	All goods delivered by the Logistics team will require a signature from the receiving School/Department. If there is no one available to sign for the goods they will be returned to the Logistics store.

Additional services

Flags	
Indicative standard	School/Department flag raising and lowering.
Frequency	Monday to Friday, 08:30-15:30
Note	Requests via email to EstatesLogistics@kent.ac.uk.

Events	
Indicative standard	Support for events: The Logistics team does not hold a stock of tables, chairs, screens or other equipment for events. However, the team is on hand to move or deliver a small number (6 or fewer) items of furniture or promotional gear from your department's own stock. Contact EstatesLogistics@kent.ac.uk to arrange delivery. Occasionally, a small number of tables may be available for hire from the Logistics team; please contact Logistics by email supplying a cost code. Should additional items be required, please contact external provider 1st Setting Events Limited, as recommended by the Conference Office: 1st Setting Events Limited, Unit 2 North Close, Shorncliffe Industrial Estate, Folkestone, Kent CT20 3UH, 01303 894452 / 07798 905939, enquiries@1stSetting.co.uk .
Frequency	Monday to Friday, 08:30-15:30
Note	As much notice as possible should be given. Please be aware of the times that the Logistics team is available and remember to advise when your equipment needs returning.

Services not included

- Removal of rubbish sacks from individuals having an office clear-out (cleaners will remove waste and/or recycling sacks so long as they are not overfilled)
- Moving large numbers of items, particularly heavy or bulky items: see "Moving of minor furniture and equipment" above.
- Removing large quantities of furniture: contact Interior Services and Signage in the first instance on estatesinteriorservices@kent.ac.uk
- Provision of furniture for events: see "Additional Services: Events" above.
- Fixing/repairing, installing/moving/removing items which involve drilling (such as pictures or whiteboards): contact estatescustomerservices@kent.ac.uk for this service.

Customer responsibilities

- To provide full details when requesting a removal or disposal service: please ensure you provide contact details (phone number and email address), the School/Department and building name, room number, and details such as accessibility.
- To provide as much notice as possible.
- To provide details of when items being delivered for an event are to be returned, if applicable.
- To ensure accessibility when the Logistics team come to remove or install furniture (for instance, empty your filing cabinets, ensure adequate space to manoeuvre, remove trip hazards).
- To store confidential waste (shredding) securely prior to collection.

www.kent.ac.uk/estates

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