



The
University
Of
Sheffield.

Accommodation & Commercial Services.

MAINTENANCE REPORTING AND RESPONSE TIMES

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 your [‘How To Protect Your Deposit’](#) guide for more details.

RANMOOR/ENDCLIFFE AND CITY ACCOMMODATION (INCLUDING STUDIO 300)

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

- Telephone: 0114 222 4488 (Option 1)
- In person: ACS Customer Services at The Edge and The Ridge
- Email: acs-helpdesk@sheffield.ac.uk
- Online:
www.sheffield.ac.uk/accommodation/facilities/maintenance/maintenanceform

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.

Maintenance response times

There are two main service levels to expect reported jobs:

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.

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.

GLASS

Breakages of glass must be reported immediately to ACS Helpdesk. 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.

ALLEN COURT

Faults and/or maintenance requests at Allen Court should be reported online using the log in code given to you on arrival to Allen Court. This code needs to be registered at faults.base360.com and all faults registered through this address.

Maintenance response times at Allen Court

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.

URGENT REPAIRS

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

NON-URGENT REPAIRS

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

SHEFFIELD 3

Faults and/or maintenance requests at Sheffield 3 can be made by downloading the 'MainManager' app on your smartphone and by completing the instructions to register your room. The app key required to access the reporting system once the app has been installed is 'BSRE10'.

You can also report repairs through our web-form: bsrehelp.mainmanager.net

Maintenance response times at Sheffield 3

EMERGENCY REPAIR

This will be completed within 24 hours of notification.

URGENT REPAIR

We aim to have completed within 3 working days of notification.

ROUTINE REPAIR

We aim to have completed within 7 working days of notification.

Repair requests are monitored Mon-Fri 8am-5pm, if you have an urgent issue outside these hours, or weekend, then please call the Derwent FM Helpdesk on 01423 740 504.

MAINTENANCE STAFF ACCESS

University representatives and contractors will carry identification and/or documentary evidence of the need for any repair (which you are entitled and are encouraged to 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 ACS Customer Services or Allen Court reception, quoting the job reference number if available.

Our 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 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.