

Access Requests and Infrastructure Isolations / De-Isolations

<p>This service covers requests by contractors.</p> <p>The service will be provided by the Appropriate Maintenance Team for the area who may:</p> <p>i) Delegate the task to the Direct Works ii) Provide the service him/herself.</p>	<p>In each case the requester will make the request by using one of the following means:-</p> <p>1) Letter 2) Electronic Mail 3) Fax</p> <p>All written replies confirming category and performance will be sent out in each case by the Maintenance Officer.</p>
<p>Each request will be considered and classified into one of the groups given below. The response will depend on the classification given.</p>	

Category	Performance Target	Target Rate %
Site Visits	6 Working Days	100%
Isolation / De-isolation of Services	2 Weeks	100%

Our Obligations to You

1. We will endeavour to meet the target response times given above for which we are budgeted, and which are approved by the University.
2. If your request is not going to be responded to within the Performance Target, the reply you receive from the Maintenance Officer will confirm this.
3. In the event of any complaint or query you should first contact the M.O. The M.O. will try to resolve the problem to your satisfaction. If necessary you will be notified of whom you can contact to progress the matter. In the event of a query the M.O. must be approached in the first instance.

Your Obligations to Us

1. You should give a contact name and telephone number along with times when you can be reached. All personal contact details should be shown in all correspondence.
2. You should as far as is reasonably practical agree to the times, dates and venues given in respect to any meetings, site visits proposed.
3. If the work is rechargeable you should indicate before work starts if there is any cost limit to which we have to work and you should raise a defect notification which includes the appropriate account code.
4. You should give a clear and concise description of the location (building, floor & room number) and you should identify which services you require to be isolated / de-isolated. You should include the date by which the work should be carried out.