Facilities Section of Estates and Buildings
Service Level Description
Building Repair and Maintenance

1. The Facilities Section of Estates and Buildings will provide an effective planned and reactive building maintenance arrangement and process to the 4 colleges in the context of a strategic framework that covers:

   - A strategic maintenance policy
   - Knowledge of the physical condition of the buildings
   - Comprehensive planning arrangements
   - The funding of agreed maintenance priorities
   - Agreed service level statements
   - Periodic reviews of maintenance procurement
   - Performance criteria that includes quantitative and qualitative measures

2. The strategic framework will recognise the interests of different stakeholders in the University through service delivery arrangements.

3. To enable the University to achieve value for money through the management and funding of agreed maintenance priorities in strategic and operational plans of each directorate.

4. The management arrangements will be structured to meet the core business objectives and requirements, within its present agreed manning levels, supported by specialist external agencies as required.

5. Building maintenance is an essential service within the overall facility arrangements to be funded separately by the University. It has significant cost implications if ignored.

6. A ten year plan will be included in the strategic framework.

7. To provide effective building maintenance and achieve value for money for the University and to decrease energy cost by collaboration with building users in energy saving initiatives, and to achieve savings of 10%.

8. Ensure compliance with all statutory regulations.

9. Periodic reviews of maintenance procurement Performance criteria that includes quantitative and qualitative measures.

10. To be included in the service level statements and agreed with the stakeholders.

L F Morrison
Facilities Manager