

REPAIRS AND MAINTENANCE

Our Halls go through a lot with everyone staying in them which means inevitably repairs will need to be carried out while you are staying with us. We will try to keep this to a minimum to avoid too much disruption.

What you can expect:

We ensure our Halls are a reasonable standard. If there are items needing repaired we will repair them as soon as possible once they have been reported to us. This is where you come in – if you see something that needs to be checked or repaired let us know by telling a Cleaner, a Caretaker, calling or dropping into the office or SEZ or Security, or email us.

We've listed below what you can expect from us when it comes to repairs:

Priority 1 - Immediate Response (as soon as possible or as stated below)

Where there is threat to human safety or excessive damage to property

- Leakage of gas or electricity - isolation of services. Repairs will be done immediately if possible i.e. if parts are in stock or the cause of damage has been attended to
- Passengers trapped in lifts will be released if possible; if not contact Lift Maintenance contractor who will respond within 1 hour of being notified. Repairs are dealt with as in Priority 2
- Large escapes of water - isolation of services. Repairs will be done immediately if possible i.e. if parts are in stock or the cause of damage has been attended to
- Main entrance door repairs, this will depend upon availability of spares. If this is a problem alternative means may be employed
- Fire alarm faults or false alarms
- Make safe dangerous structures, i.e. propping up, removing or cordoning off
- Secure broken windows (repair/temporary repair where possible)
- Clear drain blockages - sinks/showers
- Restore any loss of electricity (or provide alternative room)

Priority 2 - Response within 4 hours

- Loss of heating in winter months (alternative or room move where appropriate)
- Loss or lack of hot or cold water if no other available
- Lift Maintenance Contractor to restore lift service, by all means possible, if no other lift is available in the building
- Repairs to fire doors and closers
- Replace locks
- Paint out or remove offensive graffiti
- Repairs to lighting where no other exists or where flickering lamp causes customer discomfort.

- Repairs to any lights on staircases
- Repairs to doors and/or door frames and window frames where security is at risk
- Temporary repairs to roof leaks

Priority 3 - Response within 1 Working Day

- Repair broken window where previously temporarily secured (except sealed double glazed units as these take longer to manufacture)
- Minor plumbing repairs e.g. WC Cisterns and bowls, water hammer (or alternative made available)
- Repairs or replace fridge freezers and cookers depending on availability of spares
- Repairs to lighting not described in Priority 2 above
- Restore lift services where not described in Priority 2 above

Priority 4 - Response within 5 Working Days

- Repairs to furniture or provide replacement
- General carpentry repairs e.g. internal doors and frames, window frames non security risk
- Replacement of baths, basins and kitchen units
- Repairs to wall tiling particularly showers
- Repairs to other fitting e.g. curtains and tracking

Priority 5 - Response within 7 Days

- All other repairs

Note

It is difficult to write a definitive list of items and where items may not fit the above list then response times will have to be agreed when they arise.

Items of redecoration and improvement works will have an agreed time frame allocated to them and do not therefore fall into any of the above categories. If this happens we will keep in touch with those affected with updates on the work.

The maximum time for an emergency contractor to respond is 4 hours; 1 hour is the response time for a lift trap-in.