

SERVICE DIRECTORY

Estates & Facilities

1. Objective

This document outlines the terms under which services are delivered by Estates & Facilities.

2. Period of the agreement

This document covers the period 1st January – 31st Dec 2017.. The agreement will be reviewed on an annual basis.

3. Who we are and what we do

The Estates & Facilities (E&F) teams provide a very wide range of support services to all occupants of University Buildings, plus external visitors and the local community.

Our mission is to deliver services and provide facilities that fully meet the University's present and future needs. In achieving this mission, we will maintain a safe and secure environment in which effective teaching, research, working, residential and recreational activities can take place.

The departments making up E&F are:

Accommodation and Contract Management Office

The Accommodation and Contract Management Office (ACMO) administers and monitors the contract between UoR and UPP, assessing the level of contract compliance and acting as the point of contact for all University departments and students for everything regarding halls of residence. We act as the Landlord for the students - the Residential licence sits between the University (as landlord) and the student as tenant.

We work hand in glove with University support services (disability services, student finance, wardens and RUSU) to ensure students in halls are well integrated and supported in halls.

We also run student lets during the summer month's liaising closely with the ISLI to place language course students in accommodation to support their programme of studies.

ACMO manages all non- standard student lettings and works to mitigate void risk (which is carried by the University) by advancing a number of void amelioration schemes.

The department administers accommodation bookings from a number of departments including ISLI and RIO. This activity ensures that these departments are supported when offering University courses requiring accommodation which falls outside of the standard letting period.

Campus Services

Campus Services (CS) manage a range of services within academic and administrative buildings and for some external tenants; these include cleaning, portering, post, security and the newly formed Building Support Services team. We also manage reception services based in Whiteknights House, Palmer and at London Road; and parking across the Whiteknights and London Road campuses.

Catering, Hotel and Conference Services

Catering, Hotel and Conference Services (CHCS) manages University cafes, restaurants and bars on all three campuses; runs hotel services at Cedars Hotel (Whiteknights) and Greenlands; and delivers conferencing services to both University colleagues and external customers.

CHCS delivers hospitality services to the University community via our Catering, Conferencing, Event and Hotel services departments across the three UK based campuses.

Each of the business units are self-funded with the exception of a small amount of vote funded operation at Greenland's. CHCS contributes to the University's financial performance via central charges and generating operating surpluses of circa £0.6m PA.

Director's Office

The Director's Office team provides administrative, secretarial and PA support to the Head of Function, (Colin Robbins) Estates & Facilities, Director (Janis Pich) and their direct reports. We also provide E&F coordination for events through the event notification procedure.

Health & Safety Services

Health & Safety Services provide a range of services across the University including: developing health and safety policies, procedures and management arrangements to assist the University in meeting its statutory obligations; providing support and guidance to Heads of Schools and Services, managers, Health and Safety Coordinators and academics across the University on how to manage health and safety in their area as well as specialist advice on radiation and biological safety, fire safety, food safety and statutory compliance relating to the built estate.

We do this by publishing Codes of Practice and guidance on managing the risks from specific hazards; monitoring health and safety performance through auditing and inspection; providing a range of health and safety training courses; coordinating the investigation of health and safety incidents and accidents.

Maintenance, Grounds & Sustainability Services

The Maintenance teams provide a comprehensive buildings and grounds maintenance service to the University, including a reactive maintenance service and programmes of routine servicing and major component replacement. The energy team manages the University's utility contracts, monitors energy performance, provides advice on energy conservation and delivers programmes of carbon reduction projects and behavioural change. The Sustainability team oversees compliance with environmental legislation, provides specialist technical advice and manages the University's waste contract.

For clarity on which maintenance works are funded by E&F and which are the responsibilities of Schools/Functions etc, please see here:

https://edms.reading.ac.uk/sites/Main/BLGM/Maintenance%20OPS/SERVICE%20LEVEL%20AGREEMENTS/1%20-%20ACADEMIC/Building%20Maintenance%20SLA_Academic_16-05.doc

Projects

The Projects team project manages and delivers all sizes of building-related projects to the University, ranging from minor building alterations to major capital projects. These can be either School/Function funded or centrally funded.

Property Services

The Property Services (PS) team steward the University's land and buildings' commercial interests, and manage all third party lettings and property sale and acquisition transactions on the estate. PS drive investment returns, manage away risk and steward all the University's property lettings to advance the University's commercial interests. PS also generate rent and capital receipts from space surplus to operational use; from advancing surplus farmland into valuable residential use to negotiating letting terms on campus to a University partner such as the NHS. University staff considering any third party letting or property transaction, or facing an external commercial interest affecting University property, are directed to the Property Services team to assist.

SportsPark

Sport and Recreation manages the University's sport facilities: SportsPark; SportsPark Pavilion and outdoor pitches; Bulmershe Pavilion and outdoor pitches; and Caversham Boathouse (rowing).

Strategy & Space Management

Strategy and Space Management is responsible for the management of the University's academic space and the production of the Estate Strategy. We work with Schools and Functions to ensure that the University's space is effective in supporting the activities taking place within it. Our objective is an affordable, flexible, appropriately scaled, fit for purpose estate.

4. How to access our services

a. When we're available

We provide a 24/7/365 security and emergency maintenance service.

Helpdesk opening hours are: 8.00am – 4.30pm (weekdays); in an emergency, out of hours contact should be made through Security (x6300)

General office hours are 8.30am – 5.00pm (weekdays)

Catering outlet opening hours can be found here:

http://www.reading.ac.uk/web/FILES/catering/Venue_Opening_Hours.pdf

SportsPark opening hours can be found here: <https://www.sport.reading.ac.uk/contact.html>

b. How to contact us

For service requests (maintenance, projects, cleaning, portering, building support, waste disposal) and to report faults, please use our Helpdesk service. Requests can be submitted either by email fm-help@reading.ac.uk or telephone to x7000. **Emergency requests** should be reported by telephone please.

Security can be contacted 24/7/365 by telephone on x6300 in an emergency, or x7799 or email securitycontrol@reading.ac.uk for non-emergencies.

General queries can be addressed to fm-help@reading.ac.uk

Contact details for individual services can be found below.

c. Who to contact

Who	What	How	Where	To Whom
Accommodation and Contract Management Office	Student Halls (management of contract with UPP and liaison with University departments with accommodation req) Stay@Reading bookings student summer stays	ACMO website to be developed acmo@reading.ac.uk http://www.reading.ac.uk/ready-to-study/accommodation/stay.aspx stay@reading.ac.uk x8922	Estates & Facilities Building Wo50	Students Staff offering accommodation offers with courses Stay@Reading visitors
Campus Services	Building Support Services Cleaning Parking Portering	http://www.reading.ac.uk/fmd/campus-services/fmd-cs-home.aspx	Whiteknights House Estates & Facilities	All campus users (parking, security, reception) Staff (post, portering,

	Post Reception Security	campus-services@reading.ac.uk campusparking@reading.ac.uk x8047	Building W050 (cleaning only)	cleaning, building support services)
Catering, Hotel and Conference Services	Cafes & Restaurants Hospitality External events Bars Greenlands Hotel & Catering Services Cedars Hotel	http://www.reading.ac.uk/catering/Cater_Events.aspx eat.bookings@reading.ac.uk x8427 http://www.henleyconferences.co.uk 01491 418854 DDI Reception 01491 571454 – Switchboard http://www.venuea-ding.com/Sleep/vr-cedars-hotel.aspx x8906	Park House	All
Director's Office	Escalated issues & diary management	http://www.reading.ac.uk/fmd/fmd-home.aspx m.swan@reading.ac.uk x7298	Estates & Facilities Building W050	All
Health & Safety Services	General H&S advice, training and audit Construction H&S Asbestos Fire prevention Food safety	http://www.reading.ac.uk/internal/health-and-safety/hs-home-2.aspx safety@reading.ac.uk x8888	J J Thomson Building	All

	Biological and Radiological Safety Laboratory and workshop safety			
Building Maintenance	Building fault reporting Work requests for minor improvements Routine servicing and statutory inspection Major fabric and plant replacement	http://www.reading.ac.uk/buildingmaintenance/bmaint-building-maintenance-home.aspx fm-help@reading.ac.uk x7000	Estates & Facilities Building Wo50	All Staff and students for maintenance of non-residential buildings (UPP are responsible for maintenance of halls of residence) All campus users for fault reporting
Grounds Maintenance	Grounds fault reporting Work requests for minor improvements	http://www.reading.ac.uk/Grounds/grounds-Home.aspx fm-help@reading.ac.uk x7000	Estates & Facilities Building Wo50 – Grounds yard	Staff, students, visitors
Sustainability Services	Energy management, utilities bills, waste, sustainable transport, environmental compliance advice, recycling	http://www.reading.ac.uk/cleanandgreen/sustainability@reading.ac.uk x5075	Estates & Facilities Building Wo50	All staff Tenants Working with students on sustainability issues
Projects	Large and small building projects: new build and refurbishment	http://www.cms.rdg.ac.uk/fmd/projects/Project-Department.aspx fm-help@reading.ac.uk x7000	Estates & Facilities Building Wo50	Heads of School/Function/ other
Property Services	Leases Staff Housing Tenant issues Development	http://www.cms.rdg.ac.uk/fmd/PropertyServices/fmd-ps-home.aspx c.h.reeve@reading.ac.uk x8333	Estates & Facilities Building Wo50	Schools/Functions wishing to rent out part of a building University tenants Staff looking for accommodation

SportsPark	Sporting facilities Bookings	https://www.sport.reading.ac.uk/ sport@reading.ac.uk x8799	SportsPark	
Strategy & Space Management	Space management Estates Strategy	http://www.reading.ac.uk/fmd/fmd-home.aspx d.j.wallace@reading.ac.uk x5689	Estates & Facilities Building Wo50	

d. Who can request our services

Please see above

5. Our commitment to service users

Our Vision is to:

1. Provide an estate which supports the University's strategic aims
2. Provide an estate, facilities and services which are efficient – and provide an appropriate return.
3. Manage the estate with a motivated, engaged and developing workforce.

To do this, the estate will need to be:

- 1.1. Flexible
- 1.2. Appropriate quality
- 1.3. Safe
- 1.4. International

- 2.1. Sustainable
- 2.2. Maintained
- 2.3. Supported

And we will need to focus on:

- 3.1. People Management
- 3.2. Collaboration
- 3.3. Leading practice

The delivery of our Vision and the fulfilment of our Values are achieved through our people and we expect the application of the following principles:

1. Achievement through people

Supporting, encouraging and sharing information and best practice within the team.

Communicating clearly and positively with customers and colleagues.

Contributing to discussions on setting goals and targets to help achieve the mission, vision and values of Estates and Facilities and the University.

2. Positive approach

Developing a problem solving and proactive approach to achieving tasks to a high standard and within the University's policies and procedures.

Valuing other peoples' ideas and contribution.

3. Getting the job done

Completing tasks efficiently and effectively within or ahead of time. Delivering excellence in customer satisfaction.

4. Learning and development

Sharing knowledge with others and keeping up to date with the skills needed for your role.

Learning from experiences and using experience to improve the way you work.

5. Delivering excellence

Promoting a positive image of the University and showing a commitment to excellent service by responding to external and internal customers' needs.

Working collaboratively to understand the changing needs of the customer base.

6. What we need from our service users

- Please treat all our staff with courtesy and respect
- Where possible give us sufficient notice so that we have adequate time to provide accurate, informative, safe and helpful responses to requests
- Respond to requests for information in line with provided deadlines
- Provide constructive feedback on our services
- Request work via the routes identified above, and specifically where appropriate through the Wren system
- Report faults across the estate as you notice them through Wren.

Please see individual SLAs for details

7. Service limitations and dependencies

The following factors may affect the service we can provide to users:

In construction law, it is the legal obligation of the Client (which is E&F in this context) to ensure that sufficient time is allowed to carry out construction work safely, this includes ensuring appropriate length of programme for both design and construction work. Therefore the time available may limit our ability to fulfil your requests to the deadline that you would prefer. Please give us as much notice as possible for any work/projects that you require in order to minimise the likelihood of disappointment.

The services available are limited by the provision of funding agreed by UEB. Service levels set out in our SLAs are in line with this provision, but some budgets are required to fund reactive requests which then limit the availability of funding for planned works. As a result of this prioritisation of spend is required – the basis of that prioritisation is agreed by Estates & Facilities Committee on an annual basis.

Availability of staff/contractors to fulfil your request at busy times may be a constraining factor.

The priority for Security staff is attending to fire emergencies; should you require other assistance during such an event, fulfilling your request may be delayed.

Booking of venues and facilities via the Venue Reading Team is subject to availability and from time to time venues and facilities may change.

8. Managing our services

The function is managed by a Senior Management Team led by:
Director of Estates & Facilities, Head of Function: Colin Robbins
Estates & Facilities, Director: Janis Pich

The Senior Management Team comprises:

Director, Accommodation and Contract Management Office:	Karen Thomas
Director, Campus Services:	Lucy Virtue
Director, Catering, Hotel and Conference Services:	Matthew White
Director's Office, PA to Head of Function:	Maria Swan
Director, Health & Safety Services:	Jenny McGrother
Director, Facilities Maintenance (Maintenance, Grounds & Sustainability Services):	Steve Boon
Director, Projects:	Nigel Wingfield
Director, Property Services:	Chris Reeve
Director, Sport & Recreation Services (SportsPark):	Iain Akhurst
Director, Strategy & Space Management:	David Wallace

9. Reporting and resolving problems with our services

Staff are encouraged to contact the following line managers in the first instance, before escalating any problems to the relevant director (for smaller teams, the Director is named below):

Accommodation and Contract Management Office:	Karen Thomas
Building Support Services:	Heather Silk-Jones
Cleaning:	Theresa Ell
Parking:	Ola Stannard
Portering:	Heather Silk-Jones
Post:	Stephen Haworth
Reception:	Ola Stannard
Security:	Dilip Amin
Restaurants and General Catering	Julie Frost
Cafes:	Martin Batt
Bars:	Matt Tebbit
Catered Hospitality:	Julie Frost
Greenlands Hotel & Conferencing:	Dereck StClair
Venue Reading:	Fi Donovan
Cedars Hotel	Fi Donovan
Director's Office:	Maria Swan
Health & Safety Services:	Jenny McGrother
Maintenance:	Ian May
Helpdesk:	Jo Bisley
Grounds:	Rupert Taylor

Sustainability Services:
Projects:
Property Services:
Sport & Recreation Services (SportsPark):
Strategy & Space Management:

Dan Fernbank
Nigel Wingfield
Chris Reeve
Greg Goddard
David Wallace

10. Providing feedback on our service

Please see individual SLAs for details

11. How we monitor our performance

Please see individual SLAs for details

SERVICE STATEMENT

Please see latest versions of Service Level Agreements in the following locations:

Service Level Agreements

Academic building maintenance:

https://edms.reading.ac.uk/sites/Main/BLGM/Maintenance%20OPS/SERVICE%20LEVEL%20AGREEMENTS/1%20-%20ACADEMIC/Building%20Maintenance%20SLA_Academic_16-05.doc

Academic grounds maintenance:

https://edms.reading.ac.uk/sites/Main/BLGM/Maintenance%20OPS/SERVICE%20LEVEL%20AGREEMENTS/1%20-%20ACADEMIC/Grounds%20Maintenance%20SLA_Academic_16-07.doc

Campus Services – Portering:

http://www.reading.ac.uk/web/FILES/portering-services/Portering_Service_Level_Agreement_2012.pdf

Campus Services – Security Services:

http://www.reading.ac.uk/web/FILES/security/Security_Services_Whiteknights_SLA_2015_16.pdf

Version control

VERSION	KEEPER	REVIEWED	APPROVED BY	APPROVAL DATE
1.0	E&F	Annually	UEB	tbc
1.1				