To report maintenance requests and items for repair

go to: bristol.ac.uk/estates   In an emergency,
always call Ext: 89898 or (0117) 928 9898

2014
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Executive Summary
Repairs and Maintenance

The Reactive Maintenance team of 83 staff repair more than 300 properties at the University.

The operational team comprise of multi skilled Technicians, Electricians, Mechanical Fitters, Carpenters, General Builders, Painter/Decorators and Plumbers. They are at work across the University to best respond to the breakdowns.

They aim to carry out day to day repairs and testing with minimum disruption to the University's core activities within appropriate time scales.

If you telephone the Maintenance Service Desk, they shall endeavour to answer calls within three rings.
How to Request a Job/Report a Fault

This is the screen where you select the **GREEN** “Request a job/report a fault’ option.

*Please note:* You will use your UoB Login, to access this automated self-service system.

To request a job or to report a fault, go to: [www.bristol.ac.uk/estates/](http://www.bristol.ac.uk/estates/) then use the **GREEN** “Request a job/report a fault’ option, as shown in the web screen print (above).
Our commitment is to:

- Provide a Service Desk to facilitate communication.
- Respond to self-service work orders and telephone requests in line with published service levels in Appendix A.
- Inform the client of the approximate date and time of the commencement of the work and any possible disruption that may arise.
- Inform the client of any change to dates or times and reasons for change.
- Agree the access to the area concerned and explain any constraints that may be imposed whilst the task is being undertaken.
- Provide professional and experienced craft persons to carry out the task.
- Undertake quality audits of work carried out.
- Monitor and publish key performance targets to ensure the service levels are met.
- Ensure systems that need statutory testing are tested and that a database is kept up to date with test results.
- Review and respond to new legislation to ensure that all obligations are met.

We ask occupiers of the buildings to:

- Report defects and items for repair to the Estates Office, using the online self service http://www.bristol.ac.uk/estates/contact/ or telephone extension 89898 between the hours of 08.00 and 17:00 Monday to Friday. An emergency call out repair service will operate out of these hours. Emergency call outs will be available 24 hours a day, 7 days a week, and 365 days a year.
- Be vigilant in all areas e.g. corridors and offices and report defects in a timely manner.
- Co-operate with the operational staff where inevitable disruption may occur as a result of a particular repair.
- Ensure a safe working environment for Estates staff.
- Take an active role in providing service feedback.
- Submit complaints/compliments (preferably in writing) to the Estates Office Quality Services Manager using the facilities-management@bristol.ac.uk email address.
Service Levels

In order to deliver a consistent service to all, irrespective of location, faculty, division or hierarchy we allocate breakdowns to standard service levels.

We have Service Desk operators trained to identify the types of breakdown and whether critical environments may be affected. We regularly test the process to ensure breakdowns are consistently assigned the correct priority response.

Every breakdown or request to the Service Desk will be allocated to one of six priorities:

<table>
<thead>
<tr>
<th>Priority 1</th>
<th>Priority 2</th>
<th>Priority 3</th>
<th>Priority 4</th>
<th>Priority 5</th>
<th>Planned maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Respond within 2 hours • Requiring immediate response to prevent damage or injury.</td>
<td>• Respond within 24 hours • Failure causing serious disruption to operations.</td>
<td>• Respond within 7 days • Failure causing only moderate disruption to operations.</td>
<td>• Respond within 1 month • Minor defect or minor works</td>
<td>• Non urgent tasks scheduled on a client agreed day</td>
<td>• Within 1 month</td>
</tr>
</tbody>
</table>

Standard work groups

All calls to the helpdesk or raised via the self service website are categorised depending on the work groups and the priority. Response times are clearly indicated depending on the type of breakdown submitted.

<table>
<thead>
<tr>
<th>Standard Work Order groups</th>
<th>Standard Work Order groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Building Management System and Controls</td>
<td>• Key and Locks</td>
</tr>
<tr>
<td>• Carpentry</td>
<td>• Lift entrapment</td>
</tr>
<tr>
<td>• Cooling</td>
<td>• Lighting</td>
</tr>
<tr>
<td>• Deliveries</td>
<td>• Masonry</td>
</tr>
<tr>
<td>• Drainage</td>
<td>• Medical Gases</td>
</tr>
<tr>
<td>• Electrical installation work</td>
<td>• Miscellaneous</td>
</tr>
<tr>
<td>• Electrical major power loss</td>
<td>• Plumbing installation work</td>
</tr>
<tr>
<td>• Electrical small power loss</td>
<td>• Redecorations</td>
</tr>
<tr>
<td>• Fire alarm activation</td>
<td>• Roofing</td>
</tr>
<tr>
<td>• Gas</td>
<td>• Ventilation</td>
</tr>
<tr>
<td>• Health and safety</td>
<td>• Water pipe leak</td>
</tr>
<tr>
<td>• Heating</td>
<td></td>
</tr>
</tbody>
</table>
Definition of a response

When a call is placed with the Maintenance Service Desk, the exact scale of the work needed to fully resolve the breakdown may not be clear. Therefore the only service level guarantee that can be offered is the time taken to arrive at the scene of the breakdown, contain the damage and prevent the breakdown from escalating.

We provide core service Monday to Friday 08:00 to 16:00, but we measure response times against a continuous clock.

We do not stop the clock for the working day. We use the same system to measure Priority 1 emergency breakdowns as we do to measure all other priority work. The teams Key Performance Indicators reflect this by having less challenging targets for Priorities 2, 3 and 4.

What to expect when we respond

When an operational member of staff responds to the breakdown, you should expect them attempt to contain the breakdown and prevent any further damage on their first response.

When the skilled operative has assessed whether further work is required, possibly from other skills or departments, follow-on work orders will be raised to resolve the original user request. These are called Parent/Child work orders and are managed within the team’s software. Using the self service website it is possible to track the progress of the individual user request.

An example of the follow on orders and the complexity behind every day jobs may look like this

| User request: Water is pouring through the ceiling |
| First response: Assess whether this is a plumbing leak or rainwater leak. Isolate and protect |
| Raise follow-on jobs for: Hire of de-humidifiers Cleaning of damaged ceiling tiles Daily emptying of buckets Test safety of electrics Attend monthly to clean gutters |
Setting priorities for breakdowns

Priority 1
We will direct a member of the 24/7 emergency response team to the problem immediately, and will ensure that the breakdown is returned to a safe or usable state within 2 hours where possible. Any further work required will be done as soon as availability of labour and materials allow.

We classify Priority 1 work orders as situations in which life is threatened and/or there is a likelihood of catastrophic damage to property.

Examples of Priority 1 breakdowns
- Fire Alarm - Activation
- Generator not working
- No power to an essential services supply
- Smell of Gas or Gas escape
- Fire Alarm - Call Point Break Glass broken
- Lift entrapment
- No power to a whole building
- Specialised critical environment room too hot or cold

Priority 2
We will ensure that a skilled operative attends to the breakdown within 24 hours. Any further work required will be done as soon as availability of labour and materials allow.

We classify Priority 2 breakdowns as failures causing serious disruption to University teaching and research operations.

Examples of Priority 2 breakdowns
- Break into office
- Loss of water supply on a room basis
- External door not secure
- Corridor light not working - no other lights in corridor are working
- Loss of heating or hot water on a building basis
- No power to room
- Flooding toilet where limited welfare facilities are available
- Roof leaking in to work space
Priority 3
This priority will ensure that a resource attends to the problem within 7 working days and returns the premises to a safe or usable state. Any further work required will be done as soon as availability of labour and materials allow.

We classify Priority 3 breakdowns as a failure causing only moderate disruption to teaching and research operations.

<table>
<thead>
<tr>
<th>Examples of Priority 3 breakdowns</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Break into cupboard or pedestal because of lost key</td>
</tr>
<tr>
<td>• Room too hot or too cold</td>
</tr>
<tr>
<td>• No power to socket where other sockets still work within the room</td>
</tr>
<tr>
<td>• Toilet not flushing, but there are other welfare facilities available for use</td>
</tr>
<tr>
<td>• Radiator not heating up or no hot water to sink</td>
</tr>
<tr>
<td>• Corridor light not working - other lights in corridor are working</td>
</tr>
<tr>
<td>• Door stuck or binding where there is alternative access</td>
</tr>
<tr>
<td>• Air conditioning unit not working</td>
</tr>
</tbody>
</table>

Priority 4
We will ensure that a skilled operative responds to the call within one month and returns the fault to a usable state. Any further work required will be done as soon as availability of labour and materials allow.

We classify Priority 4 calls as a minor defect or minor works which may be rechargeable to a department. Examples of Priority 4 calls are:

<table>
<thead>
<tr>
<th>Examples of Priority 4 calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non Rechargeable</td>
</tr>
<tr>
<td>• No cold water to sinks</td>
</tr>
<tr>
<td>• Repair or replace door stops</td>
</tr>
<tr>
<td>• Replace ceiling tile(s)</td>
</tr>
<tr>
<td>• Replace broken tap</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Priority 5
This Priority category will be assigned to non urgent or minor improvement work which can be completed at a mutually agreed date.

Typically minor improvement works of a rechargeable nature could be re-classified as Priority 5 if a scheduled date is required.

<table>
<thead>
<tr>
<th>Examples of Priority 5 tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Put up white board in office during Easter break</td>
</tr>
<tr>
<td>• Repair ceiling tile out of normal work hours</td>
</tr>
<tr>
<td>• Paint office during the summer</td>
</tr>
<tr>
<td>• Provide new keys for start of term</td>
</tr>
</tbody>
</table>
Planned Maintenance

Maintenance planning is the responsibility of the Engineers and Surveyors in the Capital Maintenance and Infrastructure team within the Estates Office. Drawing on their own expertise and the feedback from operational teams and facilities managers, they assess the condition of the real estate and allocate recurring maintenance tasks to the Universities operational team or to external specialists. The University’s in-house operational team will complete the planned preventative maintenance tasks monthly.

Most planned maintenance activity undertaken by the in house team will be to demonstrate compliance with legislation. The operational team also complete preventative maintenance such as clearing gutters and down pipes in the autumn or filter changes in air handling units.

In establishing the long term maintenance plan the estate office considers that:

- All internal floor coverings are in a sound condition, free from trip hazards and fit for purpose.
- A cyclical redecoration programme for internal accommodation and service areas.
- There is a programme for the changing of disposable items such as filters and ensure that the programme is adhered to.
- That appropriate maintenance contracts are procured.
- A programme which reflects the expected replacement dates of plant, fittings and other key elements of the structure and systems in the buildings.
- A schedule of projects to undertake replacement of these elements and plant to avoid failure. This schedule will be prioritised depending on the overall needs of the Estate.

Project and refurbishment work

Whilst some level of redecoration of an office or a wall can be delivered by the operational maintenance team, design and project management is a specialist professional skill. If you believe you have a project requirement we encourage you to discuss this with your Facilities Manager in the first instance or directly with the relevant department.
Key Performance Indicators

The service levels we aspire to can be compared with maintenance repair organisations in many industries. They exceed the service levels that many comparable institutes aspire to deliver. Yet whilst some organisations select a service level that can be guaranteed, we have selected a more challenging target.

For this reason we have targets to indicate the performance being delivered against those challenging service levels. They are weighted targets dependant on the priority of the work order. The indicators for priority three and four reflect the expectation that work can be responded to and closed within the timeframe.

The Key Performance indicators we work to are:

<table>
<thead>
<tr>
<th>Priority 1</th>
<th>Priority 2</th>
<th>Priority 3</th>
<th>Priority 4</th>
<th>Priority 5</th>
<th>Cyclical PPM</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Attend 98% within the targeted response time</td>
<td>• Attend 85% within the targeted response time</td>
<td>• Attend and complete 80% within the targeted response time</td>
<td>• Attend and complete 80% within the targeted response time</td>
<td>• 95% of calls agreed with requestor</td>
<td>• Complete 85% within the targeted completion time</td>
</tr>
</tbody>
</table>

If a work order exceeds the service level time, there may be genuine business reasons for this. Examples of such reasons are:

<table>
<thead>
<tr>
<th>Reasons a work order may exceed the service level time</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Reasonable access to the student bedroom or academic office is refused</td>
<td>Multiple priority one incidents occurring simultaneously out of hours</td>
</tr>
<tr>
<td>Repair needs a replacement part available from central stores (if specialist parts are needed we will create a child work order)</td>
<td>The Service level time expires outside of University core hours (see definition of a response)</td>
</tr>
</tbody>
</table>
Contacts

General updates and complaints can be directed to

**Head of Facilities Management** - Leads the Facilities Management team. Also leads Service Managers whose operational Teams work across the University, in areas such as Reactive Maintenance, Security Services and Site Services (cleaners and porters).

**Mr P Smith**
University of Bristol
Paul.A.Smith@bristol.ac.uk
Work: (0117) 331 7291
Estates Office, 1-9 Old Park Hill, Bristol, BS2 8BB

**Head of Reactive Maintenance** - Heads the team of Maintenance Managers and directly employed maintenance trades staff (DLO).

**Mr A Spencer**
University of Bristol
Tony.Spencer@bristol.ac.uk
Work: (0117) 33 17489
1-9 Old Park Hill, Bristol, BS2 8BB

**Maintenance Manager Precinct**

**Mr J O’Hara**
University of Bristol
J.S.OHara@bristol.ac.uk
Work: (0117) 928 9966
1-9 Old Park Hill, Bristol, BS2 8BB

**Maintenance Manager Langford**

**Mr V Carey**
University of Bristol
buvmc@bristol.ac.uk
Work: (0117) 928 9514
Langford House, Langford, Nr Bristol BS40 5DU

**Maintenance Manager Precinct**

**Mr B Jackson**
University of Bristol
Brian.Jackson@bristol.ac.uk
Work: (0117) 331 7507
1-9 Old Park Hill, Bristol, BS2 8BB

**Maintenance Manager Precinct**

**Mr P Dempsey**
University of Bristol
P.Dempsey@bristol.ac.uk
Work: (0117) 928 9104
1-9 Old Park Hill, Bristol, BS2 8BB

**Maintenance Manager Precinct**

**Mr K McCombe**
University of Bristol
K.D.McCombe@bristol.ac.uk
Work: (0117) 928 8054
1-9 Old Park Hill, Bristol, BS2 8BB

**Maintenance Manager Emergency Response team & Residences**

**Mr P Viney**
University of Bristol
Pete.Viney@bristol.ac.uk
Work: (0117) 3317234
1-9 Old Park Hill, Bristol, BS2 8BB

or to locate the Facilities Manager in your Zone see:
bristol.ac.uk/estates/contact/
or e/mail FM support:
facilities-management@bristol.ac.uk