ESS Service Level Standard

Lighting Faults

All faults on any type of lighting including tungsten, fluorescent, street, lecture theatre, emergency etc. Each defect will fall into one of the groups given below. The response will depend on the classification given. ESS works from 8.00 a.m. – 5.00 p.m. Monday to Friday but 24 hour cover to deal with emergency repairs is provided by on-call staff.	This service can be obtained in any one of the following ways: ESS Helpdesk & Admin on x 7171 between 8.30am and 5pm Email ess-helpdesk@ncl.ac.uk (this will be acknowledged).

Category	Performance Target	Target rate %
Flickering light or no lighting	Respond next working day if reported before noon	75%
Others	Respond within 3 working days	75%
Areas of large multi-tube lighting e.g. lecture theatres and gyms	To be agreed between supervisor and user department	75%
Street lighting	Respond within 5 working days	75%

Our responsibility to you

1. We will endeavor to meet the target responses given above.

2. If your defect is not going to be responded to within the time given above we will notify you by telephone of the expected response date.

3. In the event of the response being dependent on the delivery of equipment or materials we will keep you informed as to progress.

4. In the event of any complaint or query you should first contact the ESS Help Desk. The operator will try to resolve the problem to your satisfaction. If necessary a Maintenance Officer will be asked to contact you to resolve the matter.

Assistance we need from you

1. Please give a contact name and telephone number along with times when you can be reached.

2. It will be necessary for you to allow access at any reasonable time to carry out the work.

3. If the work is rechargeable you should indicate before work starts if there is any cost limit to which we have to work.

4. Please give a clear and concise description of the nature of the fault and be willing to answer questions aimed at providing you with an efficient service.