

A Guide to Maintenance and Repairs in University Accommodation

Throughout the lease period, it is the residents' responsibility to report any faults and/or repair requirements. The University endeavours to deal with all repairs as quickly as possible. Some repairs, by their nature, are more urgent than others and will be dealt with as a priority.

We categorise our repairs into four priority areas depending on their urgency. Outlined below are typical examples of the priority given to repairs/maintenance within University accommodation where Priority 1 is the highest level and assigned to the most urgent repairs:

Priority 1	Priority 2	Priority 3	Priority 4
Lift entrapments	Breakdown of heating systems	Low volume water which is likely to cause damage if not rectified	Any repair/maintenance issue occurring out-of-hours
Gas leaks	Severely leaking pipes	Failing/flickering lights	
Damage to electrical fittings likely to lead to risk of electrocution or fire	Blocked/overflowing toilets or sinks	Lift faults not causing immediate disruption or entrapment	
Failure of stairway or other emergency escape route lighting systems	Any fault or damage which poses a significant threat to security	Loss of hot/cold water	

Please note that the above table provides generic examples and is not a definitive list. The categorisation for each repair will be assessed on its own merit

Response & Rectification Times

A response time is the time it takes from the time that the fault is reported to when an operative attends the reported fault on site. The rectification time is the time taken to fix the fault. Outlined below are our aims for response and rectification times, however, where labour and/or parts relies on outside contractors, these cannot always be achieved.

Priority	Definition	Response Time	Rectification Time
1	<p>Matters that prevent or severely restrict RGU from conducting normal operations or are of a dangerous nature.</p> <p>Immediate make safe.</p> <p>Respond and implement at least an interim solution within one hour of notification to or detection by the Contractor.</p>	Immediate – maximum 30 minutes depending on location	4 Hours and make safe

	Operationally safe or permanent rectification to be achieved within four hours of notification.		
2	Matters that impinge upon the proper working of the facilities in relation to all users Attend within 1 hour Operationally safe and permanent rectification within one working day (24 Hours) of notification	1 Hour	24 Hours and make safe
3	Matters of a routine nature Attend within 1 day Permanent rectification within 10 working days	1 Day	10 Working Days
4	Out of hours reactive call Attend site within two hours of notification. Make safe or carry out emergency repair/works within four hours Repairs as Priority 1, 2 or 3	2 Hours	Various

Any resident who has any queries about the progress or status of a repair should contact a member of site staff (where applicable).

Where a problem is reported within a resident's bedroom, the maintenance team may access the room without the resident being present in order to carry out the repair.