Maintenance and Small Projects Service Guide

Report faults / Request services
estates.helpdesk@ed.ac.uk | x 50 2494 | 0131 650 2494
We aim to provide a customer focussed and responsive service.

This document sets out what service you should expect, and who is responsible for delivering that service.
Introduction

The Estates Department is responsible for maintaining and developing the University estate, 24 hours a day, 7 days a week. The quality of service we provide is very important to us, and we recognise how providing a good service with clear access to these services can positively impact the operations of our customers.

This document is designed to provide guidance to our customers on what services are available via the Estates Helpdesk, how to access these services, and explain how they work.

Estates Helpdesk

The Estates Helpdesk is the link between customers (staff and students) and the Estates Department, providing a single point of customer access to Estates services. We assess, prioritise, and allocate service requests and enquiries to our operational teams. The Helpdesk team comprises technical staff who will proactively work with customers to provide feedback and resolve any issues. Overall, we aim to provide excellent customer care.
Estates Helpdesk

The Estates Helpdesk provides a central point of contact for all customers to request maintenance repairs and services.

---

**Customer**

**Estates Helpdesk**

0131 650 2494
estates.helpdesk@ed.ac.uk
www.estates.ed.ac.uk

---

**Maintenance Services**

- Emergency response
- Reactive maintenance requests, where work takes less than 1 day
- Statutory maintenance & planned maintenance programmes

**Maintenance Contract Services**

- Reactive maintenance requests, where work takes more than 1 day
- Maintenance work requiring external contractors due to complexity
- Works managed via Measured Term Contracts (MTC)
  - £0-£50k

**Small Projects**

- Project work requiring:
  - Change of use, planning building consents or design consideration
  - £50k-£1m
Maintenance Services

Maintenance Services staff are split into 5 teams, geographically located to best respond to Reactive requests or breakdowns, they also carry out Planned and Statutory Maintenance tasks all within appropriate timescales.

Programmes for Planned and Statutory Maintenance activities are defined by the Building Services Team within the Estates Department.

Summary of main functions

- Respond to reactive requests via the Helpdesk;
- Undertake small scale chargeable work requested via the Helpdesk;
- Carry out Statutory Maintenance & Planned Maintenance activities to standards and frequencies defined by the Building Services team;
- Respond to building emergencies.
Small Projects and Minor Works (Estates Development)

The Small Projects team provide a design and project management service for small projects, typically between £50k-£1m in value. These include refurbishment: fit outs; change of use; re-configuration of space; major repairs; small extensions and any small works requiring statutory consents or design input.

Initial project requests can be made via the online Helpdesk. A member of Estates staff will then contact the customer to complete a project request form, a visit will then follow to discuss technical aspects and options, viability, scope, funding and timescales for the project.

Maintenance Contract Services

The Maintenance Contract Services teams are aligned to a College or Support Group. This promotes a better understanding of the business area, ensuring the solutions delivered are tailored to suit the client and building user. The Contract Services team manage reactive maintenance or minor works considered too large, complex, or specialist for Maintenance Services. The work is predominantly managed via Measured Term Contracts (MTC), typically in the range of £0-£50k inclusive of VAT.
How do I get work done?

Customer Work Request

Emergency/Urgent?

YES

If possible, raise an online request. Telephone the Helpdesk and quote the work request ID

NO

Online Request

Helpdesk

Emergency response
-Reactive maintenance requests, where work takes less than 1 day
-Statutory maintenance, planned, preventative maintenance programmes

Reactive maintenance requests, where work takes more than 1 day
-Maintenance work requiring external contractors due to complexity
-Works managed via Measured Term Contracts (MTC)
-£0-£50k

Project work requiring:
Change of use, planning building consents or design consideration
-£50k-£1m

Maintenance Services

Maintenance Contract Services

Small Projects

Job complete with customer update
How to submit a request / report a fault

The Estates Department uses specialist facilities management software called Archibus WebCentral. Faults and work requests can be submitted online by nominated staff who have a responsibility for reporting maintenance issues for their building. Please contact your administrative office to find who is the registered user. Alternatively, you can find the nominated user for your building at: www-live.ebis.estates.ed.ac.uk/dw_contsearch_faults.cfm

If you are a nominated user, the online Helpdesk can be found at: www.estates.ed.ac.uk/helpdesk

The online Helpdesk will guide users through the request submission / fault reporting process, and create a Work Request with a unique ID using a series of drop down menus. There are four steps to creating a Work Request:

1. Location
2. Problem Type
3. Description
4. Response Time/ Priority

The online Helpdesk is web based and the status of any open Work Requests can be viewed online. The system will track the progress of every Work Request and allow users to provide feedback on our service.

What to do in an emergency

In the event of an emergency e.g:
- lift entrapment
- gas leak
- forced entry

telephone the Helpdesk on **650 2494 / ext 502494**, 8am-6pm, Monday-Friday.
(Please supply the Work Request ID if possible.)

Outwith the Helpdesk hours, please contact the University’s Security team on 0131 650 2257.

Reporting faults

Please be ready to tell the Helpdesk Technician:-

- Your name & job title;
- Your contact details;
- The exact location of the fault, building, floor, room number;
- A brief description of the fault or request - please provide as much information as you can (e.g. loss of heating, dripping tap).

Work Requests are given a unique reference number which should be retained to track progress.
Work Request process

Each Work Request has 6 possible status steps through its lifecycle:

1. Requested
2. Assigned to Work Order
3. Issued and in Process
4. On hold for parts/labour/access
5. Complete
6. Closed

A Work Request has been raised by a customer and received by the helpdesk team who will:

- Check the problem type
- Check the priority response level
- Check if the work is rechargeable

The work request will then be approved by the Helpdesk team. If the work is rechargeable, the Helpdesk team will contact the customer to notify them of this.

The Work Request is then allocated to the appropriate work team and forwarded to their work queue for action. The work team supervisor will then allocate to a member of staff to action the request.

If rechargeable, the estimated cost will be issued to the customer for approval. If approved, the customer will be required to raise an eIT to the Estates Department. Failure to do so will prevent the work from being carried out.

The Work Request is now being actioned.

Reactive Work Requests will be allocated to staff on a daily basis.

This is an optional step, should there be a delay in completing the work.

During this time the completion target does not change, and the response time should still be met.

The fault has been repaired or work completed, and the customer is notified.

The customer will have the option to leave feedback via their online console.

The completed Work Request will remain visible the customer’s online console until it is closed. This is an automated monthly process and any recharging will be processed at this point.

Our work teams can Reject, Cancel or Stop a Work Request. If the work request is rejected or cancelled, it will no longer appear on the customer’s online console. Customers will be notified if a work request is cancelled or rejected. The Stopped status indicates that a Work Request was issues but a decision was made not to complete the work.
Service levels for reactive maintenance and projects

In order to deliver a consistent service we allocate reactive maintenance and projects to standard service levels.

<table>
<thead>
<tr>
<th>Emergency</th>
<th>Urgent</th>
<th>Priority</th>
<th>Routine</th>
<th>By agreed date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Immediate emergency response</td>
<td>Respond within 1 working day</td>
<td>Complete within 5 working days</td>
<td>Complete within 15 working days</td>
<td>Respond to request within 5 working days</td>
</tr>
<tr>
<td>Requiring immediate response to prevent severe damage or injury</td>
<td>Failure causing serious disruption to operations</td>
<td>Failure causing only moderate disruption to operations</td>
<td>Failure not having an operational impact</td>
<td>Chargeable work/project</td>
</tr>
</tbody>
</table>

Maintenance

Any works undertaken within the estate that involves repair due to breakdown or failure, vandalism, compliance and planned preventative maintenance works required to keep building fabric or infrastructure in good working order.

Rechargeable work

Non-maintenance work including requests for improvements, something new or additional or associated with equipment owned and managed by colleges, schools, departments etc that is not part of the building fabric or infrastructure.

Process for rechargeable work

When a request for work is submitted, our teams will review each request to assess if the work is rechargeable to the customer department. If it is, the team responsible for progressing the request will contact the customer to confirm if they want to proceed, and then provide an estimate. Once the estimate has been approved, the customer is required to raise and eIT. The work cannot proceed until the eIT has been raised.
Our Commitment

• Provide access to the Estates Helpdesk via self-service or telephone as a single point of contact for reporting faults and requests for specific services.
• Inform the customer of any disruption work may cause and the approximate duration.
• Agree access to the area of work and explain any constraints that may be imposed whilst the task is being undertaken.
• Provide professional staff to progress your request.
• Undertake quality audits of work carried out.
• Monitor key performance targets to ensure the service levels are met.
• Ensure statutory testing is up-to-date and appropriately recorded.
• Review and respond to new legislation to ensure that all obligations are met.

We ask building occupants to:

• Report defects and items for repair to the Estates Department via the Helpdesk.
• When logging an emergency fault request, follow this up with a telephone call to the Helpdesk on x502494 or 0131 650 2494.
• Be vigilant in all areas e.g. corridors and centrally bookable spaces and report faults in a timely manner.
• Ensure clear location and problem type information is provided when reporting faults.
• Work collaboratively with us where inevitable disruption may occur as a result of a particular repair.
• Take an active role in providing feedback on our service.
• Where work is identified as chargeable, please approve eITs in a timely manner.
Priorities for fault types

Emergencies - immediately

We will ensure that an appropriately skilled member of staff responds to the service request immediately. Any further work required will be done as soon as available labour and materials allow.

We classify Emergencies as situations where a health & safety issue exists and/or there is a likelihood of catastrophic damage to property.

<table>
<thead>
<tr>
<th>Emergencies - Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lift entrapment</td>
</tr>
<tr>
<td>No power to building</td>
</tr>
<tr>
<td>Collapsed ceiling</td>
</tr>
<tr>
<td>Smell of gas or gas leak</td>
</tr>
</tbody>
</table>

Urgent - 1 working day

We will ensure that an appropriately skilled member of staff responds to the service request within 1 working day. Any further work required will be done as soon as available labour and materials allow.

We classify Urgent requests as failures causing serious disruption to University operations.

<table>
<thead>
<tr>
<th>Urgent - Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire door sticking</td>
</tr>
<tr>
<td>Toilet out of order</td>
</tr>
<tr>
<td>No hot water</td>
</tr>
<tr>
<td>Room too hot/cold</td>
</tr>
</tbody>
</table>
Priority - 5 working days

This priority will ensure that an appropriately skilled member of staff responds and, as far as possible, completes the work within 5 working days.

We classify Priority fault requests as a failure causing only moderate disruption to University operations.

<table>
<thead>
<tr>
<th>Priority - Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minor drainage issue (slow draining)</td>
</tr>
<tr>
<td>Door handle loose</td>
</tr>
</tbody>
</table>

Routine - 15 working days

This priority will ensure that an appropriately skilled member of staff responds and, as far as possible, completes the work within 15 working days.

We classify Routine fault requests as a failure causing only minor disruption to University operations.

<table>
<thead>
<tr>
<th>Routine - examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Repair carpet strip</td>
</tr>
<tr>
<td>Replace ceiling tiles</td>
</tr>
</tbody>
</table>
By agreed date

This priority is available for work to be planned and arranged around your business needs. You will receive a response within 5 working days.

By Agreed Date is classified as requests for new installations or routine maintenance works.

### By agreed date - Examples

- Request an area to be painted
- Additional sockets or data
- Shelving and white boards
- Replacement carpet
- Additional lighting
Other Estates services available via the online Helpdesk

- **Furniture (existing)**
  - Request a repair
  - Furniture lock
  - Upholstery
  - Missing furniture part

- **Graffiti removal**
  - Posters
  - Paint
  - Chalk

- **Cleaning - Soft Services**
  - Broken glass
  - Miscellaneous spillage
  - Cigarette bins
  - Supply soap/toilet dispensers
  - General waste

- **Fire equipment**
  - New fire evacuation signage
  - New fire blanket
  - New fire extinguisher

- **Landscape Gardeners**
  - Weed growth
  - Tree damage
  - Snow clearing/gritting

- **Pest control**
  - Rodents/mice
  - Birds
  - Wasps
  - Insects
  - Squirrels
Contact us

Estates Helpdesk

9 Infirmary Street
Edinburgh
EH1 1NP

estates.helpdesk@ed.ac.uk
0131 650 2494 / ext 502494
Monday-Friday 8am-6pm

Emergency / out of hours
Security
0131 650 2257