



OUR COMMITMENT TO YOU

SERVICE LEVEL AGREEMENT

Our Service Level Agreement is our commitment to you - what you can expect from us and what you can do to help.

You can expect us to:

- Manage the halls of residence effectively to provide you with as secure and supportive environment as possible.
- Provide clear and accurate information.
- Be available to meet with you at agreed appointment times during Monday to Friday or answer any question you have raised in person, by email or telephone.
- Provide details to all residents as to how to contact Residences or Security staff 24 hours a day.
- Respond to an email within a reasonable length of time. This time may vary depending on the time of year, but you will receive an automatic reply to your email in the first instance.
- Arrange cleaning of communal areas of buildings on a regular basis, clean personal showers on a frequent basis and undertake termly inspections to ensure that the buildings are kept in good condition.

In order to do our job, we need you to:

- Ensure your contact details are up to date.
- Treat with respect both your environment and the people who live and work in and around your halls of residence, along with other residences you may visit.
- Respect your local community.
- Report any repairs, maintenance and (where appropriate) damage by calling or emailing us, or speak with a member of staff in Halls or at the Student Enquiry Zone.