



## MAINTENANCE REPORTING AND RESPONSE TIMES 2011

In order for maintenance issues to be resolved, problems should be reported as soon as possible. Where damage has been caused by residents, a charge may be incurred – please refer to guidance about damage deposits for more details.

### UNIVERSITY ACCOMMODATION

The University is responsible for the repair and maintenance of its accommodation. Faults and/or maintenance requests in University accommodation can be reported in any of the following ways:

Online: [www.sheffield.ac.uk/accommodation/facilities/maintenance/maintenanceform](http://www.sheffield.ac.uk/accommodation/facilities/maintenance/maintenanceform)

Email: [acs-helpdesk@sheffield.ac.uk](mailto:acs-helpdesk@sheffield.ac.uk)

Telephone: 0114 222 4488

In person: ACS Customer Services at The Edge and The Ridge

If a repair is not an emergency, where possible it should be reported between 9am and 5pm. Outside of these hours, please contact Customer Services on 0114 222 4488.

When reporting a fault, please provide the following information:

- Full details of the nature of the fault
- Location of the fault (including block, flat and room number if applicable)
- Your name, plus your email address and telephone number

This will ensure that repairs can be responded to quickly and accurately. For example, to mend a “broken window” the University may send round a glazier, but if, in fact, the window just won’t open, it might be more appropriate to send a joiner. This information will also enable the maintenance team to contact you should there be any issues.

### University accommodation maintenance response times

There are differing service levels for each type of job reported:

#### **EMERGENCY**

Repairs which are necessary immediately in order to avoid danger to personal safety, serious damage to accommodation or belongings.

#### **PRIORITY 1 (EMERGENCY)**

The University will endeavour to make safe as soon as possible, restoring or providing temporary solutions within **4 hours** of notification. Priority 1 includes all repairs endangering safety, health and security, or where there is an immediate risk to the structure of the building. For example, gas leaks, major electrical faults, water leaks and fire.

#### **PRIORITY 2 (URGENT)**

The University will endeavour to repair or rectify within **24 hours** of notification. Priority 2 includes failures or repairs which are likely to seriously affect occupation but do not constitute a

danger. For example, complete breakdowns of heating, hot water systems and major cooker faults.

**PRIORITY 3 (NORMAL)**

The University will endeavour to repair or rectify within **5 working days** of notification. Priority 3 includes failures or repairs which affect amenities that do not seriously affect occupation or operational effectiveness. For example, faulty toasters and dripping taps.

**PRIORITY 4 (NON-URGENT)**

The University will endeavour to repair or rectify within **2 weeks** of notification. Priority 4 includes all repairs not listed above. For example, plaster work, replacement of window sash cords etc.

**GLASS**

Breakages of glass must be reported immediately to Customer Services. You may be charged for repair unless the glass has been broken from the outside and you have submitted a police crime reference number to Customer Services.

**OPAL 2**

Faults and/or maintenance requests at Opal 2 should be reported at reception by completing a maintenance request form. An online maintenance reporting system is due to be implemented for September 2011, enquire at reception for details.

**Maintenance response times at Opal 2**

**PRIORITY 1 (Emergency)**

These will be completed within **24 hours** of notification. For example, repairs to avoid a danger to health, a risk to safety or serious damage to buildings or residents' belongings.

**PRIORITY 2 (Urgent Repairs)**

These will be completed within **five working days** of notification. For example, repairs which materially affect residents' comfort or convenience.

**PRIORITY 3 (Non-Urgent Repairs)**

These will be completed within **28 days** of notification. For example, repairs not falling within the above categories.

**Maintenance staff access**

University representatives and contractors will carry identification and/or documentary evidence of the need for any repair (which you may ask to see). Advance notice of when repairs will take place cannot be given but will be within the above response times. If repairs have not been made within these times, please contact Customer Services or Opal 2 reception, quoting the job reference number if available.

**If you report a repair or maintenance issue** – the representative will ring or knock to check before entering. If they receive no answer, they will use a key to gain access to the accommodation. For health and safety reasons, you may be required to wait outside your room whilst any repair is being carried out.

**If a University representative reports a repair or maintenance issue** – the representative will ring or knock to check before entering. If they receive no answer, they will use a key to gain access to the accommodation. If the repair is likely to cause a disruption, you will be given a minimum of 24 hours of when the work will be carried out.