

SERVICE LEVEL TARGETS

The following is a guide on faults and response times but is subject to assessments on Health & Safety, Risk and Impact and may therefore be subject to operational variations.

1

Priority A. Emergency Immediate

Work which, if not carried out immediately will endanger the health and safety of people, causes major damage to buildings.

- Loss of electrical or heating services to the building
- Gas leak in the building
- Major water leaks
- Fire or imminent risk of fire or explosion
- Collapse of a structure

2

Priority B. Urgent 1 day

Work which does not present an immediate threat to the health and safety of people, or the fabric of the building but could do, so if not attended within 24hours.

- Blocked drains/ Toilets
- Broken Window (Boarded will be boarded up within this time)
- Malfunctioning locks
- Loss of heating/ hot water or lighting in room
- Overflow running
- Running taps
- Single stair light out
- Floor covering - Trip Hazard
- Security of a room within an otherwise secure building
- Ingress of water in to a building other than flooding
- Stoppage of LEV or Fume Cupboard system where the contents cannot be relocated for safety reasons. Problems affecting Emergency access, egress or preventing disabled access.

3

Priority C. Standard 10 working days

Work, which if not attended to could result in a reduction in the quality of the service, provided or presents inconvenience.

- Lack of power at a single socket
- Only one light of many in room
- Single radiator not working
- Adjustment to door closer/door difficult to open
- Dripping taps
- Window adjustment

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Priority D. Non Urgent - 21 working days

Work of a routine nature.

- Replacement floor covering
- Replacement curtains and blinds
- Minor decoration
- Extractor fans not working
- Plaster repairs

Please note that the SLA terms have been agreed once the maintenance report is submitted.