

Estates Office: How can we help?



Non-emergency/Non-urgent maintenance?

Use your UoB Login to make a request here:

www.bristol.ac.uk/estates



Building-related emergency?

Maintenance Help Desk, 89898
from 7am to 7pm, or contact Security Services on 112233



Teaching Space Fault?

Extn: 88288 Email: lfm-help@bristol.ac.uk



Security Services

Extn: 87848 Email: security-office@bristol.ac.uk



Considering changes to your space?

Contact your Facilities Manager to discuss
www.bristol.ac.uk/estates/contact

Approval by Senior Budget Holder to make a project request?

Use your UoB login to request a project
www.bristol.ac.uk/estates



Need to dispose of waste (paper, cardboard, wood, metal, chemicals, furniture)?

Sustainability's website shows how to work with us
www.bristol.ac.uk/green



What do Facilities Managers (FM) deliver?

They co-ordinate the activities of the wider Estates Office, across the whole University

Want to locate your Facilities Manager?

www.bristol.ac.uk/estates/contact



Who delivers Cleaning?

www.bristol.ac.uk/staff/internal/cleaning



What does External Estates oversee?

Horticulture, gardens and grounds maintenance, garden walls, litter picking, paths, paving, signage

www.bristol.ac.uk/external-estate/contact

Who delivers the Estates Assistant Service?

www.bristol.ac.uk/staff/internal/portering

Where can I find more help?

Check out the Estates Handbook: bristol.ac.uk/estates

Index to 2017 Estates Handbook

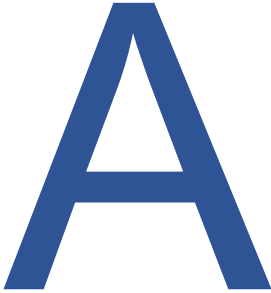
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Estates	Occupier	Service Level/Comment	Estates Unit
Access and Egress statements			
<p>DisabledGo is an external company commissioned by the Facilities Management team to survey its buildings, to provide advice and information to visitors. Visit:</p> <p>www.disabledgo.org/partners/university-of-bristol/main</p> <p>FMs will advise DisabledGo of any significant changes to our buildings to allow them to update surveys.</p> <p>Estates update and maintain the Building's Access/Egress Statement, sharing information, which is input to Personal Emergency Evacuation Plan (PEEP) by Occupier.</p>	<p>The Occupier will co-operate with the FM to allow surveys to take place.</p> <p>Occupier to identify any user likely to need a Personal Emergency Evacuation Plan (PEEP), provide them with the relevant information from DisabledGo and manage the PEEP, visit:</p> <p>http://www.bristol.ac.uk/safety/fire-safety/</p>	<p>FM's will produce Access Statements for the University's public buildings. These will be reviewed when any significant changes have been made to the building, the occupation of the building, or how it is used.</p>	<p>Facilities Managers</p>
Access Control			
<p>Security Services manage the UCard reader system on behalf of the University.</p> <p>Security contracts the installation and maintenance of UCard readers.</p> <p>FM Hard Services will replace a 'break glass', when reported broken or missing by the Occupier to the Maintenance Help Desk, visit:</p> <p>www.bris.ac.uk/estates/</p> <p>Use your UoB login and make a request.</p> <p>Stand-alone electronic keypads or mechanical Digi locks are not maintained by Estates, as they are classed as building fabric items.</p> <p>Repairs to stand alone electronic keypads or mechanical Digi locks are effected by Maintenance Services.</p> <p>Estates manage access for Estates staff and contractors they instruct to carry out work.</p> <p>Security will ask staff, students or persons to leave University premises, if they are unable to show their UCard.</p>	<p>The Occupier appoints Local UCard Administrators (LUCAs) to manage access for their Department/ location/the building(s) they occupy.</p> <p>Occupier shares keypad codes with the Estates Office, to allow access for essential services, such as Cleaners, Estates Assistants, Security and Maintenance staff.</p> <p>Occupier will advise the FM whether safety inductions will be necessary for locally controlled hazardous laboratories.</p> <p>Occupier pays for any code changes and Estates will require a charge code to proceed as a rechargeable item. Use your UoB login to make a request and provide your charge code, visit:</p> <p>www.bris.ac.uk/estates/</p> <p>Provides a Security Reception from 8am to 3.45pm Monday to Friday for UCard production at Royal Fort Lodge.</p> <p>NOTE: Your current Passport or photo Driving Licence will be required as proof of ID.</p>		<p>Security Services</p>

Estates	Occupier	Service Level/Comment	Estates Unit
Air Conditioning			
<p>Responsible for maintaining heating, cooling and ventilation systems provided to general areas.</p> <p>Consultation with the Generic Project Requirements specification (GPR) controlled by Head of FM Hard Services, and Sustainability teams, must be held, before air conditioning may be installed.</p>	<p>Occupier responsible for raising a project request on the Estates web page when they want to purchase new/replacement A/C equipment. Visit: www.bris.ac.uk/estates/</p> <p>Occupier will be responsible for funding the replacement and disposal of the asset.</p> <p>The Occupier will ensure all Air Conditioning systems are notified to the Estates Compliance Team.</p>	<p>Occupier raises a Project Request, visit: www.bris.ac.uk/estates/</p> <p>Assess the condition of all existing AC units and determine the issues for resolution, working with stakeholders and Sustainability to determine future use.</p> <p>Maintain and ensure the minimum maintenance service visits are completed to comply with F Gas Regulations.</p> <p>Responds to breakdowns.</p>	<p>FM Hard Services</p>
Alarms			
<p>Monitor critical alarms using BMS/SDN daily e.g. heating, cooling, air handling, water temperatures and cold storage facilities.</p> <p>Respond to other 'local' alarms reported to the Maintenance Help Desk, as appropriate.</p> <p>Site and Security Services monitor and respond to fire, intruder, panic and passenger lift alarms etc (ie BOLD system alarms)..</p>	<p>Occupier is responsible for local alarms associated with occupier equipment not linked to the BMS/SDN. This includes minus 80 degree C freezers, liquid nitrogen storage Dewars, oxygen depletion monitors etc.</p> <p>Occupiers are responsible for notifying the Estates Office of any equipment requiring alarming, providing full contact details and responding to an alert from Security Services regarding an alarm generated by their equipment, which is connected to the SDN/ BOLD system.</p>	<p>Respond appropriately and investigate causes of alarms as appropriate to the priority set for the type of alarm.</p>	<p>FM Hard Services</p> <p>Site Services</p> <p>Security Services</p>
Alterations			
<p>Estates approve any request to make alterations to space.</p> <p>Estates will liaise with landlords, planning authorities etc for approval and advise when works will commence.</p>	<p>Notify Estates several months in advance of any future requirement for alterations to occupied space, including installing significant equipment that may require additional services to facilitate its use (eg sockets, water, and/or sufficient load bearing capacity).</p> <p>Discuss this work with your Facilities Manager and then lodge a Project Request, visit: www.bris.ac.uk/estates/</p>	<p>Speak to your Facilities Manager, in the first instance, who will then involve relevant Estates colleagues. Subject to the request having the necessary School/Faculty funding/approval to proceed, the Facilities manager will provide advice, before the request can be accepted.</p>	<p>Facilities Managers</p>
Asbestos			
<p>Estates maintain the register and monitor the condition of Asbestos Containing Materials (ACM), as well as being responsible for dealing with its encapsulation and/or safe removal.</p>	<p>Occupier notifies the Maintenance Help Desk, visit: www.bris.ac.uk/estates/</p> <p>Calls Extn 89898 immediately any suspected Asbestos Containing Material (ACM) is found in the building.</p>	<p>Keeps an up to date register and management plan. Estates manage all Asbestos Containing Materials within the University's built environment.</p>	<p>FM Hard Services</p>
Assets/Space Management			
<p>Estates own an up to date register of ownership and leases. Many leases and licences are held by Estates on behalf of the University of Bristol and we liaise with UoB neighbours</p>	<p>The Occupier notifies Estates of any external groups or staff operating within UoB premises. The Occupier abides by the requirements laid out in the Estates lease documentation. Occupier will not enter into any lease or purchase obligations for buildings or space.</p>	<p>S&AM are the only Unit able to enter in agreements for the lease or purchase of land or buildings.</p>	<p>Space & Asset Management (S&AM)</p>

Estates	Occupier	Service Level/Comment	Estates Unit
AV Equipment in centrally managed teaching rooms			
<p>Responsible for providing, maintaining and supplying training for all central teaching spaces. Providing expert guidance and support for audio visual equipment situated in UoB generic teaching space including the provision of AV equipment.</p>	<p>Occupier is responsible for reporting any damaged AV equipment to the LFM Helpdesk on Extn 88288 or (0117) 928 8288 if dialling externally (when urgent) or visit:</p> <p>lfm-help@bristol.ac.uk</p> <p>Occupier funds the cost of any specialist functionality required specifically for their use.</p>	<p>Where LFM provide AV equipment in Central Teaching Spaces, LFM PAT test and keep records. In specialist teaching rooms, managed by Schools or Faculty, it is their responsibility to make sure PAT testing take place and records of their tests are kept.</p>	<p>Learning Facilities Management (LFM)</p>
AV Equipment in other University spaces			
<p>The Learning FM team will support AV equipment in all spaces. Occupier reports any damage to the LFM Help Desk number 88288 or (0117) 928 8288 externally.</p>	<p>Occupier funds the replacement, repair and maintenance of AV equipment in locally managed spaces. In all locally managed spaces, the Occupier will arrange/ensure PAT testing is carried out and that up-to-date asset records are maintained. AV equipment in Specialist Space/rooms is supported, but no budget is held by Estates for replacement/repair. In the specialist space rooms, which are managed by the School or Faculty, it is their responsibility to make sure that their AV kit and any other electrical equipment is PAT tested and records are kept of their tests.</p>		<p>Learning Facilities Management (LFM)</p>

B

Estates	Occupier	Service Level/Comment	Estates Unit
Bicycles			
<p>Manage and maintain bicycle sheds for cycle parking and secure barrier arrangements.</p> <p>The Abandoned Bicycle Policy is currently being revised.</p> <p>An Inappropriately Parked Bicycle policy is operational across the Estate.</p>	<p>The Occupier will encourage cyclists in the building(s) they occupy to use only the designated cycle parking facilities.</p>	<p>Visit: http://www.bristol.ac.uk/transportplan/</p> <p>or use email to contact: Transport-plan@bristol.ac.uk</p>	Sustainability
Blinds			
<p>All blinds will be of suitably robust construction for a commercial environment.</p> <p>Both the installation and blinds shall be covered by a warranty of at least 12 months.</p> <p>Several spare louvres will be provided with each set of fitted vertical blinds.</p>	<p>Occupier will make a request for the installation of blinds on the Maintenance Help Desk, visit: www.bris.ac.uk/estates</p> <p>Please provide a charge code for this work to proceed.</p> <p>Following installation, the upkeep and cleaning of blinds becomes the responsibility of the Occupier(s) of the space.</p> <p>Maintenance information relating to the type of blinds installed will be provided by the manufacturer.</p>		FM Hard Services
Breakdowns			
<p>Responsible for responding to and resolving breakdowns in building services. Estates monitor the quality and speed of the repair.</p>	<p>Occupier reports all faults and breakdowns, preferably through a nominated person, to the Maintenance Help Desk, visit: www.bris.ac.uk/estates</p> <p>They record/keep safe the Job Ticket No; to allow follow-up with Estates, if we fail to meet agreed target date for its completion.</p> <p>In an emergency, call the Maintenance Help Desk on Extn 89898 or (0117) 928 9898 if ringing in externally.</p> <p>They will use the original Job Ticket Ref Number provided to follow this up and will not create a new ticket for any incomplete tasks.</p>	<p>Priority 1 - within 2 hours.</p> <p>Priority 2 - within 24 hours.</p> <p>Priority 3 - within 7 days.</p> <p>Priority 4 – within 14 days.</p> <p>Priority 5 - within a month.</p> <p>Priority 6 - minor works.</p>	FM Hard Services

Estates	Occupier	Service Level/Comment	Estates Unit
Building Access Statement (ex-Building Emergency Evacuation Plan) See Section 'A' - Access and Egress Statements			
Building Fire Manual			
<p>FM will co-ordinate the production of the building specific Fire Manual.</p> <p>Estates will ensure a suitable person is identified for completing fire alarm and emergency lighting tests.</p>	<p>Occupier identifies all Department-led activity likely to affect the risk of a fire, and documents all departmental risk assessments for those activities.</p> <p>Occupier will provide details of all gases used, the locations of any flammable materials and their risk assessment, upon Estates request.</p> <p>Comply with actions identified in Fire Risk Assessment (FRA) promptly.</p>	<p>The Facilities Manager will review these bi-annually. Or sooner, where there have been significant changes to the building.</p>	<p>Facilities Managers</p>
Building Infrastructure			
<p>All structural parts of the building (including floors, ducts, walls, roofs, chimneys, frames, ceilings, floor coverings, insulation, doors, windows, internal and external staircases, lighting systems and fixtures, rain water goods, waste systems and drains).</p>	<p>The Occupier is responsible for any occupier equipment attached to the external structure of the building (e.g. aerials).</p> <p>Occupier responsible for any repairs caused by accidental damage, cosmetic changes or other damage NOT caused by fair wear and tear.</p> <p>The Occupier WILL NOT carry out works to any part of the building's infrastructure. They will make a request using the Maintenance Help Desk, or through their Facilities Manager for larger-scale works, visit:</p> <p>www.bris.ac.uk/estates</p> <p>The Occupier will provide information on the specification needed to ensure the suitability of soft furnishings, washroom fixtures and flooring in areas such as laboratories with radioactive hazards. (The Radiation Protection Adviser in Safety and Health Services will be able to provide advice to Occupiers/Estates colleagues) and in the case of bio-hazard labs, the Biological Hazard Safety Officer will be able to provide advice. For further information, visit:</p> <p>www.bristol.ac.uk/safety/contact</p>	<p>Priority 1 - within 2 hours</p> <p>Priority 2 - within 24 hours</p> <p>Priority 3 - within 7 days</p> <p>Priority 4 - within 14 days</p> <p>Priority 5 - within a month</p> <p>Priority 6 - minor works</p>	<p>FM Hard Services</p>
Building Management System (BMS)			
<p>Responsible for the effective operation of the Building Management System (BMS), including heating during cooler months.</p>	<p>Occupier will recommend staff, students and visitors to the building use layers of clothing; to help them deal with any temperature variations/ prevailing weather conditions, and by being prepared for potential heating system failures during the cooler months of the year.</p>	<p>Ensure the system settings are adjusted for the optimum, minimum temperature of 19 degrees C, for comfort and efficiency.</p>	<p>Sustainability</p>

Estates	Occupier	Service Level/Comment	Estates Unit
Building Work			
<p>Responsible for all the management, design, construction and handover of building projects.</p>	<p>Occupier works jointly with the Facilities Manager to create project funding bids which, if successful, will lead to delivery of new and/or updated space.</p> <p>Place orders using the University's Purchase to Pay System (ie Proactis).</p> <p>Where work is of an Estates-related nature, this request will go through our online system and you will provide your departmental charge code, before the order can be placed. Visit:</p> <p>www.bris.ac.uk/estates</p> <p>The Occupier will contact their Facilities Manager for assistance with larger scale works, visit:</p> <p>www.bris.ac.uk/estates</p>		Facilities Managers



Estates	Occupier	Service Level/Comment	Estates Unit
CAFM (Computer Aided Facilities Management) system			
Managed by the Estates Office and dependent upon ITS servers to facilitate its operation. The system we use is called Planon.			Facilities Management
Capital Projects			
<p>Responsible for all stages of major projects from assisting in the preparation of the initial brief, to the final handover of a completed and functioning facility, through to carrying out management of defects for the subsequent twelve-month period.</p> <p>Managing the capital budget allocated to the delivery of the scheme, using a framework of consultant teams, and ensuring the application of the <u>Generic Project Requirements (GPR)</u>, and the engagement of Estates and other non-Departmental stakeholders.</p>	<p>Occupier identifies a suitably experienced sponsor to work with the Estates team at corporate level, and assists in the setting of a clear brief.</p> <p>Occupier identifies lead user(s) who will work closely with the Project Officer and Project Manager to ensure that a single view is expressed from the whole School/Department stakeholders, and scheme requirements are correctly described.</p> <p>Occupier commits to attend all Project level meetings, as required, to provide both input and feedback to the School/Department on the project from the outset to its completion.</p>	Follow the agreed process for the delivery of capital projects at the University, using a modified PRINCE 2 methodology, and Generic Project Requirements, within established Health & Safety and Sustainability standards.	Capital Projects
Car Parking ! See Section 'P' - Parking, see also Section 'V' - Vehicle Charging Points			
CCTV (Existing External and Internal)			
Responsible for maintaining and monitoring existing external and internal CCTV.		Adheres to the University's CCTV Code of Practice, visit: http://www.bristol.ac.uk/secretary/data-protection/policy/cctv/	Security Services

Estates	Occupier	Service Level/Comment	Estates Unit
Cleaning			
<p>Responsible for the cleaning of all internal spaces to agreed standards and frequencies - subject to access and local agreements.</p> <p>Additional cleaning, outside the standard specification can be arranged, but please note that it will be subject to a Departmental charge code being provided to Site Services, beforehand.</p>	<p>Occupier responsible for keeping areas clear/tidy and ensures proper use of designated bins.</p> <p>Occupier reports spillages to Site Services.</p> <p>Teaching staff are responsible for monitoring and discouraging the consumption of food and drink (apart from water) in teaching spaces.</p> <p>Responsible for arranging cleaning outside specified standard agreement or restricted areas.</p>	<p>Windows – Annually</p> <p>Offices: fortnightly.</p> <p>Teaching rooms, laboratories, corridors/stairs: weekly.</p> <p>Toilets: daily.</p> <p>Common/Tea Rooms: daily.</p> <p>Waste bins: Alternate Days.</p> <p>For further information, you will need to use your University log in to visit:</p> <p>www.bris.ac.uk/staff/internal/cleaning/</p> <p>Site Services Unit Extn 88060, or the Cleaning Operations Manager: Extn 88137 or (0117) 92 88137</p>	Site Services
<p>Responsible for sweeping building entrances where Estates Assistants are provided.</p> <p>Responsible for emptying University-provided external waste bins.</p>	<p>Where no Estates Assistants are in place, it is the Occupiers' responsibility to empty ashtrays and smoking bins.</p>	<p>The University does not provide smoking bins as standard.</p>	<p>Site Services</p> <p>External Estates</p>
<p>Extract grilles etc are not cleaned within the Planned Preventative Maintenance Programme. Please contact the Maintenance Help Desk to make a request and be aware that the work may be re-chargeable, due to space usage.</p>	<p>The Occupier is responsible for reporting and providing a charge code where they wish to request the cleaning of any grilles and ventilation vents to the Maintenance Help Desk, visit:</p> <p>www.bris.ac.uk/estates</p>		FM Hard Services
Clocks			
<p>Clocks in the seminar rooms and lecture theatres are the responsibility of the Learning Facilities Management team.</p> <p>Estates Assistants can adjust clocks in the common parts of buildings that are within reach.</p> <p>Please report any clocks which require higher level access to the Maintenance Help Desk, visit:</p> <p>www.bris.ac.uk/estates</p>	<p>Occupier responsible for adjustment of clocks and the cost of replacement batteries for clocks in School or Department offices and other areas they occupy.</p> <p>Use the Maintenance Help Desk to make a request and provide a charge code for this task to be carried out, visit:</p> <p>www.bris.ac.uk/estates</p>		Learning Facilities Management (LFM)
Commercial catering equipment			
<p>With effect from 01/08/17 Estates will manage the service contracts for all commercial catering equipment.</p>	<p>The Occupier pays for servicing and allows access to those carrying out servicing of commercial catering equipment.</p>	<p>The Service Level will relate to statutory regulations and industry best practice.</p>	FM Hard Services
Contractors			
<p>Estates are responsible for the appointment and behaviour of all contractors engaged on Estates business.</p> <p>Works will proceed directly, where Estates contractors are working in plant rooms and there will be no disruption to the Occupiers.</p>	<p>The Occupier will be responsible for the appointment and behaviour of all contractors engaged on Occupier business and will ensure they avoid causing disruption to the building and other occupiers.</p>	<p>ESTATES OPERATIONAL PROCEDURE 18: Contractors' Office Process</p> <p>This Estates Operational Procedure is applicable to all employed personnel, Approved Contractors and Self Employed Contractors carrying out works on behalf of the University.</p>	<p>FM Hard Services</p> <p>Capital Projects</p>

Estates	Occupier	Service Level/Comment	Estates Unit
Contractors (continued)			
<p>Isolation of any service should only be instructed using the formal Permit to Work system. No contractor should turn up to isolate a service without the relevant Isolation Permit to Work, which provides adequate notice of isolation to the FM and/or Building Occupiers.</p> <p>Estates Contract Administrators have full responsibility for maintenance contractors employed by the Estates Office.</p>	<p>Occupier engaged contractors are NOT permitted to work on any building fabric or building services without Estates prior approval.</p> <p>Occupier will allow access upon receipt of sufficient notice (dependent upon a Contractor's access certificate) and information will be provided to the Occupier regarding Estates Contractor visit(s).</p> <p>If a Department requires a contractor to attend site, to carry out Estates related works for them, the process will be you make your request on the Maintenance Help Desk, visit:</p> <p>www.bris.ac.uk/estates</p> <p>Include any relevant comments, the charge code and the name of the person from the Department who is making the request. It is especially important these details are recorded where the works being requested will be classed as 'Rechargeable'.</p> <p>This will ensure that an Authorised Contractor is engaged, with the proper job control measures in place and with a Permit to Work created, where appropriate.</p> <p>Avoid taking any other course of action, such as asking a contractor to come onto site, before a requisition or purchase order has been raised by FM Hard Services.</p> <p>The Contractor's invoice(s) will remain unpaid and may entail them chasing you, over several weeks, to resolve this problem.</p> <p>The Contractor is responsible for applying for a Contractor Parking Permit and payment coupons from Security Services/Car Parking Services.</p>	<p>Safety & Health Services Fire Safety Policy applies to all staff and students in relation to the management of contractors working on Occupier business. For further information, visit:</p> <p>http://www.bristol.ac.uk/safety/fire-safety/</p>	<p>Facilities Management</p>
Compliance with COSHH (Control of Substances Hazardous to Health) Regulations 2002			
<p>Responsible for ensuring that all Estates activities are compliant with COSHH legislation and that suitable and sufficient COSHH assessments are in place.</p>	<p>The Occupier ensures all Department/Occupier-led activities are compliant with COSHH legislation, and that suitable, sufficient COSHH assessments are in place.</p> <p>In advance, of any COSHH that will be stored on site, the Occupier notifies the Maintenance Help Desk, visit:</p> <p>www.bris.ac.uk/estates</p>	<p>The Occupier will notify the Facilities Manager of all substances requiring COSHH assessments, where they may impact upon the building Fire Risk Assessment.</p>	<p>Facilities Management</p>

D

Estates	Occupier	Service Level/Comment	Estates Unit
Deliveries			
<p>Estates Assistants receive incoming goods from suppliers and Couriers. They check any casing is visibly undamaged and pass to School/Unit staff.</p> <p>Where there are no Estates Assistants in place, the Occupiers' staff will deal with deliveries.</p>	<p>Person making the requisition is responsible for receipting items against Proactis/Finance systems and onward delivery of items to the end user. School/Department staff liaise and assist with large equipment deliveries, providing contacts for staff who will be receiving incoming goods.</p> <p>Where there are no Estates Assistants, the Occupiers' staff will deal with deliveries. Occupier will ensure parcels of a personal nature are not delivered to its building(s).</p>	<p>Perishable goods to be delivered to School/ Department staff within two hours of arrival. All other goods on the day of delivery.</p>	<p>Site Services</p>
Disability Discrimination			
<p>Responsible for building compliance with the Equality Act 2010.</p>	<p>School/Section Safety Adviser (SSA), School Manager and the FM (on building-related issues) in the first instance, followed by relevant Estates colleagues.</p>		<p>Facilities Management</p>
Drainage			
<p>Responsible for all rain water goods, waste systems and drains.</p> <p>Estates is responsible for dealing with external drains and external gullies.</p>	<p>The Occupier is responsible for reporting damage, blockages, leaks, excessive wear and general failure within occupied areas and any blocked or damaged external drains or external gullies. Visit:</p> <p>www.bristol.ac.uk/estates/</p> <p>In an emergency, Occupier calls Extn 89898 or (0117) 928 9898.</p> <p>Only permitted substances will be discharged to drains, as directed by Safety & Health Services/Sustainability:</p> <p>http://www.bristol.ac.uk/safety/document-directory/</p>	<p>Priority 3 - 7 days</p>	<p>FM Hard Services</p>
Drinking Water			
<p>Estates will only label drinking water outlets (i.e. taps which are suitably supplied and positioned for potable water use will be labelled "Drinking Water").</p>	<p>It is suggested that within local/new staff Inductions, Occupiers bring to their staffs' attention that only water from taps labelled "Drinking Water" are to be used for drinking.</p>		<p>Facilities Management</p>

E

Estates	Occupier	Service Level/Comment	Estates Unit
Electrical Supplies – See also Section ‘P’ - PAT (Portable Appliance Testing)			
<p>Responsible for all legislative compliance testing.</p> <p>Estates is responsible for ‘fixed’ electrical supplies to the point of use.</p> <p>Responsible for the provision of electrical services including its distribution - up to point of use, the standard of voltage and frequency.</p>	<p>Occupier is responsible for the daily and pre-use checks of fixed equipment, and for reporting all defects to the Maintenance Help Desk, visit:</p> <p>www.bristol.ac.uk/estates</p> <p>In an emergency call Extn 89898 or (0117) 928 9898 externally.</p> <p>Prior to substantially increasing the loading on the local electrical system, the Occupier will check its capacity with both the Facilities Manager and University Electrical Services Engineer.</p>	<p>Compliance testing carried out: every 2.5 years.</p> <p>Electrical services will be tested: every 5 years.</p>	<p>FM Hard Services</p>
Emergencies – See also GYW/cb/fil/incidents			
<p>Respond to call-outs to assess situation, mitigate damage and effect repairs. Responsible for cleaning up after emergency situations – such as fires, floods.</p> <p>In many incidents/emergencies the Estates Office will be responsible for tactical incident management.</p>	<p>Occupier will provide contact names for call-out in case of an emergency (both during and outside normal working hours), is responsible for all Incident and Crisis Management</p> <p>Planning for Department-led activities.</p> <p>In an emergency call Extn 89898 or (0117) 928 9898.</p>	<p>Priority 1 – within 2 hours.</p>	<p>FM Hard Services Security Services</p>
Emergency Lighting			
<p>In buildings, with a central battery emergency lighting system installed, and via the zonal Estates Assistants, they will make a daily check of battery levels.</p>	<p>The Occupier will carry out a monthly test of the emergency lighting, where no Estates Assistants are employed, ensures records are kept detailing the date when the monthly test was carried out, by whom and will report any apparent faults or alarms to the Maintenance Help Desk, visit:</p> <p>www.bris.ac.uk/estates</p> <p>In an emergency, always call Extn 89898 or (0117) 928 9898.</p>	<p>Annually - an annual system and battery test will be carried out by FM Hard Services.</p>	<p>Site Services FM Hard Services</p>
Energy Consumption			
<p>Carry out an assessment of the building fabric and its energy systems to improve, where reasonable, the effective and efficient running of the building.</p>	<p>Occupier will promote the University Sustainability Policies and the ethos of energy conservation, within all areas and all buildings to both staff and students using that space.</p>		<p>Sustainability</p>

Estates	Occupier	Service Level/Comment	Estates Unit
Environmental Services			
Contact the Sustainability Manager (Waste) for advice.	Occupier encourages all their staff/students/visitors to follow best environmental practice, provides information and access to re-use and recycling facilities as necessary.		Sustainability
Equipment			
Responsible for plant and fixed services. In case of plant/services failure, contact Maintenance Help Desk Extn 89898 or (0117) 928 9898 externally.	The Occupier is responsible for the provision, testing and use of all equipment, purchased for all Departmental-led activities.		FM Hard Services
Estates Assistant Service			
<p>Responsible for the provision of Estates Assistant Service in main University buildings.</p> <p>Estates Assistants will move small items of furniture and equipment, subject to manning levels and having the necessary equipment available.</p> <p>NOTE: The Occupier will have already emptied filing cabinets of contents and provide sufficient prior notice.</p> <p>Locking and unlocking of buildings including alarms at agreed times.</p>	<p>For all other instances e.g. full room moves and the moving of large/bulky/many items should be arranged through one of the University's approved removal contractors.</p> <p>The hours Estates Assistants are available can be extended, subject to sufficient prior notice and local staffing levels. Provide your Departmental charge code at the time of making a request, to cover any additional costs.</p>	<p>For details of University approved removal companies, visit:</p> <p>www.bristol.ac.uk/safe/Purchasing/removals.html</p>	Site Services
Estates Assistants (except Uithe Langford site)			
<p>Internal building security includes: checking u/Cards, monitoring CCTV (where applicable), daily alarm management, challenging unauthorised persons, contractors.</p> <p>Where necessary, refusing entry when the access procedure has not been followed and maintaining internal security patrols.</p> <p>Sorting internal and external mail/postal services to University buildings (post van pick up and drop off) once per day to University properties and local hospitals. Accept parcels and deliveries including guaranteed and Recorded Delivery items.</p> <p>Subject to manning levels and sufficient prior notice being provided, responsible for setting up teaching and meeting rooms, in accordance with Occupiers' requirements.</p> <p>Responsible for the management of Contractors signing-into work in buildings.</p> <p>Carry out fire alarm tests, and associated Health & Safety roles in buildings.</p>	<p>All staff and students will always wear or carry their u/Card.</p> <p>Visitors should be collected by their hosts and at the end of their visit they should be escorted out of the building, to ensure they can exit safely.</p> <p>All post must be accurately addressed. The Occupier will assert that the University's Postal Service is not to be used for private post and parcels (this includes using a University postal address as a web/mail order delivery address) by staff or students.</p> <p>The Occupier will provide sufficient prior notice and information about both the timing of the booking and of the type of room set up that will be required.</p> <p>The Occupier will ensure any contractors carrying out servicing on their behalf, follow the Estates standard signing-in procedures.</p> <p>In buildings without an Estates Assistant, the Occupier will complete all related routine fire testing routines and keep records of the testing for inspection by the Facilities Manager for the building.</p>	<p>Daily: - Central battery check. Fire alarm panel check.</p> <p>Weekly: - Fire alarm system test. Refuge intercom test.</p> <p>Monthly: - Emergency lighting check/test. Alarm monitoring system test (BOLD).</p> <p>Six monthly: - Fire door integrity check.</p>	Site Services

Estates	Occupier	Service Level/Comment	Estates Unit
Estates Assistants (except the Langford site) - continued			
<p>Assist with alarm evacuations: interrogate the alarm system to identify the location of fire, direct students and staff to assembly point, prevent building re-entry, deal with refuge system activation.</p> <p>Guide Security Services and other colleagues or engineers to the location of the fire alarm.</p> <p>Work with Fire Wardens to check fire exits are kept clear of obstructions.</p>	<p>The Occupier will discuss and review fire testing routines and records with the Facilities Manager for the building.</p>		Site Services
Estates Contracting Group			
<p>Provides assistance with the Procurement of the following:-</p> <p>Goods and services for the Estates Office</p> <p>Large laboratory equipment (exceeding EU tender threshold – currently £172,514 excluding VAT).</p> <p>Energy/Utilities</p> <p>Contractor Monitoring and Oversight.</p> <p>For further information and contact details, please visit:</p> <p>www.bristol.ac.uk/estates/departments/ecg/</p>		<p>Estates Contracting Group provides a professional service managing the procurement of some Estates' contracts and larger equipment purchases. Working within the University's Purchasing Policy to provide value for money for the University and are compliant with the obligations under the Public Contracts Regulations (also informally known as OJEU Regulations).</p> <p>Wherever possible they will seek to adopt and work within current industry best practice.</p> <p>For information/advice on all other types of purchases, please contact the Procurement Team:</p> <p>www.bristol.ac.uk/procurement/</p> <p>NOTE: Procurement is now part of the Finance Services division (ie no longer operates within the Estates division).</p>	Estates Contracting Group
Events/External Events (Fequesting permission to hold events on University premises)			
<p>The process of applying for permission to hold an event/external event is serviced by the Estates Site Services Co-ordinator.</p>	<p>Please plan well ahead and visit:</p> <p>http://www.bristol.ac.uk/safety/document-directory/</p> <p>Allow at least two-three weeks before the proposed event date and email your request to:</p> <p>external-events@bristol.ac.uk</p> <p>They will provide the necessary forms, to allow the University's External Events Panel to assess and process your request. You will be advised of their decision.</p>	<p>Allow 2-3 weeks for the External Events process to progress your request.</p>	Site Services

Estates	Occupier	Service Level/Comment	Estates Unit
Examinations			
<p>The Estates Office will reduce the likelihood and, where possible, stop noisy and disruptive work taking place during Examination periods. To be able to do this, we require at least a month's prior notice, with details of the date, start/end time and locations of exams taking place in our buildings, both on the main Campus and at Langford please.</p> <p>Estates FM team will advise colleagues of the specific, dates, locations and timings when examinations will be taking place and their works can take place at a different period.</p>	<p>The Occupying Department and Exams Office will notify Estates FM of all Exams taking place at the various period throughout the year and when prompted to do so. This is to ensure disruptive work is prevented/managed. Where we have been provided with several weeks' notice of Exams, possible noisy/disruptive works will be planned to avoid those dates/timings. This is particularly relevant when Departments may choose to hold some internal examinations (ie these are not part of the main sessional Exams).</p> <p>The School will need to make direct contact with the FM Team, to alert us to those specific dates, times and locations where examinations will be taking place:</p> <p>facilities-management@bristol.ac.uk</p>	<p>Please share all examination specific information with us, by emailing:</p> <p>facilities-management@bristol.ac.uk</p> <p>Otherwise, there may be insufficient time for Facilities Management to mitigate any potential noise and disruption.</p> <p>The information you supply will be shared with Estates colleagues, including External Estates.</p>	<p>Facilities Management</p>
External Estates			
<p>Responsible for maintenance and safety of trees, lawns, planted landscapes, external water features, weed control, leaf and litter collection, benches, artworks/memorial items.</p> <p>Responsible for maintenance and safety of non-residential external hard surfaces, walls, fences, steps, railings.</p> <p>Langford - responsible for maintenance and safety of non-agricultural fences, railings.</p> <p>Responsible for emergency works - snow and ice clearance, fallen trees etc.</p>	<p>Occupier is responsible for informing External Estates of any changes to occupation, or items that may affect the external safety of buildings.</p>	<p>Notify the Maintenance Help Desk, to ensure someone can be tasked with attending/dealing with the issue. Provide additional information, where access may not always be available.</p> <p><i>The system will generate a Job Ticket Number. It is important that you keep this safely; it will let you track your request and to follow up if we do not meet the service level.</i> Please use that initial job reference number to follow up (and please do not add multiple requests).</p> <p>NOTE: A small number of requests will require your charge code to be provided, at the request stage, as they are classed as Rechargeable tasks.</p>	<p>External Estates</p>

F

Estates	Occupier	Service Level/Comment	Estates Unit
Fabric of the building – see Section 'B' - Building Infrastructure			
Faults and Failures - see Section B' - Breakdowns'			
F Gas Regulations - see Section 'A' - Air Conditioning			
Fire Alarms			
<p>Where Estates Assistants are in place via the zonal model, daily and weekly tests are carried out, in addition to tests of the emergency lighting and refuge points.</p> <p>Responsible for the daily and weekly fire alarm tests, emergency lighting and fire refuge point checks where Estates Assistants are in place.</p> <p>In most major buildings, an automatic fire detection and warning system will have been installed, incorporating manually operated fire alarm call points suitably positioned and located throughout the premises.</p> <p>The system will raise the alarm during the incipient stages of a fire, prompting an early evacuation of the premises by the occupants.</p>	<p>The Occupier liaises with FM to comply with the requirement for fire drills to be held every term.</p> <p>Occupier reports faults/alarms where seen. The Occupier is responsible for daily/weekly fire alarm tests where no Estates Assistant is in place.</p> <p>www.bristol.ac.uk/safety/fire-safety</p>	<p>Fire alarm panels checked - Daily</p> <p>Call points tested - Weekly</p> <p>Fire Drills held - Termly</p>	<p>Site Services</p> <p>Facilities Management</p>
Fire Doors			
<p>The inspection of fire doors will be delegated to the Estates Assistants.</p> <p>Following the inspection, they will report any fire doors that are judged to need attention to the Maintenance Help Desk.</p> <p>Where fire resistant walls, screens and doors have been fitted, they are intended to protect escape routes by resisting the passage of fire and smoke into corridors, stairways etc. It is essential that, when not in use, fire doors are kept shut and that they are maintained to be positively self-closing to provide an effective barrier against smoke and heat.</p>	<p>The Occupier will manage local activities to ensure that fire exit routes are maintained unobstructed and that fire doors are not either obstructed or propped open.</p> <p>Occupier reports faults to the Maintenance Help Desk and, in an emergency calls Extn 89898 or (0117) 928 9898 if dialling externally.</p> <p>In non-Estates Assistant staffed buildings, the Occupier completes this task and reports issues found through the Maintenance Help Desk. Visit:</p> <p>www.bris.ac.uk/estates</p>	<p>Six monthly inspections take place</p>	<p>Site Services</p>

Estates	Occupier	Service Level/Comment	Estates Unit
Firefighting Equipment (Portable)			
Responsible for the upkeep and maintenance of all portable firefighting equipment	<p>The Occupier reports any damaged/missing firefighting equipment. Ensures that sufficient numbers of their staff (Fire Wardens) are trained in the use of equipment where appropriate, follows Safety & Health Services' advice:</p> <p>www.bristol.ac.uk/safety/fire-safety</p> <p>Occupier pays for replacement of missing or misused fire extinguishers.</p>	<p>Annual inspection</p> <p>For further information from Safety & Health Services visit:</p> <p>www.bristol.ac.uk/safety/fire-safety</p>	Facilities Management
Fire Precautions			
<p>Responsible for all fixed fire-fighting systems, including wet and dry risers, fire signage (internal/external), emergency lighting, fire escapes and fire escape routes.</p> <p>Responsible for the daily and weekly fire alarm checks, emergency lighting and fire refuge point checks where Estates Assistants are in place.</p>	<p>Occupier maintains fire exit routes to minimise fire risk throughout the building, arranges clearance of any combustible materials, rubbish or obstructions in passageways and corridors.</p> <p>The Occupier will also ensure that no fire doors are 'propped' open.</p> <p>The Occupier liaises with FM to comply with the requirement for fire drills every term.</p> <p>Occupier reports faults/alarms where seen. The Occupier is responsible for carrying out daily/weekly fire alarm tests where no Estates Assistants are in place.</p>	<p>Fire alarm panels checked - Daily</p> <p>Fire alarms tested - Weekly.</p> <p>Fire Drills held - Termly.</p>	Facilities Management Site Services
Fire Risk Assessment (FRA) of Building Structure			
<p>Fire Safety legislation imposes duties on all employers concerning the provision and management of a minimum standard of fire safety.</p> <p>To ensure that a minimum standard of fire safety has been properly considered, there is also a legal requirement for the University to carry out Fire Risk Assessments of all workplaces where people are employed.</p> <p>Facilities Managers will update and maintain this building Fire Risk Assessment.</p>	<p>The Occupier notifies the Facilities Manager for the building of any hazards stored in the building (such as chemicals or other flammable materials) noting exactly where they are stored and assisting the FM by providing all relevant information to assist with their task of maintaining the Fire Risk Assessment for the building.</p>	<p>Two years</p> <p>The FRA will be reviewed according to the risk classification, or when a significant change to the building has occurred. This will be undertaken by the FM, in liaison with the relevant Departmental Manager.</p> <p>The FRA for any residential property will be carried out by the Residential Facilities Manager for that building.</p>	Facilities Management
Fire Wardens			
<p>In shared buildings (eg Senate House) Estates FM ensures that the building Occupiers have access to an up to-date list of the names and contact details for the Fire Wardens, who are based in that building.</p>	<p>The Occupier will comply with the Safety & Health Services' guidance on both the provision and training of local Fire Wardens, visit:</p> <p>www.bristol.ac.uk/safety/fire-safety/</p>	<p>A list of Fire Wardens will be checked by FM with School or Section Safety Advisor (SSA) during termly building inspections.</p>	Facilities Management
First Aiders			
<p>Ensures the Estates Assistant (where in place) and Security Services have access to an up-to-date list of contact details for the First Aiders based in the building.</p>	<p>The Occupier will provide sufficient local staff to act as First Aiders, as determined by Safety & Health Services visit:</p> <p>www.bristol.ac.uk/safety/guidance</p>		

Estates	Occupier	Service Level/Comment	Estates Unit
Fixtures, Fittings and Furniture			
Subject to the availability of staff, sufficient prior notice and detailed information about the layout, Estates Assistants can move furniture to 'set up' rooms.	The Occupier is responsible for the purchase of all loose furniture and moveable fixtures in the building they occupy.		Site Services
Flags			
Estates Assistants will raise flags on buildings with flag poles, when notified in advance by the University's Public and Ceremonial Events Office (PACE).			Site Services
Floods			
Respond to call outs to assess situations, mitigate damage and effect repairs. Responsible for co-ordinating clearing up operation, after emergency situations.	Occupier reports faults/floods to the Maintenance Help Desk Ext 89898 (0117) 928 9898 promptly, who will attend/contain the flood. Telephone Site Services Extn 88137 or (0117) 92 88137 externally, where extra cleaning may be required, after a flood.		FM Hard Services Site Services
Floors			
Responsible for all structural parts of the building, including floors.	The Occupier will be responsible for providing technical specification to assist with the selection of suitable of soft furnishings, washroom fixtures and flooring in areas such as Labs handling Radioactive or Bio-Hazardous materials.		Facilities Management
Food/Catering for Events			
	Occupiers are reminded that food for events is provided by the University approved catering providers (currently either University Residential & Hospitality Services, Papadeli or Sally Walker). Clearing up after events take place will be the responsibility of the organiser of the event. Catering items are normally collected by 10 am the next working day.	The Occupier should follow up with the catering company if they do not clear up. For more information visit: http://www.bristol.ac.uk/residential-hospitality/catering/	
Freezers (Minus 80 degree C)			
Estates will monitor those freezers which are connected to critical alarms.	The Occupier is responsible for freezer cabinets used in Departmental-led activities. Occupier must not locate freezers in corridors and/or stairwells. Occupier is also responsible for the upkeep of the insurance inventory and cleaning freezer filters, etc. Responsible for notifying the Estates Office of any equipment that needs to be monitored.	Priority 1 - within 2 hours.	FM Hard Services
Fridges			
	The Occupier is responsible for the location of fridge cabinets, which must not be sited in corridors or stairwells. The Occupier is also responsible for the cost of all repairs to fridges (such as in staff kitchen areas).		

Estates	Occupier	Service Level/Comment	Estates Unit
Fume Cupboards (Fixed Sash)			
<p>Responsible for the effectiveness of forced air extract and installed fume cupboards to University Safety & Health Services Code of Practice and the Estates Office standards. Responsible for statutory testing every 14 months.</p>	<p>The Occupier notifies Maintenance Help Desk by calling Extn 89898 or (0117) 928 9898 when their local alarms are activated. The Occupier will use fume cupboards in accordance with Best Practice guidance.</p> <p>Upon provision of reasonable notice, the Occupier will allow access to Contractors for routine testing and ensure the cabinet is in a clean and safe condition for the tests to be carried out.</p>	<p>14 monthly test.</p>	<p>FM Hard Services</p>
Fume Cupboards (Re-circulated)			
	<p>The Occupier is responsible for the effectiveness of recirculated air extract fume cupboards to relevant BS Standards and, ensuring statutory testing of this equipment takes place at least every 14 months.</p>	<p>14 monthly test.</p>	<p>FM Hard Services</p>

G

Estates	Occupier	Service Level/Comment	Estates Unit
Gardens & Grounds - See Section 'E' - External Estates			
Gas (Mains Supply - Natural Gas)			
Responsible for the natural gas pipe work from the meter to the point of use. (Note: The meter and the supply to the meter are the responsibility of Wales and West Utilities.)	Responsible for laboratory equipment connected to the gas supply e.g. Bunsen burners.	Priority 1 - within 2 hours.	FM Hard Services
Gas Bottles and Storage Areas			
Responsible for gas bottle storage and collection areas, pumping stations and the main site safety barriers.	Occupier responsible for the transport and use of gas cylinders. Responsible for training any persons moving and using gas cylinders. Responsible for servicing/testing of regulators and ancillary equipment, pipe work. The Occupier will inform the FM of the location of any flammables in the building for inclusion in the FM's Fire Risk Assessment.	Regulators - 5 year service. At the Langford site, this may also be carried out by Langford units such as SVS, LVS, RD&T, and CBC. Contact the University's Safety and Health Services Unit for local advice.	
Gas Systems (Fixed)			
Completes the annual competent persons' inspections. Any repairs and replacement of parts required, as part of the annual competent persons' inspections, will be carried out by FM Hard Services.	The Occupier is responsible for completing visual tests and a pressure test. The School/Unit is responsible for the cost of any local repairs and/or replacement of local parts, including locally used regulator valves. The Occupier will contact the Maintenance Help Desk and provide their charge code, so that an order can be placed. Visit: www.bristol.ac.uk/estates/ Fixed gas systems are installed in the Schools of Physics, Chemistry, Earth Sciences, Geographical Sciences, Bristol Life Sciences, Dorothy Hodgkin, the Bio-Medical Sciences buildings, Langford and Pre-Clinical Vet School.	Annual check – all relevant parts. Contact the University's Safety and Health Services Unit for their advice.	FM Hard Services
Gritting - See Section 'S' - Snow Clearance			



Estates	Occupier	Service Level/Comment	Estates Unit
Hand Dryers			
Installation, repair and maintenance of hand dryers	The Occupier reports faults to the Maintenance Help Desk, visit: www.bristol.ac.uk/estates/	Priority 3: within 7 days.	Site Services
Hazardous Waste			
Responsible for ensuring that the University is compliant with Hazardous Waste legislation, ie for its safe collection and disposal, visit: www.bristol.ac.uk/green/doing/waste/waste-management-guide/	Occupiers producing hazardous waste take full responsibility for the waste they generate. They dispose of it, following the procedures in place through the HWMS, ensuring that local safe operating procedures are in place and are followed. Notify Sustainability, as soon as possible, if any scheduled collections have been missed, visit: http://www.bristol.ac.uk/safety/chemical-safety/		Sustainability
Health & Safety			
H&S issues during either major capital project, refurbishment or a major maintenance or rechargeable works. H&S issues during maintenance and minor rechargeable work. Responsible for building related H&S issues and for common and shared areas as agreed, visit: http://www.bristol.ac.uk/estates/departments/facilities-management/facilities-management-hard-services/healthandsafety/healthandsafetypolices.html	All refurbishment/building-related works must be arranged through the Estates Office. Initial discussions take place with the Facilities Manager (FM) for the building. To locate your FM visit: www.bristol.ac.uk/estates <i>The Occupier must not arrange any building works themselves.</i> All work being carried out on site, must be carried out to conform to the current H&S legislation. For advice, visit: www.bristol.ac.uk/safety		Facilities Management

Estates	Occupier	Service Level/Comment	Estates Unit
Health & Safety (continued)			
<p>Responsible for the Health and Safety of all centrally-managed space.</p> <p>Estates provide information and training (inductions) for Contractors working in general office and shared spaces.</p> <p>Estates is responsible for the safety of trees, walls, fences, steps, railings, external surfaces, benches and memorial items on our land.</p>	<p>The Occupier arranges all Health & Safety requirements for School/ Departmental events, including ensuring every staff member who provides teaching is aware of their role/responsibilities relating to emergency evacuations.</p> <p>Ensures over-crowding is avoided and that every member of the School/ Department is covered by an appropriate Personal Emergency Evacuation Plan (PEEP), where one is required. Ensures non-LFM equipment is PAT tested, prior to use in any non-central teaching spaces.</p> <p>Ensures all the above is applied to departmentally managed space, including the management of the room environment.</p> <p>The Occupier provides information and training (ie inductions) for all staff to operate services within the building(s) they occupy safely.</p> <p>The Occupier provides information and training (ie inductions) for Contractors working in School/laboratories and ancillary spaces.</p> <p>The Occupier reports issues to the Maintenance Help Desk. Visit: www.bristol.ac.uk/estates</p> <p>In an emergency, call Extn 89898 or (0117) 928 9898 if dialling externally.</p>		<p>Facilities Management</p> <p>Capital Projects</p> <p>FM Hard Services</p> <p>Learning Facilities Management (LFM)</p> <p>External Estates</p>
Help Desk			
<p>Estates manage and operate the Maintenance Help Desk</p> <p>Responds to issues raised within agreed timescales. Reports progress and delays to the Facilities Manager for the building. Also provides feedback to the person reporting the issue through updates made on their tablet/mobile device.</p>	<p>Occupier reports maintenance/repair issues to the Maintenance Help Desk:</p> <p>www.bristol.ac.uk/estates</p> <p>Telephones critical or very urgent issues firstly to Maintenance Help Desk on Extn 89898 or (0117) 928 9898 and then contacts FM for that building.</p> <p>Maintenance Help Desk is staffed Monday to Friday, from 7am to 7pm, outside those times, please call our Security Services Unit, Extn 87848, or (0117) 92 87848, who will call out Shift Maintenance team to attend/make safe.</p>		<p>FM Hard Services</p>
High Voltage electrical equipment and supplies			
<p>Estates responsible for all legislative compliance testing, including electrical installation, fixed electrical systems.</p> <p>Estates responsible for managing all works on High Voltage systems.</p>	<p>The Occupier reports faults using the Maintenance Help Desk system at:</p> <p>www.bristol.ac.uk/estates</p> <p>In an electrical emergency, always call Extn 89898 or (0117) 928 9898</p>	<p>Fixed electrical equipment 2.5 years.</p> <p>Installation 5 years.</p> <p>New installations 10 years.</p>	<p>FM Hard Services</p>

Estates	Occupier	Service Level/Comment	Estates Unit
High Voltage electrical equipment and supplies - continued			
	<p>Notify the Maintenance Help Desk if testing is not being carried out to the agreed schedule.</p> <p>Users are expected to carry out visual pre-use checks of electrical equipment.</p>		
Hot Water supplies – See Section ‘L’ - Legionella			
<p>Responsible for hot and cold water systems to point of use.</p> <p>Responsible for water hygiene testing.</p>	<p>The Occupier reports faults to Maintenance Help Desk at:</p> <p>www.bristol.ac.uk/estates/</p>	<p>Loss of cold water supply to a room -</p> <p>Priority 2 - within 24 hours or,</p> <p>Priority 3 – within 7 days; this will depend upon service and location.</p> <p>Where there is a potential scalding risk and the water temperature is very high, contact the Facilities Manager for your building in the first instance. Provide information about the exact location, how to contact you, etc, visit:</p> <p>www.bristol.ac.uk/estates/</p> <p>Where it is considered an emergency, call Extn 89898 or (0117) 928 9898 if telephoning externally, to report this.</p> <p>Priority 1: – within 2 hours.</p>	FM Hard Services
Hygiene ! See also Section ‘C’ Cleaning, see also Section ‘P’ - Pest Control			
Estates manage the sanitary bin collection contract.			Site Services



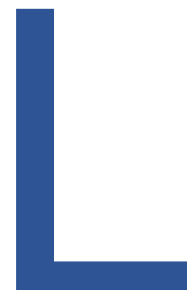
Estates	Occupier	Service Level/Comment	Estates Unit
Incidents			
<p>Estates investigate and report on building related incidents and those for common and shared areas, as agreed and will report issues to Safety & Health Services, as required.</p> <p>In many incidents/emergencies the Estates Office will be responsible for tactical incident management.</p>	<p>The Occupier investigates and reports on all incidents, including near-misses, relating to School/ Occupier-led activities. See Safety & Health Services guidance, visit:</p> <p>http://www.bristol.ac.uk/safety/guidance/</p> <p>Keeps contact details on Incident Crisis Management Framework up to date.</p> <p>In incidents, occupiers will be expected to provide safety advice relevant to their building and assist in emergency protocols.</p>	<p>Priority 1 – within 2 hours.</p>	<p>FM Hard Services</p>
Incinerator			
<p>The University no longer has incinerator facilities.</p>	<p>For assistance with disposing of waste visit:</p> <p>www.bristol.ac.uk/green</p>	<p>Or, you can email your request to: sustainability-estates@bristol.ac.uk (Inbox monitored daily.)</p>	<p>Sustainability</p>
Insurance			
<p>Insurance is the responsibility of the University Secretary's Office.</p> <p>Estates maintain a database of all plant and equipment requiring Routine Statutory Compliance Testing and arrange the testing schedule with contractors.</p> <p>This work is usually carried out by the University's Insurer, under contract.</p>	<p>Occupiers' equipment needed to carry out Departmental-led activity may need to be included within the list of plant and equipment requiring Routine Statutory Compliance Testing.</p> <p>For Safety & Health Services guidance, visit:</p> <p>www.bristol.ac.uk/safety/media/po/equip-requiring-insurance-po.pdf</p> <p>Occupier reports when testing is not carried out, to the agreed schedule, to the Maintenance Help Desk, visit:</p> <p>www.bristol.ac.uk/estates</p>		<p>FM Hard Services</p>
IT Services			
	<p>Occupier responsible for local data collection on Occupier equipment.</p> <p>The Occupier is responsible for the purchase of all IT equipment (software and hardware) and services.</p> <p>Purchase all IT equipment and software through IT Services, using the standard University procedures.</p>	<p>IT Services provide all fixed data services and systems.</p> <p>NOTE: IT Services is responsible for ensuring their contractor has followed the Estates specification for Fire Stopping, where they may have disturbed any local fire compartmentation measures.</p>	



Estates	Occupier	Service Level/Comment	Estates Unit
Job Requests			
<p>Estates provides a maintenance job request service through FM Hard Services.</p> <p>We ask University colleagues to report all non-urgent and non-emergency job requests requiring attention through our web-reporting system. To do this, visit:</p> <p>www.bristol.ac.uk/estates</p> <p>Using this web-based system keeps the telephone line free to deal with any emergencies.</p> <p>Please keep the Job Ticket number to hand, as this allows the person reporting the issue to be able to check upon the progress of their request and to see feedback provided by our FM Hard Services colleagues, who will respond to the request.</p>	<p>The Occupier and their staff will use our web-reporting system for all non-urgent/non-emergency maintenance requests, visit:</p> <p>www.bristol.ac.uk/estates</p> <p>In a building-related emergency, always telephone Extn 89898 or (0117) 92 89898 if it's between the hours of 7am - 7 pm.</p> <p>Outside those timings, please telephone Security Services colleagues, on Extn 112233 or telephone (0117) 3311223 who will be able to contact the University's Shift Maintenance Team to attend in an out of hours emergency.</p>	<p>Priority 1 - <i>within 2 hours.</i></p> <p>Priority 2 - <i>within 24 hours.</i></p> <p>Priority 3 - <i>within 7 days.</i></p> <p>Priority 4 - <i>within 14 days.</i></p> <p>Priority 5 - <i>within 1 month.</i></p> <p>Priority 6 - <i>scheduled maintenance.</i></p>	<p>FM Hard Services</p>

K

Estates	Occupier	Service Level/Comment	Estates Unit
Keys			
<p>The Estates Office will supply replacements for lost keys.</p> <p>The cost of providing new/replacement keys is rechargeable to the School/ Department. This will normally be charged at a cost of around £20 per Abloy key provided.</p>	<p>The Occupier will be liable for the cost of the provision of keys and associated deposit collections, risk assessments and any necessary safety training, before keys are issued locally.</p> <p>The cost of any replacement keys will be borne by the occupying School Department. Have your charge code to hand and order via the Estates web-based system, visit:</p> <p>www.bristol.ac.uk/estates</p>	<p>Priority 5 – within 1 month.</p>	<p>FM Hard Services</p>
Keypads			
<p>Stand-alone electronic keypads or mechanical digi-locks are not maintained by Estates. These are classed as building fabric items.</p> <p>Repairs are carried out by FM Hard Services but, any work to change the keypad code or similar changes, will be classed as rechargeable to the Occupier and require a charge code, before the works can proceed.</p>	<p>The Occupier will pay the rechargeable costs of carrying out any keypad code changes.</p>		<p>FM Hard Services</p>



Estates	Occupier	Service Level/Comment	Estates Unit
Leaf Collection			
<p>This task is carried out by our Gardens and Grounds staff, who are part of the External Estates Unit. See 'E' External Estates.</p>			External Estates
Legionella			
<p>Responsible for all legislative compliance, including monthly tap temperature testing, system flushing, removal of 'dead-legs', risk assessments and chlorination of infrequently used outlets in plant rooms.</p>	<p>The Occupier records the location of any infrequently used water outlets and notifies FM Hard Services, visit: www.bristol.ac.uk/estates</p> <p>The Occupier has a legal responsibility to flush all infrequently used outlets, on a weekly basis, in all laboratories, workshops and other areas with water outlets. To comply, they will also note where any standing water has been thoroughly flushed through.</p> <p>The Occupier will report discoloured or low temperature hot water via the Estates Help Desk, visit: www.bristol.ac.uk/estates</p>	<p>Sink tap temperature checks set to occur each month.</p>	FM Hard Services
Local Extract Ventilation (LEV) See Section 'F' - Fume Cupboards			
Lifting Apparatus, Crane Blocks Slings/Hydraulic lifting equipment			
<p>FM Hard Services co-ordinate the insurance company engineering inspections and maintain an asset register.</p>	<p>For further information, visit: www.bristol.ac.uk/safety/media/po/e/quip-requiring-insurance-po.pdf</p> <p>The Occupier is responsible for the maintenance and safe operation of hoists, cranes, fork-lift trucks and all other mechanical handling equipment. Occupier is responsible for informing their Facilities Manager of any new equipment purchased and for ensuring that all equipment being used is "in date" and within the "scheduled test period".</p>		FM Hard Services

Estates	Occupier	Service Level/Comment	Estates Unit
Lifts			
<p>Responsible for all passenger and cargo lifts, including compliance with the Equality Act 2010, visit:</p> <p>www.bris.ac.uk/equalityanddiversity/act/protected/disability/</p>	<p>The Occupier will contact Maintenance Help Desk on Extn 89898 or (0117) 928 9898 to report any issues with the operation of lift(s) in the building.</p>		FM Hard Services
Lightning Conductors			
<p>Responsible for installation and testing of all lightning conductors.</p> <p>FM Hard Services check existing buildings. Capital Projects may install new Lightning Conductors on new/refurbished buildings and FM Hard Services maintain them.</p>		Checked every 12 to 14 months.	<p>FM Hard Services.</p> <p>Capital Projects.</p>
Lighting			
<p>Responsible for all fixed lighting maintenance, replacement of lamps internally and externally.</p>	<p>The Occupier will report all flickering/ inoperative lights/lamps, visit:</p> <p>www.bristol.ac.uk/estates</p> <p>If no other lights in the location are working/operative, call Maintenance Help Desk on Extn 89898 or (0117) 928 9898 externally.</p> <p>FM Hard Services do not carry out cyclical/periodic maintenance, checks or cleaning of lights. This will be classed as a Rechargeable task, and requires a Departmental charge code to proceed. To arrange for this task to take place, contact the Maintenance Help Desk with your charge code, visit:</p> <p>www.bristol.ac.uk/estates</p>		FM Hard Services.
Litter			
<p>Collections of these items will occur routinely, within a cyclical route that External Estates colleagues follow.</p>	<p>Where an Occupier has a specific request, please will they contact External Estates direct, to discuss on Extn 14908 or (0117) 33 14908.</p>	At the Langford site only, this is dealt with by Site Services staff.	External Estates
Locking Up			
<p>Where Estates Assistant cover is available, they are responsible for locking external doors and teaching areas.</p>	<p>The Occupier is responsible for ensuring staff close windows, lock offices and work areas (ie workshops, labs) and are responsible for securing work premises, where there is no Estates Assistant cover.</p>		Site Services
Locks			
<p>Responsible for the supply, installation and maintenance of locks.</p>	<p>The Occupier is responsible for purchasing extra locks and any changes to locks where their security requirements alter, due to either the Occupier changing or a change of use. Make a request and supply a Departmental charge code to proceed, visit:</p> <p>www.bristol.ac.uk/estates</p>		FM Hard Services.

Estates	Occupier	Service Level/Comment	Estates Unit
Lost Property			
<p>In buildings where there is an Estates Assistant, items of Lost Property can be left with them to record and secure for safe-keeping.</p>	<p>The Occupier will put in place local arrangements, in buildings where there are no Estates Assistants such as those noted in the Service Level.</p> <p>Take items to the Estates Assistant Lodge in Senate House to log and deal with the items in accordance with the University Lost Property guidance.</p>	<p>Guidance is provided on lost property: http://www.bristol.ac.uk/securityservices/lost-property/</p>	<p>Site Services</p>

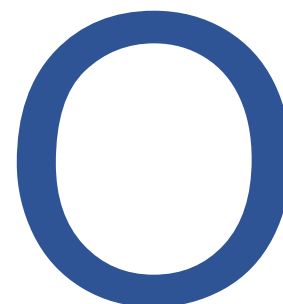
M

Estates	Occupier	Service Level/Comment	Estates Unit
Mail - External			
<p>Collects franked and stamped mail from central point in department daily and takes external mail to agreed point for Royal Mail collection.</p> <p>Distributes incoming/external mail to offices or "pigeon holes" as agreed locally.</p>	<p>Occupier will ensure their staff do not have items of personal post and/or packages delivered to the University or to Estates Assistants.</p>	<p>External mail will be delivered within 24 hours after main delivery by Royal Mail.</p> <p>This will be dependent upon the time Royal Mail deliver it to Senate House.</p>	<p>Site Services</p>
Mail - Internal			
<p>Provides a daily collection and delivery point for internal mail.</p>	<p>The Occupier maintains Contact Directory entries for their colleagues to show up-to-date staff location details and to assist with prompt delivery of internal mail items.</p>	<p>Internal mail collected before midday can be delivered within 24hrs.</p> <p>Internal mail for the Clifton Campus will leave Langford by 10:00am daily.</p> <p>Internal mail for Langford will leave the Clifton Campus by midday.</p>	<p>Site Services</p>
Maintenance - See also Section 'P' - Permit to Work			
<p>Deal with faults/problems with the building fabric, mechanical and engineering services, throughout University owned buildings.</p> <p>Follow up unresolved items and will not charge for maintenance caused by fair wear and tear.</p> <p>365 day/24 hour 'out of hours' contact and cover; this may operate on a 'make safe' basis.</p> <p>Carry out planned, preventative maintenance. Monitor wear and tear of the building to enable effective management of resources at minimum cost.</p> <p>Ensure maintenance agreements are in place to deliver specialist FM Hard Services.</p> <p>Carry out routine compliance works for in-house and/or contract testing.</p>	<p>The Occupier will allow access for repairs/maintenance, including hold an up-to-date contact list for their staff, in case a call out for him/her to attend site will be necessary.</p> <p>Repair or replacement of broken items that has not occurred due to fair wear and tear, will be paid for by the Occupier.</p> <p>The Occupier will report any non-urgent/non-emergency building related issue or problem using the web based reporting system, visit: www.bristol.ac.uk/estates</p> <p>In an emergency, the Occupier will telephone Extn 89898, or (0117) 928 9898 to speak with colleagues on the Maintenance Help Desk, Monday to Friday: 7am to 7pm.</p> <p>Outside these hours, telephone Security Services colleagues on Extn 87848 or (0117) 928 7848 if dialling externally.</p>	<p>Priority 1 - within 2 hours.</p> <p>Priority 2 - within 24 hours.</p> <p>Priority 3 - within 7 days.</p> <p>Priority 4 – within 14 days.</p> <p>Priority 5 – within 1 month.</p> <p>Priority 6 - Minor works/within 1 month.</p> <p>In some instances, the Shift Team will make safe only, due to their range of other commitments.</p> <p>For servicing, compliance and planned maintenance, see individual maintenance items.</p>	<p>FM Hard Services</p>

Estates	Occupier	Service Level/Comment	Estates Unit
Maintenance (continued) See also Section 'P' - Permit to Work			
<p>Responsible for safe working practices, training and planning works, including operating a 'Permit to Work' system as required. Liaises and communicates fully with the Occupier and FM on all maintenance issues.</p>	<p>The Occupier will be responsible for informing Estates of any of items of their equipment that need to be logged for compliance/maintenance and insurance purposes.</p> <p>The Occupier will ensure that safe handling procedures are in place.</p> <p>They report any leaks/malfunctions and ensure compliance with the Sustainability Unit's Waste Disposal policy.</p> <p>The Occupier ensures all their users of hazardous materials/chemicals are suitably trained to deal with any radioactive, chemical, or biological spills, that sufficient procedures, equipment and supplies are held to deal with spillages, where it relates to School/Departmental-led activity.</p> <p>For Safety & Health Services guidance, visit: http://www.bristol.ac.uk/safety/guidance/</p> <p>The Occupier will facilitate access, where required, give clear information including contact details, ensures safe working areas, and provides safety inductions where necessary (ie in their specialist working areas).</p>	<p>Both boiler plant and boilers are managed through the Building Management System (BMS).</p> <p>Absorbent materials for spillages will be kept on site in the Estates Stores for their emergency response team.</p> <p>Report spillages to the Maintenance Help Desk, visit: www.bristol.ac.uk/estates</p> <p>Oil storage levels and container condition are checked weekly.</p>	<p>FM Hard Services</p> <p>Sustainability</p>
Maintenance – Major Capital Expenditure			
<p>Responsible for planning and management of policies and procedures, workload and resources, compliance, quality control, contracts, performance and supporting DLO Maintenance team.</p>	<p>The Occupier identifies and communicates future requirements, current risks and concerns with regard to their future maintenance needs, including proposals for minor works within allocated budgets.</p>	<p>A programme to review the condition of buildings and report on it takes place annually.</p> <p>Working to a 5-year timescale.</p>	<p>FM Hard Services</p> <p>Capital Projects (for larger scale/more complex projects)</p>
Monitoring of Alarms			
<p>Monitors systems and responds to activated alarms.</p>	<p>The Occupier will advise Estates of equipment or systems that will benefit from being connected to the critical alarms on the Secure Data Network (SDN).</p> <p>The alarm owner will be the individual who is responsible for the asset the alarm is associated with, and he/she must be able to respond /attend when contacted by Estates.</p>		<p>FM Hard Services</p>

N

Estates	Occupier	Service Level/Comment	Estates Unit
Noise and Disruption			
<p>When repairs, maintenance and refurbishment works are being planned, this may result in increased levels of noise, disruption, smells and mess.</p> <p>Most major works will be scheduled to take place outside of the University's teaching dates (ie during the Easter, or Summer Vacation periods). See Key University Dates for details visit: http://www.bris.ac.uk/university/dates/</p> <p>When an emergency arises, this may necessitate some noisy/disruptive works taking place, during term time, to resolve the emergency.</p> <p>If excessive noise is affecting your work area, please contact the Facilities Management Unit. Do this during office hours, either by telephoning Extn 18471 (0117) 3318471, or if non-urgent, please email: facilities-management@bristol.ac.uk</p> <p>We shall investigate and where possible, deal with local noise and disruption issues.</p>	<p>The Occupier will co-operate fully with colleagues in the Facilities Management (FM) Team, by providing detailed information on any Examinations they will prepare for.</p> <p>As the date becomes closer, please will Occupiers review the information they have supplied and send any further updates to: facilities-management@bristol.ac.uk</p> <p>NOTE: Our colleagues will need to make various arrangements for their work to take place, in occupied buildings, many weeks in advance of any start on site dates and, having advanced information will allow us to make them aware of those details, before work commences on site.</p>	<p>During term time, the Estates Office will attempt to keep the level of disruption to a minimum. To do this, the Facilities Management (FM) Team ask Occupiers to provide detailed Examination information to them, well in advance, to help us manage this.</p>	<p>Facilities Management</p>
Noise Measuring Equipment			
		<p>Safety & Health Services has some equipment that can monitor noise levels.</p> <p>Contact Safety & Health Services, visit: www.bristol.ac.uk/safety/guidance</p>	



Estates	Occupier	Service Level/Comment	Estates Unit
Oil and Other Chemical Spills			
<p>Responsible for containment of spills, including use of bunding.</p> <p>Provide monitoring equipment and ensure compliance with current BS Pressure System and Fire Regulations.</p> <p>Estates supervise and monitor deliveries of oil. In the event of an oil or chemical spill, ensures that an initial clear up operation is completed to the required standard.</p> <p>Ensure contingency planning is in place and the incident is logged with the Sustainability Manager (Waste).</p>	<p>The Occupier ensures safe handling procedures are in place. Reports any leaks or malfunctions and ensures compliance with the Sustainability Waste Disposal policy.</p> <p>The Occupier ensures all hazardous materials/chemical users are suitably trained to deal with any radioactive, chemical, or biological spills, sufficient procedures, and equipment as well as have supplies to deal with spillages, where it relates to School/Department-led activity.</p> <p>For Safety & Health Services guidance, visit: http://www.bristol.ac.uk/safety/</p>	<p>Weekly check of oil storage levels and container condition. Both boiler plant and boilers are managed through the Building Management System (BMS).</p> <p>Absorbent materials for spillages will be kept on site, in the Estates Stores for their emergency response team.</p> <p>Log any spillages of oil or other chemicals with the Sustainability Manager (Waste), visit: www.bristol.ac.uk/sustainability</p>	<p>FM Hard Services</p> <p>Sustainability</p>

P

Estates	Occupier	Service Level/Comment	Estates Unit
Painting & Decorating			
Painting and decorating is carried out as part of a schedule of planned maintenance of a building		No service level. It will depend on individual buildings as to when this occurs.	FM Hard Services
Parking of motorised vehicles (contractors, staff, visitors, etc) at all University locations			
Control and monitor all vehicle parking in University car parks.	Occupier's contractors, visitors as well as staff must all abide by University's rules on car parking. For further information, before arrival on site, please visit: www.bristol.ac.uk/transportplan/parking/	Occupier will only park within designated bays and comply with University car parking rules. Occupier will report abuse of car parking spaces to Security Services on Extn 87848 or (0117) 928 7848 if dialling in externally.	Security Services
Permit to Work (PtW)			
Manage the procedures for Permit to Work (PtW), which are used for the isolation or interruption of systems or services and work within or likely to impact upon an area/critical piece of equipment. In addition, an Isolation Permit to Work will be needed for electrical and mechanical services, local exhaust ventilation systems and fume cupboards, Building Management Systems (BMS), fire alarm systems and lifts. PtW is also used for specific hazardous activities, such as: hot work, working in a confined space, access to roofs, excavations, and asbestos.	Where required for occupiers' activities, the Occupier will ensure Permits to Work are applied for, with at least ten working days prior notice . The Occupier must ensure that suitable and sufficient Risk Assessments and Method Statements are submitted with Permit Applications.	The Estates Safety Co-ordinator will work with the Estates colleagues and the Contractor to ensure that a suitable Method Statement and relevant Risk Assessment have been carried out, before any works commence on site. The Estates Safety Team will ensure that all permit applications are processed and authorised within 10 working days.	Estates Health & Safety
Personal Emergency Evacuation Plan (PEEP)			
Estates update/maintain building Fire Risk Assessment and liaise with DisabledGo to provide advice to help identify reasonable adjustments	The Occupier will identify any building user likely to need a Personal Emergency Evacuation Plan (PEEP), supply them with an Access Statement and manage the PEEP.	For detailed information, visit: www.bristol.ac.uk/safety/fire/safety/#evacuation www.bristol.ac.uk/safety/fire/safety/#policy	Facilities Management

Estates	Occupier	Service Level/Comment	Estates Unit
Pest Control			
<p>Site Services provide an internal Pest Control Service to Langford and the Clifton Campuses.</p> <p>Contact Site Services on Extn 88060 or (0117) 92 88060 to request Pest Control services.</p>	<p>The Occupier will instruct staff to keep all food stuffs in sealed containers and keep kitchen areas clear/tidy, to prevent vermin infestations. To report Pest Control issues, visit:</p> <p>www.bristol.ac.uk/estates/</p> <p>Provide your charge code for the payment of Pest Control services.</p>	<p>An external supplier is contracted to provide Pest Control Services. Visit:</p> <p>www.bristol.ac.uk/estates/</p> <p>Keep the Job Ticket Number supplied safely, to allow you to follow progress of your request.</p>	Site Services
Plant Rooms			
<p>Estates ensure Plant Rooms are secure, well maintained and clear of rubbish.</p>	<p>The Occupier will report any apparent access irregularities to their Facilities Manager, to locate your FM visit:</p> <p>www.bristol.ac.uk/estates</p> <p>The Occupier will not enter plant rooms without permission from the Estates Office and will never store items in plant rooms.</p>		FM Hard Services
Plants/Internal Planters			
	<p>The Occupier will be responsible for the costs associated with the provision and maintenance of internal planters as well as planning with an approved supplier to provide/maintain them.</p>		
Portable Appliance Testing			
	<p>The Occupier is responsible for testing all portable electrical appliances that are in use for Departmental/School activities.</p>	<p>For guidance visit:</p> <p>http://www.bristol.ac.uk/safety/policies/</p>	
Porters - See Section 'E' - Estates Assistants			
Pressure Vessels			
<p>Responsible for all Pressure Vessels/Systems that are part of the building infrastructure, plant and equipment. These will be inspected by the University's insurers.</p>	<p>The Occupier will use H&S guidance, visit:</p> <p>www.bristol.ac.uk/safety/media/po/equip-requiring-insurance-po.pdf</p> <p>The Occupier will be responsible for all Pressure Vessels/Systems that are not part of the building fabric. The Occupier will need to ensure that these vessels will be inspected by the University's insurers.</p>		
Print Services			
<p>For all your printing and photocopying needs, visit:</p> <p>www.bristol.ac.uk/printservices</p>	<p>The Occupier will provide all the necessary information, including charge codes, so that their request can be processed.</p>	<p>Detailed information about everything Print Services provides can be found on their website.</p> <p>www.bristol.ac.uk/printservices</p>	Print Services

Estates	Occupier	Service Level/Comment	Estates Unit
<p>Procurement</p> <p>Procurement no longer reports to the Estates Division; they are now part of Finance Services.</p>	<p>Occupier/staff placing requisitions must use University purchase-to-pay systems to generate orders with Contracted Suppliers, where the item being purchased is already covered by an existing supplier contract.</p> <p>The Occupier/their staff will procure goods and services in line with the University's Sustainability Policy and must only place orders using the UoB purchase-to-pay system.</p> <p>The Occupier/their staff assist Procurement in meeting its obligations under EU Procurement legislation; to protect the University of Bristol from being prosecuted and/or fined for non-compliance.</p> <p>Where work is of an Estates-related nature, this request will be directed to the web based request system, visit:</p> <p>www.bristol.ac.uk/estates</p>	<p>For detailed information, visit:</p> <p>www.bristol.ac.uk/safe/Purchasing/documents/sustainable-procurement-policy.pdf</p>	

Q

Estates	Occupier	Service Level/Comment	Estates Unit
Q			

R

Estates	Occupier	Service Level/Comment	Estates Unit
Recycling			
<p>Provides suitable containers and collection regimes for recycled materials.</p> <p>Site Services are responsible for internal collections within buildings, Sustainability are responsible for external collections on University premises.</p>	<p>The Occupier is responsible for directing their staff on the separation of all recycling into correct waste containers.</p> <p>The Occupier is responsible for directing their staff and students in the correct use of all waste containers provided.</p>		<p>Site Services</p> <p>Sustainability</p>
Repairs			
<p>Responsible for repairs to the fabric and structure of University owned buildings, visit:</p> <p>www.bristol.ac.uk/estates/</p> <p>Responsible for repair of fixtures, which have fixed services attached (electricity, power, gas, water etc).</p>	<p>The Occupier is responsible for repairs to loose fixtures and movable equipment in the building where they are based and for any equipment/services that directly relates to their School/Department-led activities.</p> <p>They report issues and requests for repairs. Using our online system, visit:</p> <p>www.bristol.ac.uk/estates/</p> <p>In a building related emergency, always call Extn 89898 or (0117) 92 89898 if telephoning externally.</p>		<p>FM Hard Services</p>
Risk Assessments			
<p>Responsible for the creation and upkeep of building related risk assessments.</p>	<p>The Occupier is responsible for all Occupier-related Risk Assessments.</p>	<p>Carried out in accordance with Safety & Health Services' guidelines. Visit:</p> <p>http://www.bristol.ac.uk/safety/policies/</p>	<p>Facilities Managers</p>
Room Bookings			
<p>Responsible for booking activities in the centrally managed spaces, outside the teaching day.</p> <p>Timetabling Team make and check the centrally-timetabled teaching rooms for the coming academic year, they will 'release' spaces to allow non-timetabled events bookings.</p> <p>Learning Facilities Management process event bookings for spaces, during the teaching day; once these rooms have been 'released' by the Timetabling Team.</p>	<p>The Occupier will ensure full event information is provided with any room booking request, including their charge code to pay for facilities/services. You can make ad hoc room booking requests using the Web Room Booking system. Visit:</p> <p>www.bristol.ac.uk/academicregistry/timetabling/web-room-booking/</p>	<p>Allow five working days for requests to be processed and two weeks for external events/external speakers.</p> <p>At the time of making the request, advise Learning Facilities Management where an event will require any additional staffing resources.</p>	<p>Learning Facilities Management</p>



Estates	Occupier	Service Level/Comment	Estates Unit
Security Services			
<p>Security Services are responsible for the provision of external security patrols and, after normal working hours, internal security.</p> <p>They monitor CCTV, fire/intruder alarms. They provide an alarm response service, key holding and provide Car Parking rule enforcement</p> <p>Security Services will attend planned events and liaise with the emergency services in the event of an evacuation or an incident.</p> <p>They can provide talks on security, car parking and/or personal safety, which can be tailored to local student or staff requirements.</p> <p>Then can also provide risk management and business continuity advice.</p> <p>Maintain and update of the University's access control systems.</p> <p>Provide a comprehensive Security Service, 24 hours a day/365 days a year.</p>	<p>The Occupier is responsible for its local security systems. They will be responsible for reporting security risks/emergencies within buildings, or externally to Security Services.</p> <p>In the event of an emergency or an incident telephone Extn 11223 or (0117) 331 1223 if dialling externally.</p> <p>Staff should report all suspicious behaviour to Security Services.</p> <p>Staff should ensure areas under their control are secured before leaving for the day.</p> <p>Staff should not allow tailgating in to buildings and should feel confident challenging people who do not display a UCard.</p>	<p>24 hours a day/365 days a year</p>	<p>Security Services</p>
Signage - External			
<p>Responsible for statutory signage, external signage, including those showing location of external fire assembly points.</p>	<p>Report any external signage which requires repair to the Maintenance Help Desk, visit: www.bristol.ac.uk/estates</p> <p>Contact Security if external signage is an immediate risk. Inform your local Facilities Manager of any signage which needs replacing (eg either due to a change of use within a building or different occupier).</p>	<p>Annual clean/inspection External signs will be cleaned annually; during which time they will be inspected for damage/ repaired as necessary and any known changes to the wording will be made.</p>	<p>External Estates</p>

Estates	Occupier	Service Level/Comment	Estates Unit
Signage - Internal			
<p>The Estates Office is responsible for maintaining the internal, directional, statutory signage in all buildings.</p>	<p>The Occupier may be recharged for requesting changes to signage, other than when the area is subject to/part of a building refurb project. The Occupier will notify the Estates Office when signage becomes out of date.</p>	<p>Signage must comply with the University of Bristol Visual Identity Guidelines. Visit: www.bristol.ac.uk/visualidentity/</p>	Facilities Management
Snow and Ice Clearance			
<p>Responsible for the clearance of snow and ice from the building entrances and main University artery roads.</p> <p>Excluding Langford, External Estates will employ a Contractor to undertake the treatment of the main University artery roads.</p>	<p>The Occupier will request everyone to take care and ask them to be aware of the dangers, during any adverse weather conditions, and particularly during periods when we experience snow and ice.</p>	<p>With the assistance of Security Services and Site Services staff, External Estates staff will prioritise the treatment of steps and sloping paths, to reduce the risk of injury to pedestrians.</p> <p>Langford – main roads on/through the site are treated by FM Hard Services. External Estates staff will prioritise the treatment of steps and sloping paths, to reduce the risk of injury to pedestrians.</p>	External Estates
Space/Physical Locations			
<p>Estates is responsible for ensuring the management of space is in alignment with both University Space Policies and Standards.</p> <p>Where the University has agreed to host a new teaching or research activity, Space & Asset Management will work with stakeholders to find suitable space.</p> <p>Estates are responsible for signing off any changes to spaces that are not covered in the existing Space Standards.</p> <p>Responsible for the provision of building data including the numbering, naming and spatial plans.</p> <p>Responsible for auditing and reporting upon space usage in all University buildings.</p>	<p>The Occupier is responsible for working with the Space & Asset Management team, to achieve the best possible use of Departmental occupied space and to plan for their future requirements.</p> <p>Occupiers are also responsible for advising Estates of any declared 'unused space', so that our records can be correctly annotated and updated, to allow this space to potentially be re-allocated by Estates/Space & Asset Management.</p> <p>The Occupier will use the numbers/ names as agreed by Space & Asset Management and alert the Estates Office to any errors.</p> <p>The Occupier will provide access and assistance to Space & Asset Management, when they conduct their annual space audit.</p>	<p>Information is requested from all Units occupying University space. This is collated and submitted to HESA, annually.</p> <p>To check the University's Space Policy visit: www.bristol.ac.uk/estates/documents/space-policy.pdf</p>	Space & Asset Management
Spatial Drawings (CAD – Computer-Aided Drawings)			
Responsible for providing spatial drawings, as appropriate.	The Occupier will be responsible for ensuring CAD drawings are only used for the purpose for which they were provided (ie they must not share CAD drawings with third parties and/or contractors).		Space & Asset Management

Estates	Occupier	Service Level/Comment	Estates Unit
Statutory Testing – See also Section 'F' Fire Safety			
<p>Equipment, pressure vessels, lifting equipment, local exhaust ventilation (including fume cabinets) and water hygiene. Also carries out portable appliance testing (PAT) of Estates' equipment.</p> <p>Responsible for routine testing of fire precautions and fire alarm system.</p>	<p>The Occupier is responsible for the statutory testing of equipment used for School or Departmental activities (ie pressure vessels, lifting equipment, local exhaust ventilation, including fume cabinets and local water hygiene)</p> <p>Testing (excluding local water hygiene) is co-ordinated by FM Hard Services. Occupier is responsible for maintaining the equipment and ensuring that all equipment used is within test date.</p>	<p>Ensure that the University complies with the statutory requirements of legislation affecting the safe and efficient use of the buildings, visit:</p> <p>http://www.bristol.ac.uk/accommodation/media/docs/policies-procedures/maintenance-services-sla.pdf</p>	<p>FM Hard Services</p>
Suppliers			
<p>Responsible for the assisting Procurement (part of Finance Services Division) to keep their Supplier database, held within the University's Purchase-to-Pay System, up to date. Liaising with the Procurement Team and Estates colleagues to do this.</p>	<p>The Occupier will ensure that their staff follow correct purchasing procedures, visit:</p> <p>www.bristol.ac.uk/safe/Purchasing/documents/sustainable-procurement-policy.pdf</p>	<p>To provide a professional procurement service to the University to obtain best value, reduce risk and support our strategic goals.</p>	<p>Estates Contracting Group</p>
Sustainability			
<p>Ensures that the sustainability of the environment and energy used in University buildings/sites conforms to all current statutory requirements.</p> <p>Gives advice and encouragement on Sustainability Best Practice.</p>	<p>The Occupier co-operates with Sustainability to improve the overall efficiency of buildings, re-uses where it's possible to do so, reduces consumption (of energy and water), and reduces the production of waste created by its staff and students. Visit:</p> <p>www.bristol.ac.uk/sustainability</p>	<p>Reduce the environmental impact of the University, through better management of its resources.</p> <p>Continue to work to reduce carbon emissions and adhere to all current legislation and Sustainability policies.</p>	<p>Sustainability</p>

T

Estates	Occupier	Service Level/Comment	Estates Unit
Teaching Space			
Responsible for managing central teaching spaces and providing 'help' material to support technology and training. They also identify refit requirements each year.	The Occupier is responsible for managing the specialist teaching facilities, ensuring all teaching rooms are cleared, ready for the next user and ensuring that furniture layouts are returned to their original position.		Learning Facilities Management
Telephones			
	Occupiers/Users to contact Telephone Services (part of IT Services) for further information about the services they provide, costs, etc, visit: http://www.bristol.ac.uk/telephones/contact/	Telephone Services is part of the IT Services Division.	
Toilets			
Responsible for the provision of sanitary hygiene and washroom supplies, etc.	Contact the Domestic Supervisor with any cleaning issues, visit: https://www.bris.ac.uk/staff/internal/cleaning/ Report repairs and faults to the Maintenance Help Desk, visit: www.bristol.ac.uk/estates/ In an emergency always call Extn 89898 or dial (0117) 928 9898 if dialling in externally.	Toilets are cleaned daily.	Site Services
Trees			
Responsible for maintenance and safety of planted landscapes, leaf/litter collection, trees, lawns, external water features, weed control, external hard surfaces, walls, steps fences, railings, benches, artworks and memorial items.	The Occupier will report any trees which require attention to the Maintenance Help Desk, visit: www.bristol.ac.uk/estates/ Where trees are creating an immediate risk, or an emergency, contact Security Services Unit on Extn 11223 or (0117) 331 1223 if dialling in externally.	Ensure reasonable processes are in place to manage the trees during all seasons, in emergency situations: inside and outside the standard University working hours.	External Estates
Testing			
Responsible for servicing all Estates' equipment, as per manufacturers' instructions, to comply with the Provision and Use of Work Equipment Regulations. Visit: www.bristol.ac.uk/estates/	Occupier responsible for servicing their equipment, according to the manufacturer's instructions, to comply with the Provision and Use of Work Equipment Regulations.	Ensure that the University complies with the requirements of legislation affecting the safe and efficient use of its buildings.	FM Hard Services



Estates	Occupier	Service Level/Comment	Estates Unit
UCard - See also Section 'A' - Access Control Systems			
Visit: www.bristol.ac.uk/securityservices/access-control/building-access-control.html	<p>The Occupier is responsible for the management of local UCard access controls for their own/other users of the building they occupy. This will be administered by training several members of their staff to act as Local UCard Administrators, (LUCAs).</p> <p>The Occupier will keep Security Services advised of any changes to the contact details of their Local UCard Administrators; to ensure Security Services are able to keep that web page up-to-date.</p> <p>The LUCAs will be trained to provide access to the building(s) they occupy; they will know those wanting access and why, allowing them to set the most suitable timings, for access to the facilities in the building(s) they occupy.</p>		Security Services
Utilities			
<p>Estates will be responsible for fixed services, including electrical power, gas and water to the point of supply.</p> <p>Sustainability is responsible for the payment of utility invoices. Visit: www.bristol.ac.uk/sustainability</p>	<p>Occupier responsible for ensuring staff make the most efficient use of the University's utilities.</p> <p>They will report leaks/wastage or other maintenance issues to Maintenance Help Desk, visit: www.bristol.ac.uk/estates</p> <p>In a building-related emergency, always telephone Extn 89898 or (0117) 928 9898 if telephoning externally.</p> <p>Where the Occupier believes it will be possible to make potential savings, they will contact their Facilities Manager or relevant Sustainability Manager to discuss how best to achieve that.</p>	<p>The Sustainability Manager (Energy) will ensure invoices are paid on time, preventing disruption to services. Ensures the best possible service is provided; both financially and environmentally.</p>	Sustainability

V

Estates	Occupier	Service Level/Comment	Estates Unit
Vacant Space			
<p>All space occupied by the University is managed by the Space & Asset Management team (S&AM). Their role is to ensure that University space and buildings are properly managed and audited each year to ensure all space is fully accounted for.</p>	<p>The Occupier is responsible for notifying Space & Asset Management of any changes to their space or any different requirements, (e.g. when funding bids or funds may have become available to provide the necessary finances for them to consider making changes to the space they occupy) or when part(s) of the space they occupy becomes vacant.</p> <p>When a School/Faculty wishes to bid for funds, the Occupier will meet the Facilities Manager for that building at the outset to discuss their requirements. Their Facilities Manager will involve other Estates colleagues, as appropriately to assist with progressing their request.</p>		Space & Asset Management
Ventilation			
<p>Responsible for heating, cooling and ventilation systems.</p>	<p>The Occupier will alert the Maintenance Help Desk, when the temperature falls outside previously agreed temperature limits. Contact them on Extn 89898 or (0117) 928 9898 if telephoning externally.</p>	<p>Where ventilation is alarmed and linked to SDN these will be attended to as a</p> <p>Priority 1 – within 2 hours.</p> <p>Meet critical environment service levels for temperature, ventilation, humidity and noise.</p>	FM Hard Services

W

Estates	Occupier	Service Level/Occupier	Estates Unit
Waste			
<p>Sustainability manage the Waste collection and disposal contracts for the University.</p>	<p>The Occupier will notify the Sustainability Unit, as soon as possible when disposals are being contemplated; they will provide advice and assist with planning the disposal.</p> <p>Please plan early for any items too large to go in a waste bin. Contact Sustainability and check their web page for further information visit:</p> <p>www.bristol.ac.uk/sustainability</p>	<p>Arrangements are in place for one collection per week to be made by the University's contracted waste collection business.</p> <p>The Sustainability Manager (Waste).</p>	<p>Sustainability</p>
Water			
<p>Estates arrange the water risk assessments for each University building.</p> <p>Ensures that any resulting actions are monitored.</p>		<p>Annual</p>	<p>FM Hard Services</p>
Water Coolers – Point of Use type			
<p>There are two options for installing and paying for Point of Use water coolers.</p>	<p>Option 1 = The Occupier can purchase a fully owned Point of Use cooler, installed by Estates at a one-time cost for purchase, with no further financial commitment. They would need to log an Estates Project job on the Estates Webpage online for the purchase and installation. They will also need to log a maintenance job on the Estates Webpage, when a replacement filter is required.</p> <p>Option 2 = Occupier contacts Angel Waterlogic directly and sets up a monthly lease for a Point of Use cooler. Occupier must ensure that they cover the ongoing costs from their own budget. They can either raise their own Purchase Order for the cooler, or continue with the current arrangement of a central PO with departmental re-charges – it's up to Procurement/them.</p>		
Water - for drinking			
<p>Estates only label drinking water outlets. These are all taps which are suitably supplied and positioned for use as potable water supplies are labelled "Drinking Water".</p>	<p>Within their local staff Induction process, it is recommended that the Occupier brings to their staffs' attention that only water from a cold tap labelled "Drinking Water" is to be used as drinking water.</p>	<p>All drinking water supplies are tested to check potability. This test is undertaken Annually.</p>	<p>FM Hard Services</p>

Estates	Occupier	Service Level/Occupier	Estates Unit
Water - purification systems			
The Sustainability Unit holds the contract to maintain water purification systems at the University of Bristol.	The Occupier will notify Facilities Management if they believe they have water purification equipment in the building and it is not maintained within the Sustainability contract.	An annual inspection takes place during quarterly site visits to: Bristol Life Sciences, Biochemistry, Chemistry; and Cellular & Molecular Medicine.	Sustainability
Water temperature monitoring			
Estates sub-contract the monitoring of water temperatures and this task is completed monthly.	The Occupier will allow contractors access to water taps for water temperature checks to be carried out.	Monthly temperature monitoring is undertaken by a contractor.	FM Hard Services
White Goods			
	The Occupier has full responsibility for any white goods for use in local kitchens (such as fridges, microwaves, toasters and kettles). The Occupier pays for the supply of white goods, arranges servicing and disposal of these items.	Estates has no responsibility for white goods.	
Window Cleaning			
Responsible for internal and external window surface cleaning to agreed frequency and arranged by Site Services	The Occupier will advise their Facilities Manager of any events/dates/timings when it will not be appropriate to clean their windows (such as an Open Day).	Every 12 to 18 months.	Site Services



Estates	Occupier	Service Level/Comment	Estates Unit
X			

Y

Estates	Occupier	Service Level/Comment	Estates Unit
Y			

Z

Estates	Occupier	Service Level/Comment	Estates Unit
Z			

Appendix

Estates	Occupier	Service Level/Comment	Estates Unit
Appendix			