

Building Facilities – Moves between Buildings Service Level Standard

<p>This service covers:</p> <p>A range of duties which may include the movement of materials and equipment, furniture, and other sundry items between campus buildings, which generally requires the use of a vehicle and does not exceed a single van load.</p>	<p>Service provision details:</p> <p>This service can be obtained by completing a Request for Portering Services online at http://estates.ncl.ac.uk/services/porters.php or contacting ESS Customer Services ext. 87171</p>
<p>Each request for the service will be considered and classified into one of the groups given below <i>subject to risk assessment</i>. The response will depend on the classification given.</p>	<p>Information and guidance can be obtained from the Area Building Facilities Team Leader</p>

Performance

Aspect	Performance Target	% Target Rate
Urgent- Unforeseen or unpredicted work	Same day (subject to availability)	95
Normal requests for routine movement of materials (single van load)	Respond to request within 2 working days. Complete within 3 working days	95
Requests for delivery of bulky, high volume items (more than one van load)	Respond to request within 2 working days. Complete within 5 working days	90
Outside of normal working hours	Subject to agreement	90

Our obligation to the customer

1 We will endeavour to meet the target responses given above which are those for which we are budgeted.

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

3 We will provide you with a written estimate of the cost of providing the service outside of normal working hours.

4 In the event of any complaint or query you should first contact the Area Building Facilities Team Leader who will try to resolve the problem to your satisfaction. If necessary you will be notified of whom you can contact to progress the matter.

Customer obligations

1 You will provide us with reasonable notice of your request for the service and provide us with your contact information, along with times when you can be reached.

2 You will allow access at any reasonable time to carry out the work, and ensure that adequate notice has been given to your colleagues of the proposed move to facilitate access.

3 You will provide a list of items 24 hours before the move and mark the items for removal. You will not add any items to the list without prior consultation.

4 If the work is rechargeable you will provide a cost centre for recharging and indicate before work starts if there is any cost limit or any other restrictions we have to work within.

Contact Details

Name	Position	Telephone	Email
Jeanette Trewick	Building Facilities Manager	0191 208 5479	Jeanette.trewick@ncl.ac.uk
Loraine Crowther	Team Leader (Main Campus and Satellite sites)	0191 208 5631	Loraine.crowther@ncl.ac.uk
Heather Willis	Team Leader (Med and Satellite sites)	0191 208 5949	Heather.willis@ncl.ac.uk
Phil Thompson	BF Supervisor (Med and Satellite sites)	0191 208 8099	Phil.thompson@ncl.ac.uk
Mervyn Grunhut	BF Supervisor (Main Campus and Satellite sites)	0191 208 6629	Mervyn.gruhut@ncl.ac.uk
Brian Patterson	BF Supervisor (Main Campus and Satellite sites)	0191 208 4929	Brian.patterson@ncl.ac.uk