

17 3 Appendix C Maintenance

Maintenance & Repairs Service Level Statement

In addition to the ongoing programme of planned maintenance, the maintenance team also responds on a daily basis to non-planned maintenance, e.g., faults, damage, unexpected defects.

- 1) The Maintenance team at Girton College carry out an ongoing programme of redecoration and refurbishment throughout the year and intensively during vacations.
- 2) Funding for maintenance and repairs is allocated by the College Council on the recommendation of the Budget Sub-Committee which consults annually with the College Surveyor, Maintenance and Contracts Manager. Major refurbishment is heavily dependent on external fundraising.
- 3) Planned maintenance schedules are notified to the Buildings and Estate Strategy Committee and major works usually take place during vacations. An annual or periodic servicing regime is in place for all GAS-SAFE registered appliances.
- 4) In addition to the ongoing programme of planned maintenance, the maintenance team also responds on a daily basis to non-planned maintenance, e.g., faults, damage, unexpected defects.
- 5) Reactive Repairs required can be notified as follows;
 - (a) By logging the request <https://www.girton.cam.ac.uk/college-members/requests-and-forms/college-maintenance-requests>
 - (b) By emailing the maintenance departments at each site, using contact details as shown on the Housing Contacts sheet on the website and in Appendix F to this handbook.
 - (c) Contacting the Porters' lodge for repairs required out of normal working hours (8.00-16.00 Monday to Friday)
- 6) When a repair or defect is reported, it is risk assessed and placed in one of the following categories for attention:

A) Emergency repairs. B) Urgent Repairs C) Non urgent Repairs

A) Emergency Repairs

These are defects which carry a significant risk to health and safety which will be ongoing and increasing until the fault is rectified, e.g., loss of essential services with no alternative service available, structural instability, flood, major leak, blown fuse, broken window, serious tripping hazard etc. Such repairs will be attended to immediately, 24 hours per day, with a view to making safe and lessening risk, providing an alternative service etc. An out-of-out on-call programme is in place to complete these tasks.

B) Urgent Repairs

These are defects which carry a risk to health and safety and need urgent but not immediate or out of- hours attention, e.g., W.C not working but others available in vicinity, cooker not working but alternative available, broken chair, heating not working but outside temperatures not cold etc. Such

repairs will usually be attended to within 5 days where the room is unusable, but an alternative is available. If parts are required, an advisory note will be left on the defective appliance and the porters or room occupants will be kept updated as to progress.

C) Non urgent repairs

These are defects which require attention but pose no immediate risk to health and safety and can be postponed until the most convenient opportunity, e.g., slow dripping tap, minor crack in window pane, cracked bathroom tile etc. Such repairs will usually be attended to within 28 days unless it is more appropriate to wait for the vacation, in which case this will be notified.

7) All maintenance will be carried out either by members of the college maintenance team or by appropriately qualified approved contractors.

8) During works, safety precautions will be taken as appropriate, including fencing off hazardous areas, posting warning signs and applying measures to protect the premises from dust, dirt and accidental damage. Hot work (e.g., welding) requires a work permit. Where facilities are closed or utilities services suspended during works, notices will be posted giving advice as to the duration of the works and directions to the nearest available alternative services.

9) Where repairs cannot be done quickly, or must be done in stages, progress of repairs will be notified.

10) Access to rooms for the purposes of maintenance will be pre-arranged with occupants wherever possible, but emergency repairs may require immediate access with no opportunity for forewarning.

11) Urgent and non-urgent repairs will usually be attended to between 9am and 16.00pm. We give as much notice as possible and assume that students reporting faults are happy to have them attended to at the earliest opportunity.

12) Where a repair is urgent but rectification is likely to be disruptive, occupants will be offered alternative temporary accommodation for the duration of the works.

13) Complaints. If you have any complaints regarding the maintenance service, please direct these in the first instance to Maintenance and Contracts Manager, as appropriate. If your complaint cannot be resolved at this level, it will be passed on to the Bursar and/or Senior Tutor.