THE UNIVERSITY *of* EDINBURGH

Estates Department

Maintenance Service Guide

Report faults / Request services

estates.helpdesk@ed.ac.uk | x 50 2494 | 0131 650 2494

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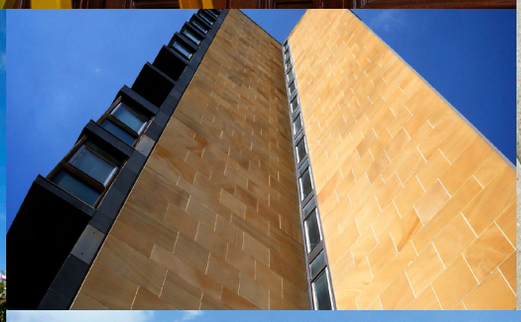
OF



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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.

Maintenance Services

Maintenance Services staff re split into 5 teams, geographically located to best respond to Reactive requests or breakdowns. They also have a dedicated Compliance Team who carry out **Planned** and **Statutory Maintenance** tasks, all within appropriate timescales.

Summary of main functions

- Carry out Statutory Maintenance & Planned Maintenance activities to standards and frequencies defined by the Building Services team;
- Respond to reactive requests via the Helpdesk;
- Undertake small scale chargeable work requested via the Helpdesk;
- Respond to building emergencies including out of business hours.

Contract Services

The Contract Services teams are aligned to a College or Support Group. This promotes 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 life cycle replacement works considered too large, complex, or specialist for Maintenance Services. The work is predominantly managed via Building Framework Agreements (BFA), typically in the range of £0 - £50k inclusive of VAT.

Building Services

The Building Services team work across the estate working closely with a range of stakeholders, serving a verity of functions linked to custodian of the physical estate.
This role is broken down into 7 main areas;

1. Accountable for statutory maintenance and planned preventative maintenance programmes, determining the requirements (frequency and activity) of each task and ensuring effective management processes are in place, with physical work delivered through a mixed economy of internal trades teams and specialist contractors.

2. Ownership of asset management and conditional data.

3. Management of key mechanical and electrical infrastructure – district heating, cooling, and electrical systems

4. Delivery of life cycle replacement, resilience, or significant reactive maintenance projects linked to infrastructure or involving mechanical, electrical or fabric design.

5. Review of existing mechanical and electrical design, to review viability of existing installations where problematic, or to evaluate change of use.

6. Management and development of building management systems (BMS)

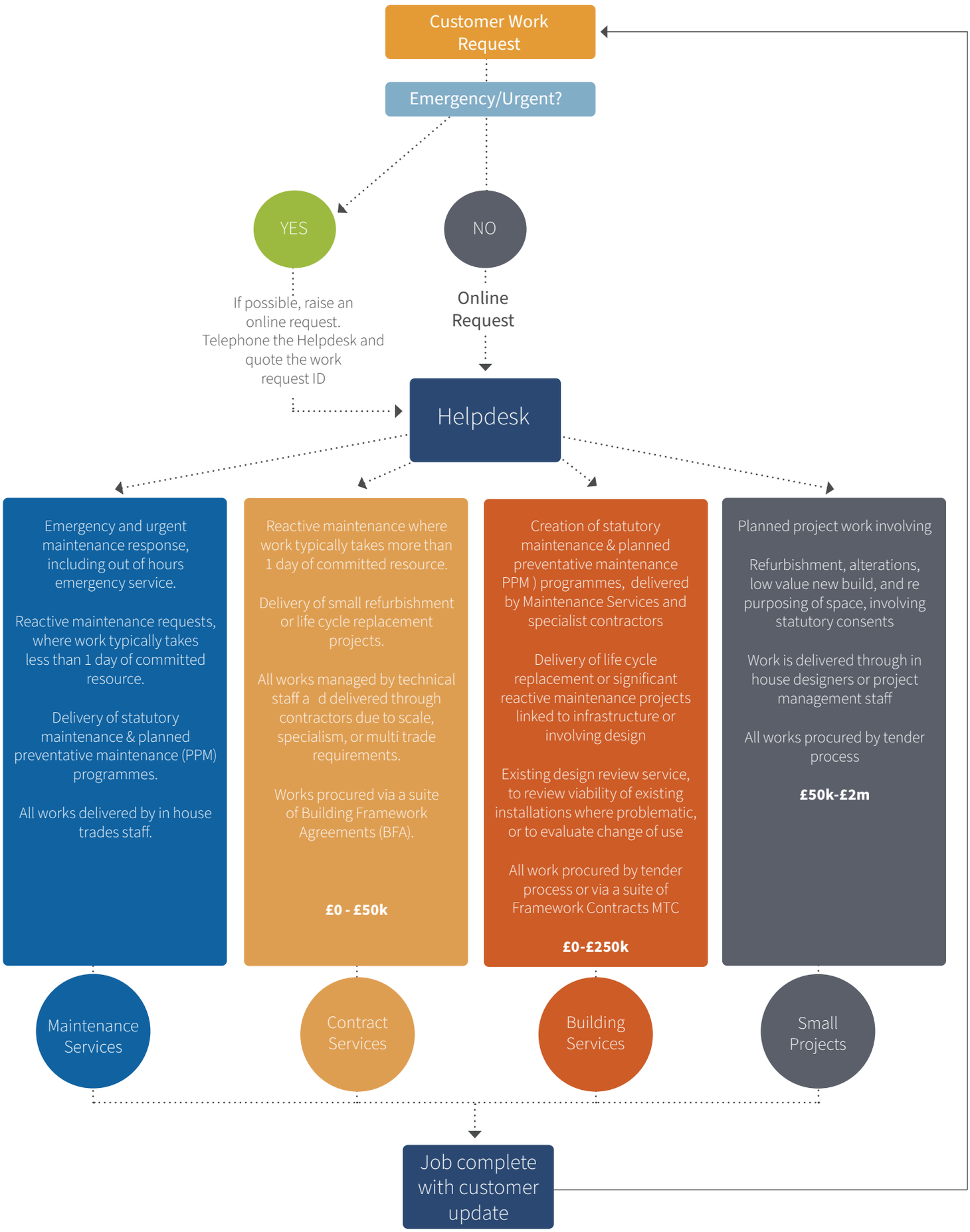
7. Ownership of design guidelines, published for use in supporting the capital development programme as a benchmark standard for new installations. The team will also peer review outputs of the capital programme to ensure compliance with the design guidelines.

Small Projects and Minor Works (Estates Development)

The Small Projects team provide a design and project management service for small projects typically between £50k-£2m in value. These include refurbishments, change of use, reconfiguration of space, major repairs, small extensions, accessibility improvements and any small works requiring statutory consents.

Requests for assistance from the Small Projects team can be made by e-mail to small-projects@ed.ac.uk or by phone on 0131 650 2417.

How do I get work done?



How to submit a request / report a fault

The Estates Department uses specialist facilities management software called Archibus WebCentral.

Maintenance faults and service requests can be submitted online by nominated staff who have a responsibility to report for their building/school/college. Please contact your administrative office to find who the registered user is. 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, a link to WebCentral can be found at: **www.estates.ed.ac.uk/helpdesk** along with User Guides and other material on how to use Archibus WebCentral.

WebCentral will guide users through the request submission/fault reporting process, and create a Work Request with a unique ID. There are four key pieces of information required when creating a Work Request:

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

WebCentral 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 in case of emergency.

Reporting faults

Please be ready to tell the Helpdesk Technician:

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

Estates Helpdesk
estates.helpdesk@ed.ac.uk
0131 650 2494
www.estates.ed.ac.uk/helpdesk

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:

Requested

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 not maintenance and is rechargeable, the Helpdesk team will contact the customer to notify them of this.

Assigned to Work Order

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.

Issued and in Process

The Work Request is now being actioned.

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

On hold for parts/ labour/access

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

During this time the completion target does not change.

Complete

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.

Closed

The completed Work Request will remain visible the customer's online console until it is closed. This is an automated monthly process.

The Work Request will be archived and the Helpdesk can still retrieve it if required.

Cancelling a work request

If you need to cancel a Work Request (WR) because it is no longer required, this can be done by the requester via WebCentral so long as the WR has not been Issued. If the WR has been Issued then please contact Helpdesk on 0131 6502494 or Estates.Helpdesk@ed.ac.uk

Service levels for reactive maintenance and projects

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

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

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 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 provide an estimate then confirm is they want to proceed.

Priorities for fault types

Emergencies - immediately

We classify Emergencies as failures or defects causing or likely to cause widespread disruption, injury to persons, catastrophic damage to the building fabric, services, equipment or property. Emergency works take priority over all other categories of work.

Emergencies - Examples

- Lift ent apment
- No power to building
- Collapsed ceiling
- Smell of gas or gas leak

Urgent - 1 working day

We will ensure that an appropriately skilled member of staff esponds to the service request within **1 working day**. Any further work required will be done as soon as available labour and materials allow. Work will be completed within 10 days. We classify Urgent requests as failures, defects, or loss of service which do not present a serious risk of damage, or injury, but are causing severe impact, property damage, and disruption

Urgent - Examples

- Building insecurity
- Flood
- Building wide heating issues
- WC Only available toilet blocked

Priority - 5 working days

This priority will ensure that an appropriately skilled member of staff esponds and, as far as possible, completes the work within **5 working days**. We classify Priority requests as failures, defects, or loss of service which require a timely response due to significant impact, property damage, and disruption.

Priority - Examples

Minor drainage issue
(slow draining)

Window not closing
(when not on ground floor)

Door handle loose

Repair carpet strips

Routine - 15 working days

This priority will ensure that an appropriately skilled member of staff esponds within 3 days and, as far as possible, completes the work within **15 working days**. We classify Routine fault requests as failures, defects, or loss of service which have a manageable impact, minor disruption, or containable property damage.

Routine - examples

Light out
(but others within the room are working)

Dripping tap

Replace ceiling tiles

Keys

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

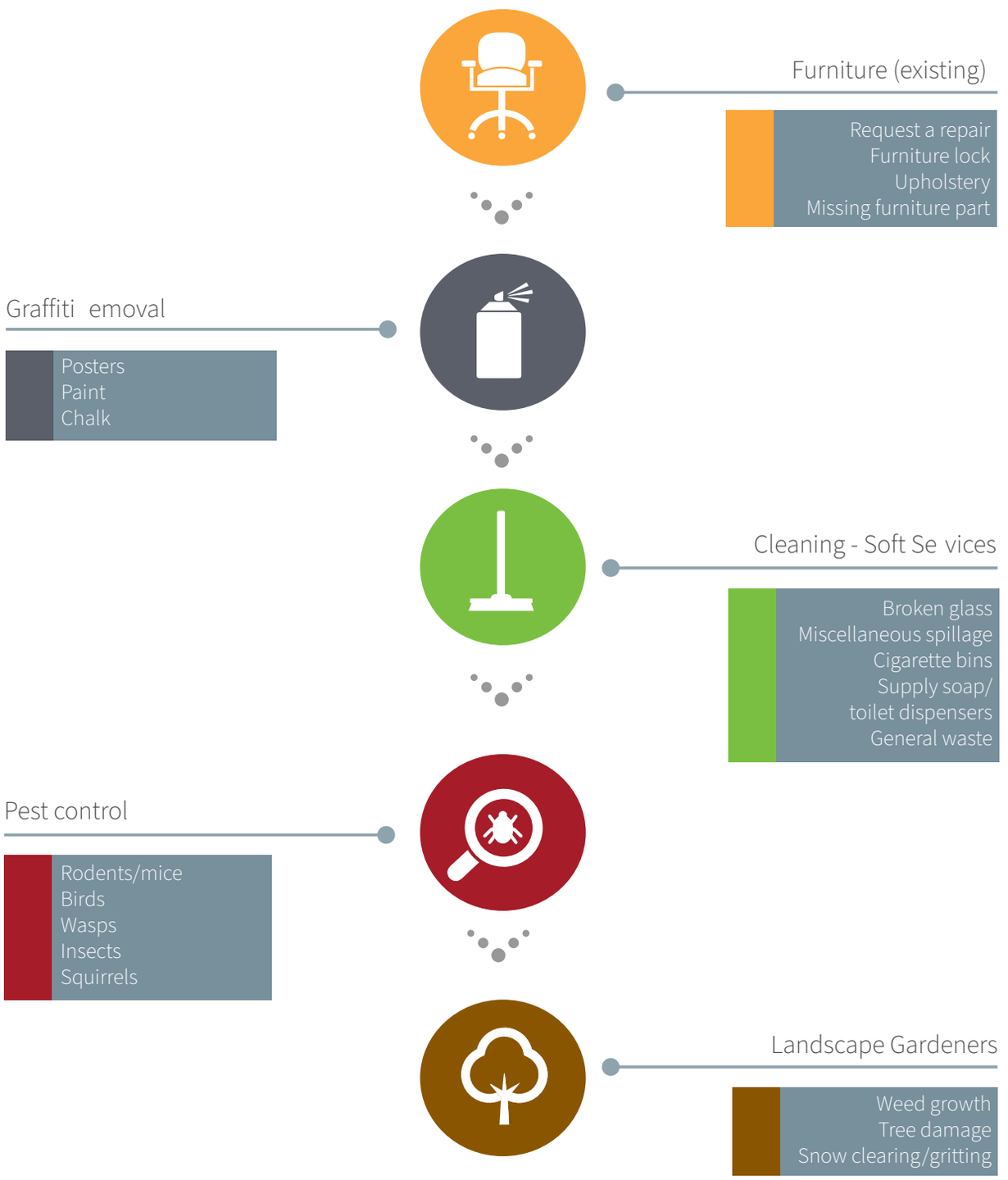
Additional sockets or data

Shelving and white boards

Replacement carpet

Additional lighting

Other Estates services available via the online Helpdesk



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 o 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 occupiers 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.

Contact Us

9 Infirmary Street
Edinburgh
EH1 1NP

estates.helpdesk@ed.ac.uk

0131 650 2494 / ext 502494

Monday-Friday 8am-6pm

Out of hours emergency

Security

0131 650 2257

If you require this document in an alternative format please contact **estates.helpdesk@ed.ac.uk** or telephone 0131 650 2494.

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