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Estates

ESTATES DEPARTMENT/ MAINTENANCE/SERVICE LEVEL STATEMENT

September 2018

Version 4



MAINTENANCE



OVERVIEW

The Estates Maintenance Department led by Ron Moore, Assistant Director of Estates (Maintenance & Compliance), are responsible for all Building, Electrical and Mechanical maintenance works at the Canterbury and Medway campuses.

Phil Whittall, Head of Maintenance is responsible for managing the day-to-day maintenance activities through maintenance managers and their teams.

Paul Potter, Building Manager, leads the team responsible for PPM & reactive work as well as arranging all minor building repair work across the Canterbury Campus including roof, road and footpath repairs and some external signage.

Joy Varghese, Electrical Manager and his team are responsible for electrical PPM and reactive works across the estate.

Colin Flux, Mechanical Manager and his team are responsible for the mechanical PPM and reactive works across the estate.

Ron Moore

Assistant Director of Estates (Maintenance & Compliance)

*PPM – Planned Preventative Maintenance



PRIORITIES

Role – The Service Level Statement stipulates the maximum time it should take to respond to a specific problem from the time the request is received.

Within 1 hour - Emergency

- Floods (either from pipework or leaking roofs)
- Glazing (where security or safety is compromised)
- Electrical shutdown of a building
- People trapped in a lift
- Gas leaks
- Fire alarms
- Serious trip hazard
- Bare electrical cables

Within 24 Hours - Urgent

- No heating (when reported before 3pm)
- No water
- Lighting (where it provides the only illumination in an area)
- Lights on staircases
- No hot water
- Shower not working (where it is the only one in a house)
- Localised electrical failure
- Security lighting
- Blocked toilets or drains
- Lifts out of action
- Corridor lights
- Removal of graffiti

Within 5 Working Days - Routine

- Lighting (where it is one of a number in an area)
- External lighting
- Door closers
- Unable to open windows
- Tiling to showers

Within 20 working days - Scheduled

- All other maintenance items required

By Agreed Date - Planned

- All other planned maintenance requests

Work of a rechargeable nature, which requires forward planning

- Bespoke requests
- Work of a rechargeable nature which requires forward planning (Requests logged via the **Rechargeable works request** system)

Customer responsibilities

In order for us to maintain this level of standard you will need to:

- Keep abreast of all Estates matters via email notifications, notices or any other form of messaging service
- Make themselves familiar with the Estates procedures for reporting faults
- Report all problems to the Estates Customer Services ensuring complete details relating to the fault, including building and room location, exact nature of the problem

Contact points

Estates Customer Services		
Open from 8am – 5pm Monday - Friday	Estatescustomerservices@kent.ac.uk	01227 (8)16666
Campus Watch		
For emergency out of hours		01227 (82)3300

www.kent.ac.uk/estates

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