Requests for Infrastructure Information

This service covers requests by University Personnel and their Consultants for information, site visits, drawings and site specific information. The service will be provided by the Appropriate Maintenance Team for the area.	In each ease the request by using one of the following means:- Letter. Electronic Mail. Fax. All written replies confirming category and performance will be sent out in each case by the Team.
Each request will be considered and classified into one of the groups given below. The response will depend on the classification given.	In event of the required information not being available you will be advised as soon as this is known.

Category	Performance Target	Target Rate %
Site Visits	6 working days	95%
Site Specific Information	10 working days	90%
Drawings (if available)	10 working days	80%
Building condition	6 working days	100%

Our Obligations to You

1. We will endeavour to meet the target response times given above for which we are budgeted, and which are approved by the University.

2. If your request is not going to be responded to within the Performance Target, the reply you receive from the Team will confirm this.

3. In the event of any complaint or query you should first contact the M.O. The M.O will try to resolve the problem to your satisfaction. If necessary you will be notified of whom you can contact to progress the matter. In the event of a query the M.O must be approached in the first instance.

Your Obligations to Us

1. You should give a contact name and telephone number along with times when you can be reached. All personal contact details should be shown in all correspondence.

2. You should as far as is reasonably practical agree to the times, dates and venues given in respect to any meetings, site visits proposed by the Team.

3. If the work is rechargeable you should indicate before work starts if there is any cost limit to which we have to work and you should raise a defect notification which includes the appropriate account code.

4. You should give a clear and concise description of the nature of the information required and why.