

## Checking of Drawings and Specifications

<p>This service covers requests from any source for comments from the Operational Division on drawings and specifications for proposed projects from their earliest stage.</p> <p>The service will be provided by the Appropriate Maintenance Team for the area.</p>	<p>In order to provide an audit trail this service should be requested in any one of the following ways:</p> <ol style="list-style-type: none"> <li>1) Letter.</li> <li>2) Electronic Mail.</li> <li>3) Fax.</li> </ol>
<p>Each request will be considered and classified into one of the groups given below. The response will depend on the classification given.</p>	

Category	Performance Target	Target Rate %
Initial outline drawings/specifications	10 working days.	95%
Stage D drawings and outline specification	10 working days.	95%
Tender drawings/specifications	10 working days.	95%

### Our Obligations to You

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

### Your Obligations to Us

1. You should give a contact name and telephone number along with times when you can be reached. All personal contact details should be shown in all correspondence.
2. You should as far as is reasonably practical agree to the times, dates and venues given in respect to any meetings, site visits proposed by the Team
3. In the case of Initial drawings you should arrange for the scheme to be explained to the team by an appropriate person.
4. In the case of tender drawings you should arrange a meeting, if requested by the Team, for the content to be explained and discussed.