

ESTATES DEPARTMENT/ SERVICE LEVEL STATEMENT

October 2017

Version 3



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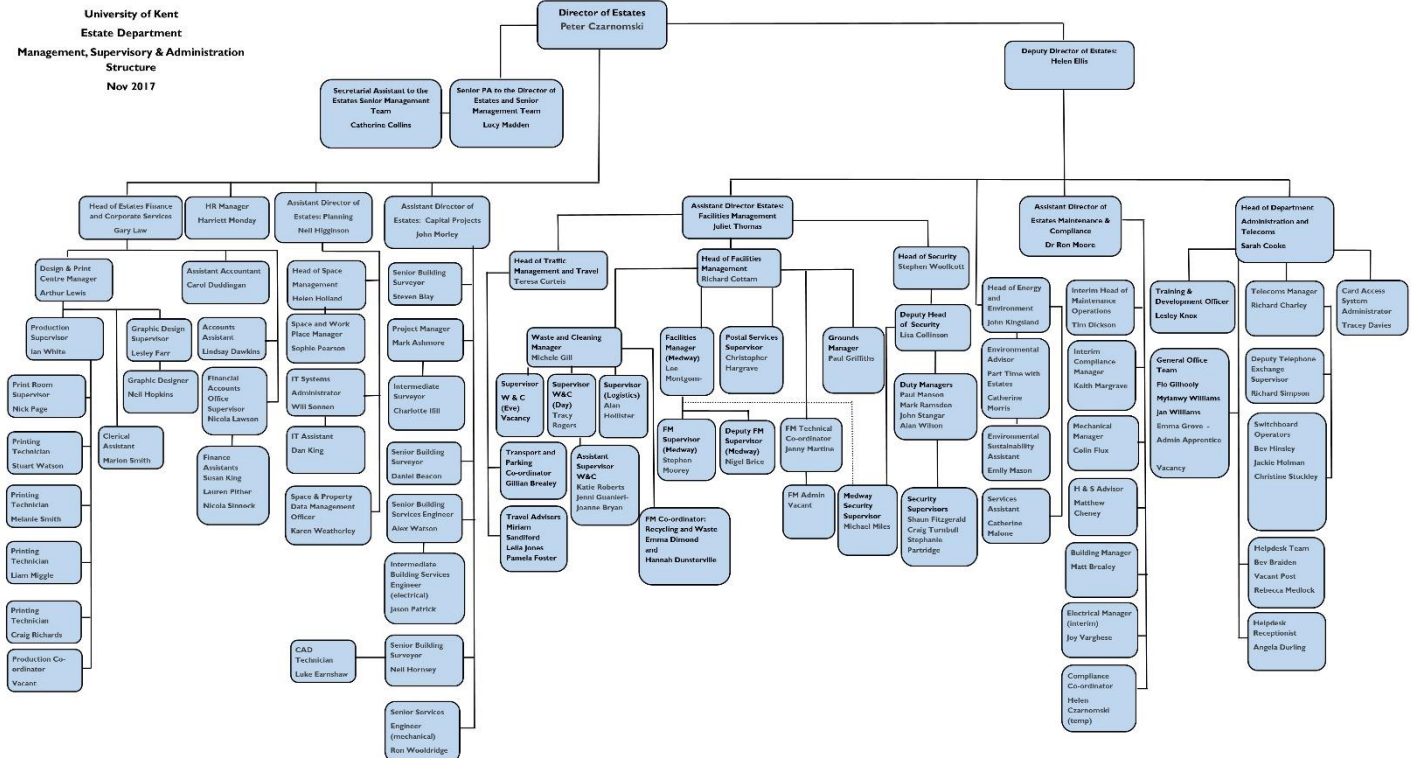
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FOREWORD

The Estates Department provides a number of essential services to the University of Kent and is responsible for managing, maintaining and developing the infrastructure and building fabric of our Canterbury and Medway campuses.

In this Service Level Statement we explain what we do and what you, as customers, can expect from us.

Peter Czarnomski
Director, Estates Department



1. FACILITIES MANAGEMENT



1.1 OVERVIEW

The Facilities Management section of the Estates department encompasses multiple disciplines which deliver operational services at both the Canterbury and Medway campuses.

Campus Security staff are on duty 24 hours per day, 365 days per year to ensure the safety of staff, students and visitors.

The Cleaning and Waste team are responsible for the cleaning of all general buildings, the collection of waste and litter around the campus, window cleaning and general small removals. The Estates department is constantly working to reduce overall waste and to increase the percentage of our waste that is recycled through providing new facilities and promoting the recycling schemes available.

The Postal Service is responsible for the internal mail system and interfaces with national and international postal services. The University Post Room also provides a service to staff and students wishing to send personal items of post.

The Interior Services section supports and provides advice to Schools and departments across the university on the procurement of furniture, internal and external signage, removals, flooring, blinds and fittings. They have a particular responsibility for the teaching rooms in general buildings.

The Medway FM team provide a wide range of services across the campus including maintenance and caretaking activities to ensure the estate is managed to the highest standard.

Juliet Thomas

Assistant Director of Estates, Facilities Management



1.2 CAMPUS SECURITY

Role – To promote and maintain a safe and secure environment in which the personal safety of students, staff, and visitors is assured.

Service provision and standards

Security patrolling/incident response	
Indicative standard	In the interest of ensuring a safe and secure environment, Campus Security staff will provide both foot and mobile patrols of the University's estate at the Canterbury and Medway campus on a 24 hour basis. Campus Security will respond within a reasonable time frame to reports of all incidents upon University property or involving associated staff, students or visitors.
Frequency	24/7, 365 days/year (Canterbury/Medway campus).
Note	Campus security contact 01227 (82)3300 (enquiries) 01227 (82)3333 (emergencies).
Alarm response	
Indicative standard	Campus Security will monitor the University's fire and intruder alarm system and will respond to all alarm activations at the Canterbury campus.
Frequency	24/7, 365 days/year.
Note	Medway fire alarm response currently managed by site based FM staff with support from Campus Security
Security reception – lost/found property	
Indicative standard	Campus Security will record and retain (28 days) all found property on campus. We will record details of lost property and seek to reunite owners with recovered items.
Frequency	24/7, 365 days/year.
Note	Medway – Lost/found property service at Medway building reception and Security office M1-21.
CCTV	
Indicative standard	Campus Security Control Room Operators (CRO) will operate the CCTV system in accordance with the University of Kent's Data Protection/CCTV Policies/Surveillance Camera Codes of Practice.
Frequency	24/7, 365 days/year.
Note	Medway CCTV monitored by contractor out of hours.

Additional services

Special events security	
Indicative standard	Additional Campus Security staff can be provided at current pay rates (plus premium where applicable) for special events upon request. Full cost of extra staff borne by event organiser.
Frequency	As required.
Note	Subject to operational commitments.

Customer responsibilities

- To be vigilant at all times and report incidents without delay to Campus Security
- Victims of crime are responsible for reporting any personal loss to the police. Kent Police will not record a loss reported by a third party, even when committed upon University property
- To follow University of Kent's Emergency Procedures at all times and cooperate with Campus Security incident commanders
- In the event of an alarm activation, including those caused by error, customers are responsible for remaining at the scene to await the arrival of Campus Security staff
- To ensure that their area of operation is secure, and alarmed, before departing, and report all suspicious activity to the Control Room immediately

Contact points

Head of Security, Steve Woollcott	s.woollcott@kent.ac.uk	01227 (82)3829
Deputy Head of Security, Lisa Collinson	l.collinson@kent.ac.uk	01227 (8)16256
Campus Security Duty Manager	security@kent.ac.uk	01227 (82)3060
Campus Security Control Room	security@kent.ac.uk	01227 (82)3300
Emergency Line		01227 (82)3333

1.3 CLEANING (INTERNAL)

Role – To provide a safe, professional, efficient and friendly cleaning service to general buildings across the university ensuring compliance with the Department’s Cleaning Service Level Standards (for details of general buildings and detailed SLS see: www.kent.ac.uk/estates/services/cleaning/services.html)

Frequency categories	Definitions
A	A daily single clean, Monday to Friday *
B	One clean per week, Monday to Friday *
C	As and when required *
D	Once a year
E	At least once a year
F	Preferably quarterly
G	Subject to prior inspection and availability of staff and chargeable if contractor required to undertake works

*All cleaning frequencies are subject to available staff resources

Service provision and standards

Classrooms, seminar/meeting rooms, lecture theatres, social space, corridors and foyers	
Indicative standards (frequency category)	Dusting, vacuuming, and emptying of centralised bins and removal of waste (A). High level and skirting boards dusted (B). Internal glass cleaned (not windows) and doors, walls wiped to reach height (C).
Note	Window cleaning covered elsewhere.
Toilets	
Indicative standards (frequency category)	Full clean of toilets, urinals, sinks, floors and fittings, empty centralised waste bins (A). Replenishing of toilet paper and soap (A). Walls wiped to reach height (C).
Note	Toilets in high frequency areas are checked, spot cleaned and disposable items replenished more than once a day Monday to Friday only.
Showers	
Indicative standards (frequency category)	Cleaning of showers cubicles, floors, glass, walls and fittings (A). High level dusting, skirtings (B). Doors and walls wiped to reach height (C).
Note	Deep cleaning and drains covered elsewhere as part of periodic cleaning.

Offices	
Indicative standards (frequency category)	Cleaning to include dusting and vacuuming. Emptying of centralised recycling and general waste bins (B).
Note	The policy of no 'personal waste bins in offices' is being introduced across the university in line with the University's Environmental Plan which can be downloaded at www.kent.ac.uk/estates/sustainability/management/index.html . Desks and window ledges need to be free of obstructions, prior to cleaning.
Window cleaning	
Indicative standards (frequency category)	To specification set by Estates Department within budgetary constraints. Internal windows (D). External windows (E). High profile windows (F). Refer to individual building information at www.kent.ac.uk/estates/services/cleaning/services.html .
Note	Estates will notify departments when internal window cleaning is taking place so window sills can be cleared.
Carpet deep cleaning	
Indicative standards (frequency category)	Shampoo carpets in timetabled teaching/seminar rooms in general buildings (D).
Note	Other carpeted areas in general buildings (G).
Stairwells and Lifts	
Indicative standards (frequency category)	Vacuum as required (C). Hard floors mopped (C). Wipe surfaces and high/low level dusting (C).
Note	
Kitchens	
Indicative standards (frequency category)	Hard floor covering mopped, surfaces wiped down (A). Centralised bins emptied (C). High level dusting, skirting boards, walls wiped to reach height (C).
Note	A washing up service is not provided.

Additional services

Window cleaning	
Indicative standard	
Frequency	
Note	Subject to prior inspection, compliance with Health & Safety regulations and availability of staff. Chargeable if external contractor required.

Services not included

- Cleaning of vertical and Venetian blinds (information on external contractors can be provided)
- Cleaning of curtains (information on external contractors can be provided)
- High level cleaning above reach height
- Cleaning of fridges and microwaves
- Washing up of dishes etc
- Clearing of tables, desks, shelves, equipment in order to clean
- Cleaning of book stacks or book cases in offices, Libraries or other areas
- Cleaning of fire escapes, plant rooms, store rooms, server rooms and commercial kitchens and seating areas in commercial catering areas/outlets
- Cleaning of computing or technical equipment

Customer responsibilities

- To comply with the University's Waste Management Policy and Procedures
- To report any cleaning issues/deficiencies to estatescleaning@kent.ac.uk
- To ensure rubbish bags are not overfilled: bags should weigh no more than 4-5kg; that is, the weight of a domestic cat.

Contact points

Emergencies (including floods, blocked toilets and removal of bodily fluids)		
Contact the Estates Help Desk	estateshelpdesk@kent.ac.uk	01227 (82)3209
Specific cleaning requests for the Canterbury and Medway campuses in line with our SLS		
By email indicating clearly in the reference line of the email whether the requests is for the Medway or Canterbury campus	estatescleaning@kent.ac.uk	
Formal complaints		
By email indicating clearly in the reference line of the email whether the complaint is in respect of the Medway or Canterbury campus. We aim to respond to formal complaints with 48 hours (excluding weekends).	estatescleaning@kent.ac.uk	

1.4 CLEANING (EXTERNAL)

Role – To provide an external cleaning service across the estate at Canterbury

Service provision and standards

External general use waste/recycling litter bins	
Indicative standard	Removal of waste/recycling from external waste/recycling litter bins.
Frequency	Daily. In areas where there are food outlets or high levels of use the waste/recycling bins are checked and emptied throughout the day.
Note	Additional waste collections can be arranged during special events on campus, Monday to Sunday, with prior notice. Full cost of extra staff borne by event organiser.
Waste compounds and external waste/recycling wheelie bins	
Indicative standard	The external waste/recycling wheelie bins (Eurobins) located in the waste compounds across Campus are emptied by the University's waste contractor. The compounds are monitored and maintained by the Estates Department.
Frequency	Monday to Saturday – collections vary depending on the level of waste/recycling generated and the activities undertaken within the relevant buildings.
Note	When notified of special events the Waste and Cleaning team will make the necessary arrangements with the waste contractor for additional visits to ensure there is no overflow of waste. Additional wheelie bins and nappy bins can be arranged during special events on campus, with prior notice. Full cost of extra bins borne by event organiser.
Grounds – litter	
Indicative standard	Litter in the grounds of the Canterbury estate is handpicked by the Estates Waste and Cleaning team.
Frequency	Monday-Friday, daily.
Note	Woodland/shrub areas – litter picking is contingent on the underfoot conditions.
Graffiti	
Indicative standard	The Estates Department aims to remove external graffiti as quickly as possible. This activity is managed by the Waste and Cleaning team. If the surface area defaced requires specialist cleaning this is undertaken by an external contractor.
Frequency	As required.
Note	To report graffiti please email estateshelpdesk@kent.ac.uk .

Car parking areas and road kerbs	
Indicative standard	Waste deposited in car parking areas and around road kerbs is handpicked by members of the Waste and Cleaning team. Deep cleans of these areas are carried out by an external contractor.
Frequency	Quarterly.
Note	Cleaning in these areas in advance of special events or following building works are undertaken by an external contractor and can be arranged by contacting Estates at estateshelpdesk@kent.ac.uk .

Customer responsibilities

- Report any graffiti, broken glass, overflowing bins or excessive deposits of waste to the Estates Helpdesk estateshelpdesk@kent.ac.uk
- When contacting the team to report issues, please be specific: internal bin, litter bin or wheelie bin? Location?
- Notify the Waste and Cleaning team of special events taking place on campus which may generate excess amounts of waste, where bins will need to be emptied more frequently or where more staff may be required. Full cost of extra staff borne by event organiser. Email estatescleaning@kent.ac.uk and/or EstatesFMCoordinator@kent.ac.uk

Contact points

Emergencies		
Estates Help Desk	estateshelpdesk@kent.ac.uk	01227 (82)3209
Specific cleaning requests for the Canterbury and Medway campuses in line with our SLS		
By email indicating clearly in the reference line of the email whether the requests is for the Medway or Canterbury campus	estatescleaning@kent.ac.uk	
Queries about recycling		
Facilities Management Coordinator – Recycling and Waste	EstatesFMCoordinator@kent.ac.uk	01227 (82)3775

1.5 GROUNDS MAINTENANCE

Role – To provide a safe, attractive environment for the use of both staff and students on campus.

Service provision and standards

Grass	
Indicative standard	Free from obstacles, accumulated leaf fall, and wind-blown vegetation; slip hazard. Cut to an even height throughout (25mm-75mm); free of tussocks of taller grass, erosion and damage.
Frequency	Cut on a rotation every 8-10 days.
Note	Can be longer if weather is poor.
Grasslands and rough grass areas	
Indicative standard	Free from obstacles and hazards. Grass height between (75mm-200mm); flower and set seed undisturbed.
Frequency	Monthly, Bi monthly or annually dependant on Grassland Management plan.
Note	
Bulb zones	
Indicative standard	Are left uncut throughout the period from shoot emergence to leaf yellowing.
Frequency	Seasonal variations.
Note	
Shrub area	
Indicative standard	Kept visually pleasing, safe, healthy and undamaged.
Frequency	Shrub areas are usually visited once every three weeks.
Note	
Decorative bedding	
Indicative Standard	Sufficiently stocked, attractive and undamaged.
Frequency	Weeded on PPM round, watered as and when necessary.
Note	
Sports surface	
Indicative standard	Surfaces are safe, undamaged, and clean and hazard free. Pitches are marked.
Frequency	Dependant on season, facilities inspected weekly. Pitches marked prior to each fixture.
Note	Pitch positions are determined in consultation with the Director of Kent Sport. The density and resistance to wear and height of the turf is brought to the standards set by the appropriate Sports Governing Bodies.

Paved areas, tarmac, mowing strips and outside furniture	
Indicative standard	Free of slip hazards, grass and weed growth.
Frequency	Hard surfaced weed killed three time a year.
Note	
Areas under fences and railings, buildings and walls	
Indicative standard	Free of weed growth and defacement by grass.
Frequency	Strimmed, weeded or sprayed as part of the PPM round.
Note	
Tree Pits	
Indicative standard	Newly planted trees will have a 1 metre diameter for at least two years after planting. Naturalised bulbs flower freely and increase in numbers.
Frequency	Maintained by the Woodsman on a PPM round throughout the growing season.
Note	
Woodland area	
Indicative standard	Woodlands are coppiced on a rotation as set out in the woodland management plan.
Frequency	Annually as per plan.
Note	Primarily carried out to enhance the biodiversity of the campus.
Ponds	
Indicative standard	One pond per winter season is maintained in line with the Bio Diversity Management Plan.
Frequency	Annually as per plan or if invasive species dictate.
Note	Work carried out to improve wetland habitats for amphibians and biodiversity.

Additional services

Clearing snow and ice	
Indicative standard	If there is a heavy overnight frost, the clearance of ice follows an agreed priority order.
Frequency	Monitored daily during extreme cold weather conditions. If there is a heavy overnight frost, the clearance of ice follows an agreed priority order.
Note	Staff cover weekends on a rota depending on the current or expected weather conditions, and carryout clearing/ gritting works if necessary.

Services not included

- The Grounds Team are not responsible for the collection of litter around the campus
- The Grounds Team are not responsible for the removal of pests or vermin or dead animals on pathways or roads
- The Grounds Team are not responsible for the collection or clearance of Dog or Human Waste
- Road / car park sweeping
- Roadway or footpath repairs

Customer responsibilities

In order for us to maintain this level of standard you will need to:

- Keep abreast of all Estates matters via email notifications, notices or any other form of messaging service
- Make themselves familiar with the Estates procedures for reporting faults
- Report all problems to the Estates Helpdesk ensuring complete details relating to the fault, including location on campus, exact nature of the problem

Contact points

Helpdesk		
Open from 8am-4.30pm Monday-Friday	Estateshelpdesk@kent.ac.uk	01227 (82)3209

1.6 HYGIENE

Role – To provide a hygiene service across the general buildings across the Canterbury campus.

Service provision and standards

Sanitary bins	
Indicative standard	Provision and emptying of sanitary bins in female WC cubicles in general buildings.
Frequency	Varies: weekly to monthly depending on the volume of use of the WC.
Note	This service is provided by a contractor. Concerns regarding overflowing sanitary bins should be raised with the Estates Helpdesk estateshelpdesk@kent.ac.uk . In cases of emergency the Helpdesk can be contacted on 01227 (82)3209.
Sharps bins	
Indicative standard	Provision and replacement of yellow 'sharps' bins for disposal of hypodermic needles in general.
Frequency	As required – please contact the Estates Helpdesk to request a bin replacement – estateshelpdesk@kent.ac.uk .
Note	Sharps Bins are located in the Reception areas of general buildings.
Sanitary product dispensers	
Indicative standard	Provision of nappy disposal bins in the Colyer Fergusson and Sports Buildings.
Frequency	As required.
Note	This service is provided by a contractor. Please report any concerns to the Estates Helpdesk – estateshelpdesk@kent.ac.uk .
Air fresheners	
Indicative standard	Provision of air freshness in WCs in general building.
Frequency	As required.
Note	This service is provided by a contractor. Please report any concerns to the Estates Helpdesk – estateshelpdesk@kent.ac.uk .

1.7 LOGISTICS

Role To provide a removal and disposal service for all Schools and Departments at the Canterbury Campus.

Service provision and standards

Moving of minor furniture and equipment	
Indicative standard	Moving of minor items of furniture or equipment (up to 10 small/medium items, maximum of two hours and two staff members). This service is free. Requests to be made via email to EstatesLogistics@kent.ac.uk .
Frequency	Monday to Friday, 08:30-15:30
Note	For details on larger removals please see: www.kent.ac.uk/estates/services/Interiorservicesandsignage/removalsnew.html .
Removal of minor furniture and equipment	
Indicative standard	The removal of minor items of furniture or equipment for reuse or disposal (up to 10 small/medium items, maximum of two hours and two staff members). This service is free. Requests to be made via email to EstatesLogistics@kent.ac.uk .
Frequency	Monday to Friday, 08:30-15:30
Note	For details on larger removals please see: www.kent.ac.uk/estates/services/Interiorservicesandsignage/removalsnew.html .
Furniture reuse/redistribution	
Indicative standard	Staff are reminded to use Warp It, the University's reuse/recycling scheme for furniture, in the first instance. This is an online facility to advertise office furniture from schools/departments across and between the Canterbury and Medway campuses. Delivery of items claimed from Warp It is carried out by the Logistics team. For questions about this service, please email the Warp It team on warpit@kent.ac.uk .
Frequency	As and when required.
Note	Items remain the property of the University. The Logistics team need two weeks' notice to collect or deliver items exchanged via the Warp It scheme. You can also visit the Interior Services web pages at www.kent.ac.uk/estates/services/Interiorservicesandsignage/newfurniture.html .

Confidential waste	
Indicative standard	All confidential material must be bagged in the approved hessian bags and sealed with a cable tie prior to removal. To arrange a collection, email EstatesLogistics@kent.ac.uk. Please provide full details: name, building, room number, telephone contact, quantity of bags to be removed and a preferred date and time for the removal.
Frequency	Monday to Friday, 08:30-15:30
Note	Contact Logistics for delivery of additional sacks and/or cable ties at EstatesLogistics@kent.ac.uk.
Printer cartridges/toners and batteries	
Indicative standard	All print cartridges/toners and batteries should be placed in bags/boxes before collection. To arrange a collection, email EstatesLogistics@kent.ac.uk. Please provide full details: name, building, room number, telephone contact, quantity of bags to be removed and a preferred date and time for the removal.
Frequency	Monday to Friday, 08:30-15:30
Note	'Wet' batteries (that is, those for vehicles) are collected separately. Please contact EstatesLogistics@kent.ac.uk to arrange a collection.
Removal of electrical equipment	
Indicative standard	An Electrical Equipment Disposal form should be completed and emailed to EstatesLogistics@kent.ac.uk to arrange collection. Disposal costs do not apply to the department or school requesting disposal.
Frequency	Monday to Friday, 08:30-15:30
Note	Procurement leases a number of printers on campus and must be contacted prior to printer disposal.
Delivery of departmental goods	
Indicative standard	School/Departments which order goods from outside the University must advise the Logistics Supervisor that these are due for delivery by email to EstatesLogistics@kent.ac.uk. Please give as much notice as you can to ensure there is minimal delay in delivering these items to your School/Department.
Frequency	Daily service – Monday to Friday.
Note	All goods delivered by the Logistics team will require a signature from the receiving School/Department. If there is no one available to sign for the goods they will be returned to the Logistics store.

Additional services

Flags	
Indicative standard	School/Department flag raising and lowering.
Frequency	Monday to Friday, 08:30-15:30
Note	Requests via email to EstatesLogistics@kent.ac.uk.

Events	
Indicative standard	Support for events: The Logistics team does not hold a stock of tables, chairs, screens or other equipment for events. However, the team is on hand to move or deliver a small number (6 or fewer) items of furniture or promotional gear from your department's own stock. Contact EstatesLogistics@kent.ac.uk to arrange delivery. Occasionally, a small number of tables may be available for hire from the Logistics team; please contact Logistics by email supplying a cost code. Should additional items be required, please contact external provider 1st Setting Events Limited, as recommended by the Conference Office: 1st Setting Events Limited, Unit 2 North Close, Shorncliffe Industrial Estate, Folkestone, Kent CT20 3UH, 01303 894452 / 07798 905939, enquiries@1stSetting.co.uk .
Frequency	Monday to Friday, 08:30-15:30
Note	As much notice as possible should be given. Please be aware of the times that the Logistics team is available and remember to advise when your equipment needs returning.

Services not included

- Removal of rubbish sacks from individuals having an office clear-out (cleaners will remove waste and/or recycling sacks so long as they are not overfilled)
- Moving large numbers of items, particularly heavy or bulky items: see "Moving of minor furniture and equipment" above.
- Removing large quantities of furniture: contact Interior Services and Signage in the first instance on estatesinteriorservices@kent.ac.uk
- Provision of furniture for events: see "Additional Services: Events" above.
- Fixing/repairing, installing/moving/removing items which involve drilling (such as pictures or whiteboards): contact EstatesHelpdesk@kent.ac.uk for this service.

Customer responsibilities

- To provide full details when requesting a removal or disposal service: please ensure you provide contact details (phone number and email address), the School/Department and building name, room number, and details such as accessibility.
- To provide as much notice as possible.
- To provide details of when items being delivered for an event are to be returned, if applicable.
- To ensure accessibility when the Logistics team come to remove or install furniture (for instance, empty your filing cabinets, ensure adequate space to manoeuvre, remove trip hazards).
- To store confidential waste (shredding) securely prior to collection.

1.8 PEST CONTROL

Role To provide a pest control service for all Schools/Departments across the University which includes rodents, insects and pigeons/gulls.

Service provision and standards

Pest control	
Indicative standard	Pest control on the estate is monitored and managed by the University's Pest Control contractor. They undertake the prompt treatment/eradication of any infestation on campus or within a campus building. Please raise any concerns by contacting the Estates Helpdesk by email at estateshelpdesk@kent.ac.uk . In cases of emergency you can contact the Helpdesk by phone on 01227 (82)3209.
Frequency	Food outlets – monthly.
Note	Other areas as necessary or when a concern/complaint has been raised.
Bird management	
Indicative standard	The feral pigeon and gull population is monitored and managed by the University's Pest Control contractor.
Frequency	Weekly site visits.
Note	

Customer responsibilities

Please report any pest activity immediately to the Estates Helpdesk estateshelpdesk@kent.ac.uk.
Please do not leave food waste in offices, kitchens or other areas which may attract rodents or other pests.

Contact details

estateshelpdesk@kent.ac.uk
In emergencies call Estates Helpdesk on 01227 823209.

1.9 INTERIOR SERVICES AND SIGNAGE

Role – The Interior Services and Signage section of Facilities Management looks after the centrally timetabled rooms on the Canterbury Campus. We give support to Schools and Departments across the campus for the procurement of furniture, door signage, removals, flooring, blinds and fittings.

We also undertake the signage across campus this includes internal wayfinding for Colleges and General Buildings. We also look after the external pedestrian wayfinding signs, external building letters, building identity signs and traffic signage.

www.kent.ac.uk/estates/services/Interiorservicesandsignage/index.html

Service provision and standards

New furniture	
Indicative standard	The provision of new furniture for the University of Kent by our preferred supplier.
Frequency	Staff can use the service as and when required. Please contact Interior Services who will respond to initial emails within three working days.
Note	Following initial contact the Interior Services team will advise on procurement options and may refer to the School/Department direct to the University's preferred supplier. The School/Department will need to provide accurate details of furniture required, including quantity, product code, finish, delivery address, contact name/number, email AND cost centre details for charging purposes. The latter is not required for centrally timetabled rooms.
Second hand furniture	
Indicative standard	The provision of a system to co-ordinate the reuse of existing furniture on both the Canterbury and Medway campuses.
Frequency	Staff can use the service as and when required.
Note	Staff are required to sign up to the Warp-it scheme to enable them to list or request furniture items www.warp-it.co.uk/uok . The Logistics team need two weeks' notice to collect or deliver items disposed of/acquired via the Warp-it scheme. They can email estateslogistics@kent.ac.uk .

Removals and storage	
Indicative standard	The removal and storage of the University's preferred suppliers.
Frequency	Staff can use the service as and when required.
Note	The user can liaise directly with the supplier. If the request is more complicated then please contact the Interior Service team who will respond to email requests within three working days. Contact any of the companies listed on the web page www.kent.ac.uk/estates/services/Interiorservicesandsignage/removalsnew.html .
Flooring	
Indicative standard	The provision of flooring by our preferred supplier.
Frequency	Staff can use the service as and when required.
Note	The user can liaise directly with the University's preferred supplier, providing the necessary cost code. For details go to www.kent.ac.uk/estates/services/Interiorservicesandsignage/flooring.html . If the request is more complicated then please contact the Interior Services team who will respond to initial email requests within three working days.
Fixtures and fittings (blinds, white boards, pin boards and shelving)	
Indicative standard	The provision of sundry items by our preferred supplier.
Frequency	Staff can use the service as and when required.
Note	The user can liaise directly with the University's preferred supplier, providing the necessary cost code. For details go to www.kent.ac.uk/estates/services/Interiorservicesandsignage/blinds.html . If the request is more complicated then please contact the Interior Services team who will respond to initial email requests within three working days.
Door signage	
Indicative standard	The provision of door signage for the University of Kent adhering to the University's signage philosophy and design guidelines.
Frequency	Staff can use the service as and when required. Installation (following approval of quotation and design by the requester/client) will normally take or quotation to be resolved within 4 to 6 weeks, this period will be longer at certain times of year including the summer and lead up to the start of the academic year. If a major project is underway then a temporary measure will be put in place.
Note	Staff can contact DMA, the University's preferred supplier, directly for details www.kent.ac.uk/estates/services/Interiorservicesandsignage/signage.html . A cost code is required.
Wayfinding signage	
Indicative standard	The provision of internal and external wayfinding signage for the University of Kent adhering to the signage philosophy and design guidelines.
Frequency	As required or as reasonably necessary.
Note	Subject to condition appraisal and budget allocation by Estates/client. Installation to be resolved as soon as budget and workforce allows unless a hazard is identified which will be attended to immediately. Contact Estatesinteriorservices@kent.ac.uk or Estateshelpdesk@kent.ac.uk in the first instance.

Customer responsibilities

To provide the Interior Services and Signage team with reasonable notice and full details as noted above. Where necessary identify suitable budget.

Contact details

estatesinteriorservices@kent.ac.uk

Interior Services and Signage (general enquiries)		
Facilities Management Technical Coordinator	Estatesinteriorservices@kent.ac.uk	01227 (82)4514*
Jenny Martine – Facilities Management Administrator	Estatesinteriorservices@kent.ac.uk	01227 (8)16352*
Interior Services and Signage (hazards/damage)		
Estates Helpdesk	Estateshelpdesk@kent.ac.uk	01227 (82)3209
Warp-it recycling of furniture		
	www.warp-it.co.uk/uok	
Facilities Management Technical Coordinator	Estatesinteriorservices@kent.ac.uk	01227 (82)4514
Jenny Martine – Facilities Management Administrator	J.F.M.Martine@kent.ac.uk	01227 (8)16352
Facilities Management Coordinator – Recycling and Waste	EstatesFMCoordinator@kent.ac.uk	01227 (82)3775

**please email rather than leave a voicemail*

1.10 MEDWAY CAMPUS FACILITIES MANAGEMENT / CARETAKING AND MAINTENANCE SERVICES

Role – The Facilities Management team provide a range of high quality caretaking services to ensure that building facilities are managed to the highest standard.

Typically our services encompass the day to day management of the University’s buildings, supervision and quality control of cleaning activity on site, day to day operation and maintenance of plant and associated equipment including fire alarm and system testing, caretaking duties and minor repairs and maintenance tasks.

Service provision and standards

Maintenance service provision	
Indicative standard	<p>The Maintenance Department provides the following types of services for buildings on both campuses.</p> <ul style="list-style-type: none"> • Emergency repair – Immediate response to potential building shut-down situations involving power and gas failure • Corrective repair & replacement of building and site components • Preventative – routine tasks to keep building and grounds systems functioning properly • Code Compliance –Testing, repair, & replacement to comply with regulations • Minor Improvement – small building & site enhancement projects that are often charged to the end user • Promote and implement the University’s Equality & Diversity Policy in all aspects of employment and service delivery
Frequency	Hours of operation will be dictated by on site needs and service demands but will generally be between 7.00am and 6.30pm, Monday to Friday.
Note	<p><u>MAINTENANCE SERVICE REQUESTS</u></p> <p>The Maintenance Help Desk is responsible for receiving work requests. Work requests are logged into a Maintenance Management System, (archibus) where work orders will be logged, assigned, tracked, and measured to completion.</p>

Caretaking service provision	
Indicative standard	<ul style="list-style-type: none"> • Ensure that the various policies and procedures relating to the operation of the facility are undertaken in line with client requirements, specifically those relating to security and access, maintenance and repairs. • Read and record information from all buildings utility meters. • Carry out minor or temporary repairs and maintenance tasks or report as necessary in accordance with agreed procedures. • Ensure that the University's premises (internal and external) and furnishings are cleaned in accordance with agreed procedures, standards and methods. • Undertake the procurement and ordering of associated stocks and supplies ensuring that there are adequate levels at all times. Taking delivery and arranging for the storage of materials, stores and other goods. • Carry out caretaking duties as required including the co-ordination of teaching room set ups/set downs. • Provide advice and guidance to contractors and the inspection of any work undertaken. • Promote and implement the University's Equality & Diversity Policy in all aspects of employment and service delivery.
Frequency	Hours of operation will be dictated by on site needs and service demands but will generally be between 7.00am and 6.30pm, Monday to Friday.
Note	<u>CARETAKING SERVICE REQUESTS</u> The Help Desk is responsible for receiving work requests. Work requests are logged into a Work Docket Management System, (Archibus) where work orders will be logged, assigned, tracked, and measured to completion
De-icing / clearing walkways	
Indicative standard	External contractors are responsible for this service to the University roads and footpaths. If there is a heavy overnight frost, the clearance of ice follows an agreed priority order. Staff do not generally work at weekends, however, depending on the current or expected weather conditions (which contractors and FM Manager monitors) a team will be deployed to site to carryout clearing/ gritting works as necessary.
Frequency	Monitored daily during extreme cold weather conditions.

Pest control	
Indicative standard	The prompt treatment of any infestation on campus or within a campus building. Ongoing treatments to control or eradicate infestation The removal of rodents, insects, animals or birds from buildings, and the campus grounds, where possible.
Frequency	Monthly visits.
Note	Complaints regarding infestation of pests will be inspected and all works will comply with Environmental Pest control polices, Health and Safety legislation and safe systems of work.
Campus Security	
Indicative standard	In the interest of ensuring a safe and secure environment, Campus Security staff will provide both foot and mobile patrols of the University's estate at the Medway Campus on a 24-hour basis. Campus Security will respond within a reasonable period to reports of all incidents upon University property or involving associated staff, students or visitors.
Frequency	24/7, 365 days/year.
Cleaning	
Indicative standard	External company provides all cleaning to Offices, Teaching rooms, Social spaces, Toilets and Showers. This includes dusting, vacuuming, carpet spot cleaning, mopping floors, tidying, bin emptying and removal of waste.
Frequency	Monday to Friday once daily. Weekend/Events by arrangement & may be Chargeable to host departments.
Note	External Window cleaning conducted via alternative external company, 3 x annually.
Window cleaning	
Indicative standards (frequency category)	To specification set by Estates Department within budgetary constraints. Internal windows. External windows. high profile windows. Refer to individual building information at www.kent.ac.uk/estates/services/cleaning/services.html .
Note	Estates will notify departments when internal window cleaning is taking place so window sills can be cleared.
Security lost/found property	
Indicative standard	Campus Security will record and retain (28 days) all found property on campus. We will record details of lost property and seek to reunite owners with recovered items, service at Medway building reception and Security office M1-21.
Frequency	24/7, 365 days/year.
CCTV	
Indicative standard	Campus Security Control Room Operators (CRO) will operate the CCTV system in accordance with the University of Kent's Data Protection/CCTV Policies/Surveillance Camera Codes of Practice.
Frequency	24/7, 365 days/year.

Cleaning services not included but which can be undertaken at additional cost

- Cleaning of curtains
- High level cleaning
- Periodic cleaning
- Internal window cleaning

FM services not included

- Controlling and vetting of persons entering the University
- Enforcement of the University's No-Smoking policy – this is the responsibility of all university personnel
- Disposal of personal or household items of waste of any description
- Gritting of Historic Dockyard roads/paths during extreme cold spells (this is the responsibility of Chatham Historic Dockyard Trust)
- Addressing any IT related issues – please refer to IT services
- Act as a Parking Enforcement Officer

For clarification on the above please contact Lee Montgomery, Campus Facilities Manager.

Customer responsibilities

- To be considerate with disposal of waste and litter in the workplace and around the University Campus
- Report any cleaning problems / deficiencies to the FM Estates Department
- Comply with Estates policies and procedures information at <http://www.kent.ac.uk/estates/>
- Keep abreast of all Estates related matters via email notifications, notices or any other form of messaging service
- Make themselves familiar with the Estates and Facilities procedures for reporting faults
- Report all problems via the School/Department representative to the Estates Helpdesk ensuring complete details relating to the fault, including building and room location, exact nature of problem; <http://hanzo.kent.ac.uk/archibus/>

Campus Security customer responsibilities

- To be vigilant at all times and report incidents without delay to Campus Security
- Victims of crime are responsible for reporting any personal loss to the police. Kent Police will not record a loss reported by a third party, even when committed upon University property
- To follow University of Kent's Emergency Procedures at all times and cooperate with Campus Security incident commanders
- In the event of an alarm activation, including those caused by error, customers are responsible for remaining at the scene to await the arrival of Campus Security staff
- To ensure that their area of operation is secure, and alarmed, before departing, and report all suspicious activity to the officer on duty immediately

Contact details

Medway campus		
Lee Montgomery – Facilities Manager	l.v.montgomery@kent.ac.uk	01634 (88) 8906
Stephen Moorey – FM Supervisor	s.p.moorey@kent.ac.uk	01634 (88) 8947
FM Deputy Supervisor	N.L.Brice@kent.ac.uk	01634 (88) 8901
Medway Dockyard Caretaker	P.K.Thomas@kent.ac.uk	01634 (88) 8835
FM Evening Caretakers	07894 478681 Helpdesk 8901	
Campus Security Officer	m.p.miles@kent.ac.uk	07885 806416

1.11 POSTAL SERVICES

Role – To provide an internal and external postal service to the University of Kent.

Service provision and standards

Delivery and collection service	
Indicative standard	To deliver and collect incoming, internal and external post and packets from scheduled points on Campus. For delivery/collection points see www.kent.ac.uk/estates/services/postal.html .
Frequency	At least one delivery and one collection per working day from the scheduled points.
Note	Movement of non-mail items or mail to be delivered to areas other than those on the schedule should be referred to the Estates Logistics team. See www.kent.ac.uk/estates/services/logistics/index.html for the Canterbury Campus and the FM team at the Medway Campus (see page 23 for contact details).
External post processing	
Indicative standard	To process all outgoing UK and International mail and small parcels by the most appropriate and cost-effective means.
Frequency	To despatch all reasonable volumes on the day of receipt.
Note	Items must comply with regulations for the carriage of dangerous or restricted goods and insurance requirements.
Courier services for UK and International parcels	
Indicative standard	To despatch urgent and/ or heavier items using the most appropriate and cost-effective courier service.
Frequency	To process and despatch all reasonable volumes within two working days.
Note	A full description of contents is required. Items must comply with regulations for the carriage of dangerous or restricted goods and insurance requirements.
Staff and student postal service – Canterbury campus	
Indicative standard	To allow staff and students to purchase postage stamps and post personal items of mail and small parcels at their own cost.
Frequency	12.00 to 14.00 Monday to Friday at the Estates Post Room (subject to available resources).
Note	Payment must be in cash. Proof of posting receipts, packaging and general Post Office services are not provided.

Publication requests	
Indicative standard	To collate, pack and despatch prospectuses and other publications that are requested via the University's website or other means.
Frequency	To despatch all requested packs within three working days.
Note	We do not take direct requests for publications from students or members of public. See: www.kent.ac.uk/courses/prospectus/index.html .
Despatch services	
Indicative standard	To maintain stocks of hard-copy prospectuses and publications for distribution at University promotional events and to Overseas Agents.
Frequency	Ongoing.
Note	Stock levels are agreed with the Publishing Office of the University.

Services not included

- Delivery and collection to and from points not on the agreed schedule
- Despatch of prohibited items and those requiring specialist handling or customs clearance
- Advice regarding transit insurance when sending high value items – please refer to the University's Insurance Office
- See: www.kent.ac.uk/finance/offices/insurance.html
- Storage of very large print runs of publications within the Despatch Area

Customer responsibilities

- Use clear, full and accurate address on incoming, internal and external post
- Add a departmental postage stamp number to all business mail and parcels and only use the service for official business items
- Clearly mark mail items with the service required
- Separate mail into bundles of internal and external addresses and by category e.g.: First Class, Second Class, Airmail etc.
- Provide full customs declarations where necessary and comply with regulations for the carriage of dangerous or restricted goods and observe any other international sanctions
- Give adequate notice when posting large volumes and load mail into Royal Mail trays to enable safe collection
- Ensure adequate insurance for high value goods

Contact details

Canterbury campus		
Chris Hargrave	c.hargrave@kent.ac.uk	01227 (82) 3267
Post Room (Canterbury)	estatespostroom@kent.ac.uk	01227 (82) 3210
Despatch Area (Canterbury)	m.a.crutchlow@kent.ac.uk	01227 (82) 7191
Medway campus		
Postal Services	s.p.moorey@kent.ac.uk	01227 (82) 8947

1.12 TRANSPORT AND TRAVEL

Role – To ensure smooth traffic flows, a safe and secure transport network and the provision of a choice of sustainable forms of travel to and from the University; thus improving safety, minimising carbon emissions and congestion.

Traffic management	
Indicative standard	To develop a traffic management plan which will increase peak capacity and smooth traffic flows when there is an expected high increase of traffic on campus.
Frequency	When an event requires multiple car park closures on central campus at Canterbury or the closure of more than 100 bays at Medway or if requested by a Local Planning Authority.
Note	The Travel Plan Coordinator will work with the Head of Security to develop the traffic management plan. The Transport Team will notify permit holders if sufficient notice has been given.
Customer responsibility	To ensure that the Transport Team have acknowledged parking or car park closure request 1 month prior to date of event. Costs may be charged if Traffic Marshalls or new traffic direction signage is required.
Cycle facilities	
Indicative standard	To provide and maintain a range of cycle facilities to encourage cycling.
Frequency	Annual Audit.
Note	Facilities include showers, lockers, security and cycle parking.
Customer responsibility	To park bicycles in designated cycle spaces.
Cycle safety	
Indicative standard	Provide Dr Bike events to check over staff and student bikes and advertise where maintenance courses etc. are available.
Frequency	2015/16 Dr Bike is provided at Canterbury campus every week. Medway annual.
Note	Medway campus once a year as we have trialled for 3 years without success.
Customer responsibility	To ensure their bike is well maintained, lights & bell are on the bike and wear reflective clothing where possible.
Travel plans	
Indicative standard	To review the Travel Plan and coordinate the actions.
Frequency	Annual.
Note	
Customer responsibility	It is the responsibility of all staff, students and other key stakeholders to actively reduce dependence on travel by car, by encouraging greater use of car-sharing, public transport, walking and cycling To complete the Travel Plan survey and provide feedback.

Communications	
Indicative standard	To provide transport information and regular updates that will assist staff and students to understand what is available to assist them with travelling sustainably.
Frequency	
Note	All Transport Information will be given to staff and students through the website www.kent.ac.uk/transport . Any useful updates may be publicised using the appropriate medium. These include emails, social media, the transport blog, bicycle user group forum or in collaboration with Corporate Communications.
Customer responsibility	To provide updates to the Transport Team transport@kent.ac.uk .
Bus ticket price	
Indicative standard	To work with local bus companies to provide affordable travel for students and staff.
Frequency	Annual.
Note	The university works in partnership with local bus companies. A subsidy is given to the bus companies towards the provision of discounted tickets for students. The local bus company offers staff discount as part of the partnership.
Customer responsibility	To ensure that the ticket is valid for the person using the service and displays their KentOne card or a Kent Union ID card to the driver.
Bus network	
Indicative standard	
Frequency	On a regular basis throughout the day, refer to timetables for services.
Note	Popular locations are recognised as locations where large populations of students live as well as links to other transport networks. <ul style="list-style-type: none"> • Canterbury Bus Station, Stagecoach Uni 1, Uni 2, 26a, Triangle, 36 • Canterbury West and East train stations, Stagecoach, Uni 2, 36 • Vauxhall road Stagecoach 26a • Hales Place. Stagecoach Uni 2 • Medway Chatham bus station, Arriva 116 & 191 • Gillingham and Chatham train stations, Arriva 116 & 191 • Hempstead Valley Arriva 116 • Liberty Quays. Arriva 191 • London National Express
Customer responsibility	To inform the Transport Team if there are issues with the local bus service. If a particular bus service is being referred to then the date, time and number of the bus is required for further investigation.

Inter campus service	
Indicative standard	To provide a service which connects Canterbury and Medway campuses for staff business and student travel during term time and has a booking system to provide a guarantee seat
Frequency	The service operates Monday to Friday on an hourly basis and a 2 hour service in the evening and weekends during term time.
Note	
Customer responsibility	To report to the Transport Team if there are issues with Campus Shuttle service. If a particular coach is being referred to then the date, time and location is required for further investigation. Will be required to show their KentOne card unless prior permission received from the Transport Team and to confirm the 'terms and conditions' before they can travel. www.kent.ac.uk/estates/files/transport/campus_shuttle_booking_conditions.pdf .
Car Share database	
Indicative standard	To provide a database that allows staff and students to find people to car share with on their commute.
Frequency	
Note	The car share database is provided by 'Liftshare' and is a collaborative contract with the University of Greenwich, Mid Kent College, University for the Creative Arts and Canterbury Christ Church University. The website is www.5HARE.co.uk
Customer responsibility	Be a good car sharer - willing to meet before agreeing to car share with someone and ensure that all details are agreed, such as any payment required or radio stations that you don't want to listen to. Read the FAQ's on website before applying.
Cycle hire	
Indicative standard	To provide a cheap student cycle hire service.
Frequency	Weekly.
Note	This service is in partnership with www.CyclingAge.com . The bicycles are recycled from abandoned bikes which are left on campus.
Customer responsibility	To abide by the terms and conditions of the rental agreement and report any bike stolen to Campus Security immediately.
Staff business travel	
Indicative standard	Work with Central Finance team to promote sustainable modes of transport for business travel.
Frequency	There are incentives to car share and cycle for staff business travel.
Note	
Customer responsibility	To claim the miles travelled using the Employee Expenses procedure.

Parking permits	
Indicative standard	Issue permits in accordance with University Regulations for the Management of Traffic.
Frequency	Monday to Friday 8.30 to 17.00hrs.
Note	Transport Team administers parking permit allocation & associated charges in accordance with the University Regulations for the Management of Traffic.
Customer responsibility	Ensure that the permit is displayed, valid for the car park they are parking in and is replaced before the permit has expired.
Visitor parking for University business	
Indicative standard	Provide a permit for a person visiting the University for business, which will assist the University to operate effectively as an academic institution, in accordance with Regulations for Management of Traffic.
Frequency	Transport Team will provide an e permit within 5 working days of the request being received and agreed.
Note	
Customer responsibility	University member of staff must make the request on behalf of the visitor. All communication with the visitor is between the staff member who requested the permit and the visitor, not with the Transport Team. This is with the exception of a regular visitor where a temporary or annual permit is required.
Parking special event	
Indicative standard	Assist with the provision of parking spaces for events held on University of Kent campuses. Subject to parking availability.
Frequency	On request.
Note	In accordance with agreed requirements at time of application to the Transport Team.
Customer responsibility	Provide actual number of parking spaces required for each event, not the number of people attending the event. The type of vehicles, the location of where the event is being held and how long parking is required for each vehicle 2 months in advance of the time.
Parking enforcement	
Indicative standard	Monitor parking and issue Parking Charge Notices in accordance with University Regulations for the Management of Traffic, British Parking Association Approved Operator Code of Practice.
Frequency	Campus Security will patrol parking areas checking permit validity Monday to Friday 8am to 5pm. All other infringements are valid 24hrs every day.
Note	Campus Security issues the Charge Notices onto the vehicle and the Transport Team administers the associated procedures following the BPA code of practice requirements.
Customer responsibility	To display a valid permit Monday to Friday 8am to 5pm and park within a marked bay and report any concerns about signage to Transport Team or Campus Security immediately.

Services not included

- Transport Team cannot reserve parking bays for staff or students.
- Parking enforcement is not operated by the University within screened building works/compounds.
- Transport Team do not book taxis other than for those who are unable to use the Campus Shuttle due to disabled access.
- The University does not manage or maintain Giles Lane as this is a public highway.

Contact points

Transport Team		
Parking enquiries Parking Charge Notice appeals Campus Shuttle enquiries Transport enquiries	parking@kent.ac.uk parkingpanel@kent.ac.uk CampusShuttle@kent.ac.uk transport@kent.ac.uk	01227 (82)3609
Campus Security		
	security@kent.ac.uk	01227 (82)3300
Estates Helpdesk		
	Estateshelpdesk@kent.ac.uk	01227 (82)3209
Medway FM team		
		01634 (82)8947

Useful links

www.kent.ac.uk/transport
[@unikent_travel](#)
 University Regulations for the Management of Traffic
 British Parking Association Code of Practice Approved Operator Scheme
 Security web page
 Estates Helpdesk

University Car share scheme
 Parking web page
 Transport Team web page
 Breeam assessment method
 Snow policy
 Health, Safety & Environment Unit
 Canterbury City Council planning
 Medway Council planning

Kent County Council highways
 Medway Council highways
 National Express
 South Eastern Rail
 Stagecoach Bus Company
 Arriva Bus Company

1.13 WASTE DISPOSAL AND RECYCLING

Role – To provide services that comply with UK Legislation and environmental standards by providing advice and guidance to all staff and students relating to the safe disposal of waste (including WEEE) generated on campus and working towards recycling goals set in the Estates Environment Plan. www.kent.ac.uk/estates/services/waste-recycling

Service provision and standards

General 'household' waste	
Indicative standard	To monitor and coordinate the provision of general waste wheelie bins across campus.
Frequency	Our waste contractor is on campus Monday-Saturday to empty general waste wheelie bins; however, not all buildings are serviced daily.
Note	General 'household' waste (black-lidded bins) consists of items that cannot be recycled on campus such as food waste and polystyrene.
'Household' recycles	
Indicative standard	To monitor and coordinate the provision of recycling and glass waste wheelie bins across campus.
Frequency	Our waste contractor is on campus Monday-Saturday to empty general waste wheelie bins; however, not all buildings are serviced daily.
Note	Mixed recycling (green-lidded bins) includes paper, card, plastics, foil, tins, cans, cartons and household aerosols; glass recycling (smaller wheelie bins) includes bottles and jars; and charity donations (clothing banks) includes textiles, books, CDs, DVDs, homeware and shoes. All recycling is collected in labelled containers across campus. Recycling location maps are available on our website www.kent.ac.uk/estates/services/waste-recycling/wastemanagement.html . Please contact the FM Coordinator, Recycling and Waste for more details.
Confidential waste	
Indicative standard	To monitor and coordinate the provision of wheelie bins for secure storage of paper confidential waste until collection by contractor.
Frequency	Weekly from Estates. Collections from departments as required. For bulk disposal of confidential waste, for instance when emptying storage rooms, please contact EstatesFMCoordinator@kent.ac.uk with a cost code and as much notice as possible.
Note	Confidential paper waste includes any document with a person's name or address. Confidential waste must be shredded if possible and contained in a hessian bag sealed by a cable tie. Bags are supplied and collected by the Logistics team; contact them for collections or for requests for more bags/ties on EstatesLogistics@kent.ac.uk .

Hazardous waste	
Indicative standard	To monitor and coordinate the provision of a collection service for all hazardous waste, and to ensure correct and legal paperwork is completed.
Frequency	As required.
Note	Disposal costs, EA certificate and transportation costs are charged to the department or school requesting disposal.
Fridges and freezers	
Indicative standard	To monitor and coordinate the provision of a collection service for all end-of-life fridges and freezers (which constitute hazardous waste), and to ensure correct and legal paperwork is completed.
Frequency	As required.
Note	Please complete an Electrical Equipment Disposal form and email to EstatesLogistics@kent.ac.uk to arrange collection. Disposal costs do not apply to the department or school requesting disposal.
Electrical waste	
Indicative standard	To monitor and coordinate the provision of a collection service for all electrical waste, such as computers, computer peripherals such as keyboards, monitors etc., printers, cookers, vacuum cleaners and other small domestic appliances, and to ensure correct and legal paperwork is completed.
Frequency	As required.
Note	An Electrical Equipment Disposal form should be completed and emailed to EstatesLogistics@kent.ac.uk to arrange collection. Disposal costs do not apply to the department or school requesting disposal. Procurement leases a number of printers on campus and must be contacted prior to printer disposal.
Print cartridges/toners	
Indicative standard	To monitor and coordinate the provision of a collection service for disposal of print cartridges/toners, and to ensure correct and legal paperwork is completed.
Frequency	As required.
Note	Department/school receptions have collection points for these items. Email the Logistics team on EstatesLogistics@kent.ac.uk when the disposal point is full to arrange collection.
Batteries	
Indicative standard	To monitor and coordinate the provision of a collection service for disposal of dry and wet cell batteries (which constitute hazardous waste), and to ensure correct and legal paperwork is completed.
Frequency	As required.
Note	Dry cell batteries (household AA etc style) can be taken to department/school receptions. When the collection point is full, email EstatesLogistics@kent.ac.uk to arrange collection. Wet cell batteries must be collected separately; to arrange collection contact EstatesFMCoordinator@kent.ac.uk

Metal waste	
Indicative standard	To coordinate the provision of a skip for metal waste and to ensure prompt exchange of skip when full. To monitor collections of sundry metal items across campus (for instance, filing cabinets) and to coordinate their removal from campus.
Frequency	As required.
Note	Metal items cannot include any electrical components. Metal waste is collected for recycling by a licensed contractor.
Green waste	
Indicative standard	To coordinate the provision of a skip for green waste and to ensure prompt exchange of skip when full.
Frequency	As required.
Note	Green waste is collected by the Grounds Maintenance department where the majority is composted by a licensed contractor, and the remainder is turned on campus.
Hard core waste	
Indicative standard	To coordinate the provision of a skip for hard core waste and to ensure prompt exchange of skip when full.
Frequency	As required.
Note	Hard core waste comprises soil, rubble and tarmac but must exclude asbestos-contaminated waste. Hard core waste is collected by a licensed contractor.
Wood waste	
Indicative standard	To coordinate the provision of a skip for 'clean' wood waste and to ensure prompt exchange of skip when full.
Frequency	As required.
Note	Clean wood waste comprises untreated wood such as pallets and timber and is collected for recycling by a licensed contractor. Other wood such as MDF is classed as dirty wood and must be placed in the general waste skip.
General waste	
Indicative standard	To coordinate the provision of a skip for general waste and to ensure prompt exchange of skip when full.
Frequency	As required.
Note	A general waste skip is on campus for the disposal of items which cannot be placed into other skips or containers, such as 'dirty' wood, end of life furniture and so on. A licensed contractor collects and disposes of this waste. Other departments requiring the use of skips must by law display skip signage, available at https://www.kent.ac.uk/estates/services/waste-recycling/SkipSignage.pdf

Additional services

Arranging of skips / additional bins / ad hoc collections	
Indicative standard	To provide a central point of contact for staff wishing to arrange provision of additional wheelie bins or skips, or bulk or special collections of items.
Frequency	As required.
Note	Please contact EstatesFMCoordinator@kent.ac.uk with as much notice as possible. Note that certain collections may require provision of a cost code.
Furniture	
Indicative standard	Staff are reminded to use Warp It, the University's reuse/recycling scheme for furniture, in the first instance. This is an online facility to advertise office furniture from schools/departments across and between the Canterbury and Medway campuses. Delivery of items claimed from Warp It is carried out by the Logistics team. For questions about this service, please email the Warp It team on warpit@kent.ac.uk .
Frequency	As and when required.
Note	Items remain the property of the University. The Logistics team need two weeks' notice to collect or deliver items exchanged via the Warp It scheme. You can also visit the Interior Services web pages at www.kent.ac.uk/estates/services/Interiorservicesandsignage/newfurniture.html .

Services not included

Disposal of personal or household items of waste of any description.

Customer responsibilities

- Give clear information about requests: contact details (including mobile phone number if available); location (including room/building); deadline for removal, if any; access issues.
- Be aware of your own responsibility to reduce waste, to reuse as much as possible, and to recycle when you can.
- Provide a cost code for provision of additional services such as bins or skips.

Contact points

Recycling and waste queries		
Michele Gill – Waste and Cleaning Manager	M.Jones-Gill@kent.ac.uk	01227 (82)3385
Facilities Management Coordinator – Recycling and Waste	EstatesFMCoordinator@kent.ac.uk	01227 (82)3775
Removal of stated recycling streams		
Logistics team	EstatesLogistics@kent.ac.uk	01227 (82)3388
Warp It recycling of furniture		
www.warp-it.co.uk/uok	warpit@kent.ac.uk	
Facilities Management Coordinator – Recycling and Waste	EstatesFMCoordinator@kent.ac.uk	01227 (82)3775

2. CAPITAL PROJECTS



2.1 OVERVIEW

The Project Team at Kent are responsible for construction contracts on both the Canterbury and Medway Campuses. Programmes of work include new builds, space rationalisation, perception upgrades and teaching room refurbishments. Recently there has been up to £100m of construction projects on site representing a £130m investment by the University.

John Morley

Assistant Director of Estates, Capital Projects



2.2 CAPITAL PROJECTS

Role – To provide a professional service to the Estates Department’s customers and to respond to requests on capital projects matters. To provide technical expertise, support and advice on all construction related matters.

This Service Level Statement covers all requests for capital works where the project cost is over £250,000. The project will be managed in line with the performance targets listed below.

Service provision and standards

The Estates Department undertakes a wide range of maintenance and new-build projects at Canterbury and Medway. The Estates Department is tasked with the development and delivery of these projects funded through the University.

- We will describe the development process and procedures for capital projects and highlight the client responsibilities; we will understand the strategic issues and act upon them
- We will work with others to develop a project brief with enough detail to provide estimated costs, a business case and define key objectives, programme and quality
- On approval of the business case we will develop the brief through the relevant design stages and provide cost forecasts, risk register and timeline programmes and fully co-ordinate and manage all relevant stakeholders in the design process
- We will appoint and brief suitably qualified professional consultants to manage, cost and design the facility
- We will deliver the project to an acceptable quality, within budget and agreed timescale through a robust progress and cost control reporting system adopting risk, life cycle and value engineering processes
- We will undertake the client duties on behalf of the University as defined under the Construction (Design and Management) Regulations and make appropriate appointments
- We will undertake all necessary statutory and non-statutory duties required with respect to the building project and will advise customers of any known duties required of them including handover and training
- We will undertake post-occupancy evaluations and obtain satisfactory audit sign off
- We will execute projects incorporating good practice, sustainability and procedures currently followed in the UK construction industry

Customer responsibilities

For us to maintain this level of standard you will need to:

- Allow sufficient time during the programming and execution of the works to facilitate effective planning, mobilisation and construction in a safe and efficient manner. Vacate areas as necessary to allow construction work to take place
- Provide a clear and concise written description of the works required, including the location and preferred timescales, be adaptable to external factors that may affect delivery
- Provide a strategic case for projects over £250,000 and seek internal approval to proceed to the next stage
- Provide a 'Project Champion' for the project and provide timely information and approvals to the Project Manager
- Develop and manage approval procedures on detailed design proposals in liaison with the Project Manager
- Act on matters relating to noise, disruption, sequencing and the like and notify the Project Manager of emerging issues

Key performance indicators

- Our performance in respect of the service we provide will be measured quarterly against the following performance measures:
- Response to request for information on project process within 5 working days – Target 90%
- Appoint Project Manager within 5 working days from confirmation of project as a priority – Target 90%
- Carry out works to agreed programme – Target 90%
- Obtain 'satisfactory' audit response where relevant
- Undertake post project or post occupancy reviews between one and two years of completion – Target 90%

Measured by

- Quarterly review by Assistant Director of Estates: Capital Projects and publishing of performance as part of the Project Schedule
- Agree acceptance of completed works on occupation and report defects.

Contact points

Helpdesk		
Estates Helpdesk	Estateshelpdesk@kent.ac.uk	01227 (82)3209

3. PLANNING AND PROPERTY



3.1 OVERVIEW

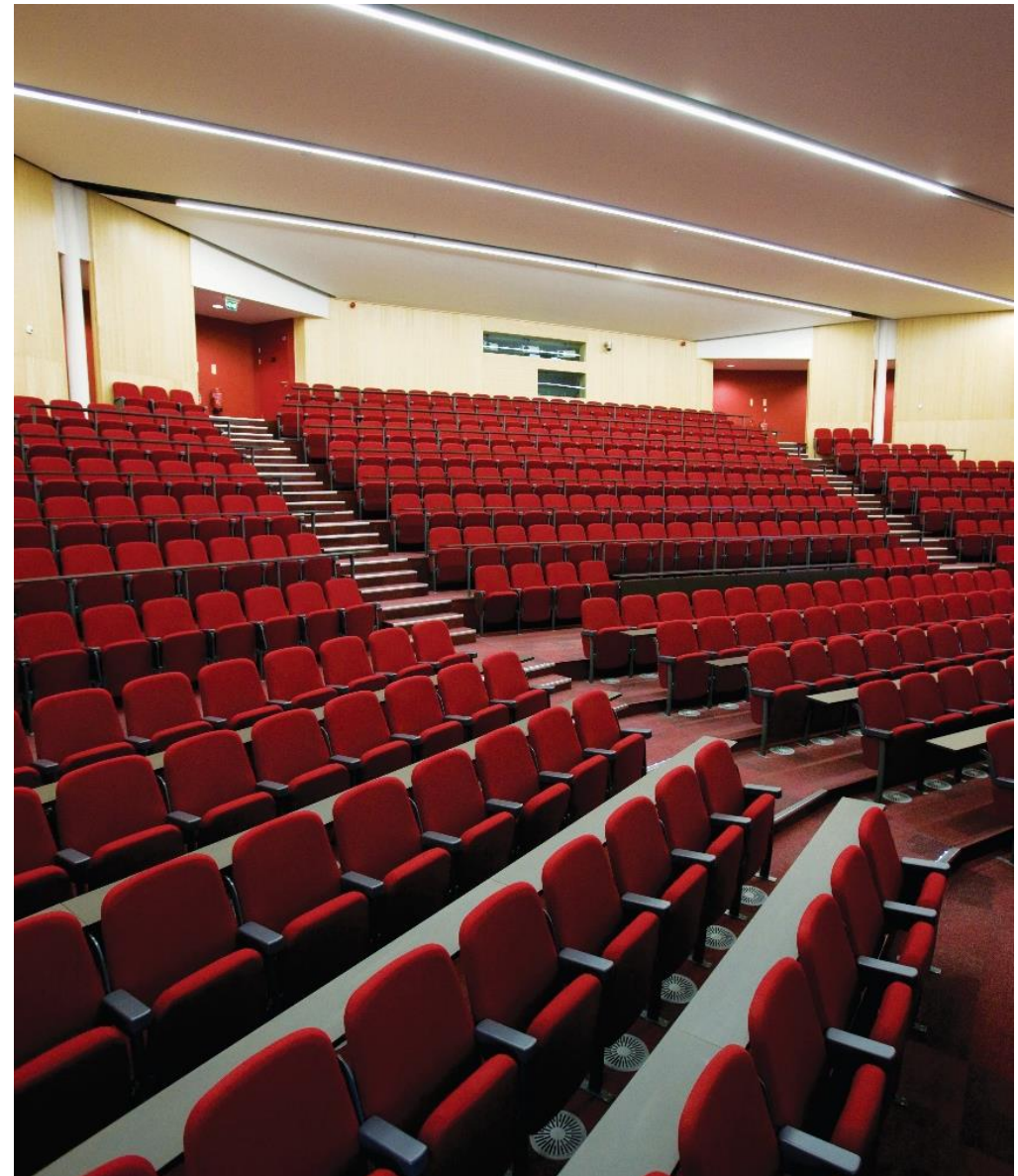
The Planning and Property section of the Estates Department undertakes a number of functions in relation to space planning and property management. Whilst the major task is to fulfil the University's space planning function, both at the strategic planning and implementation stages, it also covers a number of property-related responsibilities, as well as managing the department's Facilities Management and IT systems.

The Planning, Property, Estate Management and Systems group is made up of:

- Physical resources strategy and planning
- Non domestic (business) rating
- Estates related legal services
- Land management
- Heritage asset management
- Information technology, support systems
- Estates Management Record (HESA)

Neil Higginson

Assistant Director of Estates, Planning



3.2 STRATEGIC PLANNING

Role – The role of the Strategic Planning function is to oversee the management of all University physical resource planning at the Canterbury and Medway campuses, and to set the short, medium and long-term strategic direction for the University’s development of its physical resources, as well as to contribute to the future shape of the Estate. We seek to ensure through the annual planning/budget bidding process that the value of budgets is maximised in order to develop and deliver new, progressive and innovative space in order to meet the University’s changing physical resources needs.

Service provision and standards

- Planning and development of projects which further the strategic development of the University Estate
- Contributing to the development of the Master Plan and Estate Strategy for the Canterbury and Medway campuses
- Development of initiatives in support of the Institutional Master Plan
- Ensuring the ongoing development of the Estate Strategy
- Development of policies in relation to Physical Resource Management

Customer responsibilities

In order for us to maintain this level of standard you will need to:

- To provide clear and timely information in relation to any existing or new strategic planning initiatives

Key performance indicators

Progress on the various points will be measured in relation to the Estate Strategy, and will be monitored by the Assistant Director of Estates, Planning.

Contact points

Assistant Director of Estates, Planning		
Neil Higginson	n.f.higginson@kent.ac.uk	01227 (82)7908

3.3 SPACE MANAGEMENT

Role – Space Management provides services to the University-wide community in terms of planning, allocating and monitoring space utilisation. As part of this process we seek to maximise value from the existing Estate as well as providing support for the Estate Strategy's utilisation, efficiency and value for money agenda.

Service provision and standards

- Review all space requests and allocate space where appropriate, advising schools and departments on the best use of space
- Manage the annual space planning process
- Monitor relevant projects once allocated to the Project Office
- Develop the process for managing the transition from construction to occupation on major projects as required (under review)
- Maintain Archibus database which records details of all University space
- Update Archibus drawings of all buildings and space
- Annual Room Register exercise collecting and verifying space and occupancy from each school and department
- Teaching Room and Academic/Departmental Space Utilisation Surveys
- Estates Management Record (EMR) – collect all data on behalf of the University for submission to HESA
- TRAC – Provide Finance with details of the split between teaching and research
- Respond to ad hoc data requests

Customer responsibilities

For us to maintain this level of standard you will need to:

- Provide timely and accurate information where required/requested, and to relevant deadlines as appropriate

Key performance indicators

Initial response to enquiries within 5 working days.

Contact points

Head of Space Management		
Helen Holland	h.s.holland@kent.ac.uk	01227 (8)16094
Space and Property Data Management Officer		
Karen Weatherley	k.s.weatherley@kent.ac.uk	01227 (82)3363
Space and Work Place Manager		
Sophie Pearson	s.a.pearson@kent.ac.uk	01227 (8)16746

3.4 PROPERTY SERVICES

Role – To provide a number of property management services to ensure the University is obtaining best value from its assets, is managing its assets responsibly and is meeting its legal and statutory requirements in these areas. To manage the use of external legal advice and representation to safeguard the University’s interests as landlord, tenant and landowner.

Service provision and standards

- Estates related legal services (commercial leasing, landlord/tenant issues and related negotiations with public and private sector organisations)
- Land Management (boundary and landholding issues, including farm tenancies)
- Heritage Asset Management
- Non-domestic (business) rating

Customer responsibilities

For us to maintain this level of standard you will need to:

- Provide timely and accurate information where required/requested.

Key performance Indicators

Initial response to enquiries within 5 working days

Contact points

Assistant Director of Estates, Planning		
Neil Higginson	n.f.higginson@kent.ac.uk	01227 (82)7908
Space and Property Data Management Officer		
Karen Weatherley	k.s.weatherley@kent.ac.uk	01227 (82)3363

4. DESIGN AND PRINT CENTRE



4.1 OVERVIEW

The University Design & Print Centre offers a complete in-house digital and lithographic service, from design through to print production and dispatch. The centre employs print professionals delivering high quality, cost-effective print solutions to University departments, students and external clients.

The comprehensive range of services available is shown in the following service level statement.

Arthur Lewis
Design and Print Centre Manager



4.2 DESIGN AND PRINT CENTRE

Role – To provide a complete Graphic Design and Printing solution for the university’s staff, students and external clients. To give advice and support on all design and printing requirements, it is our aim to deliver an efficient, secure and value for money service at the highest standard within an affordable budget.

Service provision and standards

Binding service	
Indicative standard	Thermal and comb bound service available.
Frequency	Monday to Friday 9.00am to 4.30pm.
Note	Production time 24hrs subject to quantity.
Branded goods	
Indicative standard	Bespoke branded promotional goods supplied, including T-shirts, hoodies, mugs, pens, memory sticks etc.
Frequency	Monday to Friday 9.00am to 4.30pm.
Note	Production time 5 to 15 working days subject to the type of item required.
Case binding service	
Indicative standard	Case bound (woven cover with foil blocked lettering).
Frequency	Monday to Friday 9.00am to 4.30pm.
Note	Production time 5 working days from receipt of copy.
Design	
Indicative standard	Designs reproduced to your specification.
Frequency	Monday to Friday 9.00am to 5.00pm.
Note	Production time 5 to 10 working days subject to copy.
Digital printing	
Indicative standard	Colour and mono digital printing service.
Frequency	Monday to Friday 9.00am to 4.30pm.
Note	Production time 24hrs from approval of copy subject to the finishing requirements.

Finishing	
Indicative standard	Folding, cutting, perforating, numbering and booklet making.
Frequency	Monday to Friday 9.00am to 4.30pm.
Note	Production time 2 to 5 working days additional to specified print time.
Large format	
Indicative standard	Pop up banners, A0, A1, A2 colour poster produced.
Frequency	Monday to Friday 9.00am to 4.30pm.
Note	Production time 24hrs from approval of copy.
Litho printing	
Indicative standard	4 colour process (CMYK) printing service.
Frequency	Monday to Friday 9.00am to 4.30pm.
Note	Production time 5 to 7 working days from approval of copy.
Mail and fulfilment	
Indicative standard	Mail merging and inserted service.
Frequency	Monday to Friday 9.00am to 4.30pm.
Note	Production time 5 to 10 working days subject to copy.
Paper supplies	
Indicative standard	A4 and A3 copying paper supplied on request.
Frequency	Monday to Friday 9.00am to 4.30pm.
Note	Delivery time within 24hrs.
Passport photograph service	
Indicative standard	To produced passport size photographs to meet UK standards.
Frequency	Monday to Friday 9.00am to 4.30pm.
Note	Production time by appointment.
Scanning service	
Indicative standard	Documents scanned on request.
Frequency	Monday to Friday 9.00am to 4.30pm.
Note	Production time 24hrs subject to quantity.
Signs	
Indicative standard	Self-adhesive colour image mounted onto Foamex backing.
Frequency	Monday to Friday 9.00am to 4.30pm.
Note	Production time 5 working days from approval of copy.

Vinyl banners	
Indicative standard	Vinyl 440gsm, hemmed and eyeleted.
Frequency	Monday to Friday 9.00am to 4.30pm.
Note	Production time 7 working days from approval of copy.

Eligibility for services

Students, staff and external clients.

Customer responsibilities

- To supply an order, in good time, with details of the estimate number and/or a description of the work to be carried out
- The authorised internal signatory should supply a cost code, which includes a delivery address and date required by
- To supply artwork/images/text in an agreed electronic format or camera ready copy artwork
- To proof read artwork/text before printing or forwarding to the DPC
- To notify us of any changes within the department, e.g. address, staff, cost codes
- To ensure that funds are available to pay for services and materials ordered
- To approve all copy prior to production

Contact details	
	designandprintcentre@kent.ac.uk 01227 (82)7704
Opening times	
Monday to Friday	9.00am to 4.30pm
Accreditations	
ISO 9001 Quality assurance	BPIF membership

5. MAINTENANCE



5.1 OVERVIEW

The Estates Maintenance Department led by Ron Moore, Assistant Director of Estates (Maintenance & Compliance), are responsible for all Building, Electrical and Mechanical maintenance works at the Canterbury and Medway campuses.

Tim Dickson, Interim Head of Maintenance is responsible for managing the day-to-day maintenance activities through maintenance managers and their teams.

Keith Margrave Interim Compliance Manager is responsible for legislative compliance of various work packages.

Matt Brealey, Building Manager, leads the team responsible for PPM & reactive work as well as arranging all minor building repair work across the Canterbury Campus including roof, road and footpath repairs and some external signage.

Joy Varghese, Interim Electrical Manager and his team are responsible for electrical PPM and reactive works across the estate.

Colin Flux, Mechanical Manager and his team are responsible for the mechanical PPM and reactive works across the estate.

Ron Moore

Assistant Director of Estates (Maintenance & Compliance)

*PPM – Planned Preventative Maintenance



5.2 PRIORITIES

Role – The Service Level Statement stipulates the maximum time it should take to respond to a specific problem from the time the request is received.

Within 1 hour - Emergency

- Floods (either from pipework or leaking roofs)
- Glazing (where security or safety is compromised)
- Electrical shutdown of a building
- People trapped in a lift
- Gas leaks
- Fire alarms
- Serious trip hazard
- Bare electrical cables

Within 24 Hours - Urgent

- No heating (when reported before 3pm)
- No water
- Lighting (where it provides the only illumination in an area)
- Lights on staircases
- No hot water
- Shower not working (where it is the only one in a house)
- Localised electrical failure
- Security lighting
- Blocked toilets or drains
- Lifts out of action
- Corridor lights
- Removal of graffiti

Within 5 Working Days - Routine

- Lighting (where it is one of a number in an area)
- External lighting
- Door closers
- Unable to open windows
- Tiling to showers

Within 20 working days - Scheduled

- All other maintenance items required

By Agreed Date - Planned

- All other planned maintenance requests

Work of a rechargeable nature which requires forward planning

- Bespoke requests
- Work of a rechargeable nature which requires forward planning (Requests logged via the **Rechargeable works request** system)

Customer responsibilities

In order for us to maintain this level of standard you will need to:

- Keep abreast of all Estates matters via email notifications, notices or any other form of messaging service
- Make themselves familiar with the Estates procedures for reporting faults
- Report all problems to the Estates Helpdesk ensuring complete details relating to the fault, including building and room location, exact nature of the problem

Contact points

Helpdesk		
Open from 8am – 5pm Monday - Friday	Estateshelpdesk@kent.ac.uk	01227 (82)3209
Campus Watch		
For emergency out of hours		01227 (82)3300

5.3 HELPDESK

The Helpdesk is located in the Maintenance section of the Estates Department and its opening hours are Monday-Friday 8.00am-5pm.

Service provision and standards

Any member of staff discovering a maintenance problem should contact the Helpdesk via telephone or intranet access. There are key staff in Schools and Departments who are authorised intranet users and are able to report maintenance defects online through the Web Central system. If a member of staff requires authorisation to become an intranet user they can make this request to the Helpdesk who will organise this and provide user guidance.

It is imperative that the Helpdesk receive as much accurate information as is available, in particular the exact fault details and its precise location.

Students should log all defects with their accommodation via the Kent Hospitality online system, details of this are provided in their accommodation areas or can be obtained from the Receptions. Students should not contact the Helpdesk directly, unless in an emergency situation.

A member of staff can also request minor improvements of a rechargeable nature to be carried out by contacting the Helpdesk by telephone, email, intranet access or via the Works Rechargeable online system, accessible via the Estates webpage. If required, an estimate can be provided for this type of work. Once acceptance of the account code to be charged has been received by the Helpdesk, a work docket will be issued for the work to commence.

Outside normal office hours voicemail will take and record all requests. However, in the case of maintenance emergencies out of hours, the person reporting the occurrence should dial Campus Security on x 3300, and an on-call engineer will be contacted.

The Helpdesk will also accept key cutting and card access requests, once the correct authorisation has been provided.

Added value

The Helpdesk is an effective and well respected first point of contact for all Estates and maintenance queries, and routinely carry out job monitoring checks to ensure that value for money is being achieved.

Contact points

Helpdesk		
Estates Helpdesk	Estateshelpdesk@kent.ac.uk	01227 (82)3209
Estates Helpdesk website	www.kent.ac.uk/estates/helpdesk/index.html	
Estates Helpdesk operators		
Angela Durling	Monday-Friday 8.30am-5pm	
Beverley Braiden	Monday-Friday 8.30am-5pm	
Becky Medlock	Monday-Friday 8.30am-5pm	
Anne Scott	Monday-Friday 8.00am-1.45pm	

6. CORE SERVICES



6.1 OVERVIEW

Financial Management and Information provides accurate and up to date financial and management information to the Estates department and where required to various other departments as well as providing a purchase ledger service for the vast numbers of orders and invoices processed within Estates.

IT Services manages a range of hardware and software systems and support which enables the department to deliver information and a range of other services to the Department, the University, its staff and students.

Estates are responsible for implementation of the University's Environmental Management System (EMS) which underpins everything we do as an organisation to manage the impacts our activities have on the environment.

The switchboard at the Telephone Exchange is staffed from 8.30am to 5.30pm from Monday to Friday. Staff manage requests for new extensions, moves and changes to existing extensions and line fault enquiries.

Main reception is the focal point for visitors to Estates and for servicing a variety of regular meetings, for H&S, Security and Project Boards, Staff training and development and card access for both staff and students.



6.2 FINANCIAL AND MANAGEMENT INFORMATION

Role – To provide financial and management information in relation to Estates services and associated costs.

- Annual budgeting
- Monthly management accounts
- Financial commentary
- Continual analysis of actuals against budget
- Financial forecasting information
- Cost monitoring analysis for outsourced provision
- Raising purchase orders
- Processing purchase ledger invoices
- Journals both revenue and capital
- Recharges to academic schools and other professional service departments
- Sales ledger invoicing for services provided to tenants

Contact points

Accounts Office		
Carol Duddigan – Assistant Accountant	C.A.Duddigan@kent.ac.uk	01227 (82)7254
Lindsey Dawkins – Accounts Assistant	L.Dawkins-239@kent.ac.uk	01227 (82)7614
Finance Office		
Nicola Lawson – Finance Assistant	EstatesFinance@kent.ac.uk	01227 (8)16116
Susan King – Finance Assistant	EstatesFinance@kent.ac.uk	01227 (82)7711
Lauren Pither – Purchase Ledger Assistant	EstatesFinance@kent.ac.uk	01227 (8)16526

6.3 IT SERVICES

Role – The Estates Department’s IT Services function provides a range of hardware and software systems and support which enables the department to deliver information and a range of other services to the Department, the University, its staff and students as well as to external bodies (e.g. HESA).

Services and provision standards

- Software, hardware and IT systems and services procurement and provision
- Resolution of issues arising from operation of software, hardware and IT systems including escalation of issues where required to IS technical support
- Support for users of software, hardware and IT systems
- Liaison between Estates IT users and IT services provided by IS
- Support for users of Archibus Windows client and Web Central
- Supervision of software change and development projects for Archibus and Web Central in collaboration with suppliers
- Development of new views, reports and features in Archibus and Web Central (for example Stores purchase ordering and self-service, Helpdesk reports, stock management)
- Database management and development
- Windows, web and mobile software development

Customer responsibilities

In order for us to maintain this level of standard you will need to:

- Provide a primary contact for the call and provide timely and accurate information on the issue
- Agree acceptance of completed work and report any recurring issues
- Provide at least 2 weeks’ notice of arrival date if IT equipment required for new staff etc.

Key Performance Indicators

Level 1 – Severe (Inspection within 10 minutes)

- IT equipment (PC, monitor, peripheral, laptop, printer, PDA) fails to function in any respect
- A critical software application (Archibus, Agresso, and Outlook) experiences a major malfunction

Level 2 – Moderate (Within one working day)

- Hardware or software problem which does not severely affect your ability to operate

Level 3 – Non-urgent (As time permits)

- Requests for changes to web pages or existing software systems supplied by an external entity (for example, Archibus) or developed internally (web systems, etc.)
- Requests for new software systems supplied by an external entity or developed internally, including planning, provisioning, advice and development

Please note that these service response times are workload dependent due to the limited resourcing of this function.

Contact points

IT Systems Administrator		
Will Sonnen	w.j.sonnen@kent.ac.uk	01227 (82)4603
IT Assistant		
Dan King	d.t.king@kent.ac.uk	01227 (8)16744

6.4 SUSTAINABILITY

Role – To minimise the University’s business impacts and enhance the natural environment.

Objectives

- Manage and implement operational controls of major aspects of the Environmental Management System*
- Identify and ensure compliance with applicable environmental legislation*
- Conduct regular internal environmental audits of key University locations to determine compliance with the environmental management system*
- Provide training to all Estates and University staff on a range of environmental topics appropriate to the role of the individual*
- Monitor and Measure performance against sustainability targets and KPIs
- Develop initiatives to encourage staff and students to adopt pro-environmental behaviours
- Provide advice and guidance to teams across the Estates department on environmental legal compliance, best practice and opportunities for improvement
- Work with teams across the Estates department to ensure delivery of sustainability objectives
- Monitor carbon emissions and produce data for all relevant mandatory reporting schemes, plus selected voluntary reporting schemes
- Measure performance against the University’s Carbon Management Plan 2010-2020
- Aim to retain Carbon Trust Standard accreditation
- Collate utility meter data, report on energy and water consumption, and target any excess use
- Identify and implement energy, water, and carbon saving projects
- Monitor and adjust settings of the Building Management Systems to ensure efficient operation

Note * Objectives delivered in conjunction with the Safety, Health and Environment Unit

Contact points

Head of Energy and Environment		
John Kingsland	j.e.kingsland@kent.ac.uk	01227 (8)16096
Environmental Adviser		
Catherine Morris	C.Morris@kent.ac.uk	01227 (82)7647
Environmental Sustainability Assistant		
Emily Mason	E.Mason-552@kent.ac.uk	01227 (82)7119
Services Assistant		
Catherine Malone	C.Malone@kent.ac.uk	01227 (8)16473

6.5 ADMINISTRATION ACTIVITIES

- Main Reception and focal point for Estates Department
- Organise and administer H&S, Project Board, Security and Maintenance meetings
- Organise all staff training and development
- Co-ordinate all staff personal development plans
- Responsible for processing staff administration
- Financial responsibility for travel warrants
- Responsible for Security administration
- Co-ordinate office management functions, including stationery, postal requirements, booking of meeting rooms
- Responsible for processing risk assessments and H&S documentation
- Co-ordinate all Estates-related HR administration
- Card Access, including requesting or replacing ID cards, access levels, card access door locks, door opening hour requests/alterations, staff & student card activations, student accommodation access for fobs

Opening times

Monday-Friday 8.30am-5.00pm

Contact points

Head of Departmental Administration & Telecoms		
Sarah Cooke	S.Cooke@kent.ac.uk	01227 (82)3058
Administration Assistants		
Fiona Gilhooly (Security)	F.M.Gilhooly@kent.ac.uk	01227 (82)4181
Myfanwy Williams (H&S/General Admin)	M.E.K.Williams@kent.ac.uk	01227 (82)3091
Jan Williams (Projects/General Admin)	N.Evans-81@kent.ac.uk	01227 (82)3370
Emma Grove (Administration Apprentice)	E.A.Grove@kent.ac.uk	01227 (8)16325
Training & Development Officer		
Lesley Knox	L.J.Knox@kent.ac.uk	01227 (82)3063
Card Access System Administrator		
Tracey Davies	cardaccessadmin@kent.ac.uk	01227 (82)7972

6.6 TELEPHONE EXCHANGE

- Main University Switchboard, answering all calls within 10 seconds
- Responsible for telecoms system and infrastructure at Canterbury, Medway and Tonbridge campuses
- Responsible for providing and installing handsets and telephony equipment in all Schools and Departments
- Investigate and fix faults on telephone system within 3 working days, same day for emergencies
- Responsible for mobile phone provision and account administration with external suppliers for Schools and Departments
- Provision of all landline telephony and support for Clearing, including Call Centre Manager software for call centre usage
- Act as enquiries responder to all calls via SafeZone app between 9am-5pm, Monday to Friday
- Telephone conference call facilities
- To obtain best value for money contracts for landline calls and line charges

Opening times

Monday-Friday 8.30am-5.30pm

Contact points

Head of Departmental Administration & Telecoms		
Sarah Cooke	S.Cooke@kent.ac.uk	01227 (82)3058
Telephone Exchange Supervisor		
Richard Charley	R.G.Charley@kent.ac.uk	01227 (82)3379
Deputy Telephone Exchange Supervisor		
Richard Simpson	R.G.Simpson@kent.ac.uk	01227 (82)4416
Switchboard Operators/Administration Assistants		
Beverley Hinsley		0
Jackie Holman		0
Christine Stuckey		0
Email Addresses		
Telephone Exchange	Telexchange@kent.ac.uk	
Mobile phones	Estatesmobiles@kent.ac.uk	

www.kent.ac.uk/estates

University of
Kent