

# **BUILDING SUPPORT SERVICES – SERVICE LEVEL AGREEMENT**

## **GENERAL STATEMENT AND GUIDANCE NOTES**

This document details the services provided within current resources to meet the expectations of our customers and lays down the responsibilities of both parties.

## Contents

1. General Statement .....	3
2. Changes to service level.....	4
3. Service Standard.....	5
4. Areas NOT covered by Building Services Service Level Agreement .....	8
5. Version control.....	9
Appendix 1 .....	10
Standard Operating Procedure .....	10
Version control.....	12
Appendix 2 – BSO Zones .....	13

# 1. General Statement

1.1 Building Support Services is part of Campus Services and is a University service provider with a remit for providing building liaison support for building occupants (Schools/Functions/Other) and:

Estates Departments: Maintenance, Grounds and Sustainability Services; Health & Safety; Campus Services; Strategy & Space Management; Projects; Property Services

DTS

Technical Services

External Service Providers/Contractors

External visitors and customers to the University

1.2 The Building Support Services Manager welcomes comments on the SLA with a view to service improvement. Where customers feel that the service level is not compatible with their requirements or that the support given is below the stated level, they should write in the first instance to:

Building Support Services Manager

Room G26

Whiteknights House

University of Reading

Reading

Berkshire RG6 6AH

All complaints will be dealt with in accordance with the University's complaints procedures.

1.3 Where the response is not deemed satisfactory, aggrieved parties should contact the Director of Campus Services for further investigation.

1.4 Access to the Section's feedback and comments pages can be found at [www.reading.ac.uk/campus-services](http://www.reading.ac.uk/campus-services)

## 2. Changes to service level

- 2.1 The Building Support Services Manager will review the SLA annually (October) and proposed changes will be brought to the Estates and Facilities Committee (acting as client) for approval. Where there is a reduction of service, notice will be given that changes will be made following 30 days written notification.

### 2.2 Current Service Levels

Service	Level of Service
<b>Operating Times</b>	<p>Building Support Services office hours are 0800 – 1600, Monday to Friday, with telephone support available from 1600 – 1800, Monday to Friday.</p> <p>The each zonal Building Support Officer has contact telephone number for which is detailed in Appendix 1.</p> <p>The generic email address for the Building Support Services team is via <a href="mailto:BSO-team@reading.ac.uk">BSO-team@reading.ac.uk</a>. Each building Support zone has its own zonal email address as detailed in Appendix 1.</p>
<b>Response Times</b>	<p>Incoming calls will normally be answered within 5 rings, if the call is diverted to voice mail your request will be answered within 1 hour during operational times or the next working day by phone, or email if we cannot contact the caller directly.</p> <p>Building Support Services will respond to and deal with service related enquiries within 3 hours during our working hours Monday to Friday. Issue resolution times will vary greatly depending on service requirement/resolution and external supplier/contractor used. Face to face customer or telephone initiated enquiries will be actioned immediately, maintaining communication of progress through agreed channels.</p> <p>Out of hours emergency answering service via Security control (Ext 7799).</p>
<b>Service Objectives</b>	<p>To provide a professional, friendly, courteous and helpful Building Support service to the visitors, staff, students and contractors that meets the needs of the University community.</p> <p>To use internal and service provider recording and reporting systems to ensure quality levels are maintained and verifiable.</p> <p>To achieve customer satisfaction through engagement and responsive actions.</p> <p>To encourage customer feedback by email from University users within schools and offices to inform a cycle of continuous improvement.</p> <p>To measure, monitor and report service performance and pro-actively address areas for improvement.</p> <p>To understand the customer requirements and aim to provide a high-quality value for money service.</p>

<b>Billing</b>	There are no charges relating to Building Support Services but services requested to utilise Estates Maintenance Services or approved contractors may incur costs which will be charged by E&F WREN.
<b>Training</b>	<p>Staff are trained to maintain Customer Service Excellence and Health &amp; Safety requirements including First Aid.</p> <p>Campus Services have achieved ISO9001:2015 and Investors in People awards.</p> <p>To ensure performance standards are maintained, feedback is monitored to proactively address areas for improvement.</p>

### 3. Service Standard

#### 3.1 What we need from you.

To enable us to perform the services detailed below we require our customers to provide clear, full and accurate information as detailed in User responsibilities.

#### 3.2 Services

	Level	User responsibilities
Contact/Liaison	Building Support Services will act as the point of contact for the occupants (Schools/Functions and others) of designated buildings within an assigned Zone of the University Campuses with University and external Services/Providers (as noted in the General Statement above) to aid the smooth operational running of the buildings and to enable occupants to deliver their University business effectively.	It is the occupants' (School/Functions and others) responsibility to ensure a nominated point of contact is appointed from within their School/Function/area to liaise with the Building Support Officer.
Fire Safety	Building Support Services will act as "competent person" for the Building(s) in a specified zone and will co-ordinate fire safety arrangements.	
	Building Support Services will act as the point of contact for Building(s) in a specified zone for fire risk assessments and will have access to the building fire risk assessments, closing down fire actions and passing on details of 'significant findings' to all building occupiers and to understand what is a 'significant change' within their buildings and to notify the Fire Safety Officer/ Advisor accordingly.	It is the occupants' (School/Functions and others) responsibility to ensure full cooperation and assistance is given to ensure fire risk assessments are completed to the satisfaction of the Fire Safety Officer/Advisor.
	Building Support Services will undertake weekly fire alarm sound test at an agreed set time/day per building within the allocated zone.	Occupants are responsible for noting the published testing times.
	Building Support Services will coordinate the appointment of Fire	The Building Occupants' Head of School/Function/other are

	Evacuation personnel (Fire Wardens, Evacuation Officers, and Evacuation chair operators) in the individual buildings in line with the building evacuation plan.	responsible for ensuring adequate provision of volunteer staff to these functions.
	Building Support Services will work with Health & Safety Staff to maintain and update building evacuation information and notices including First Aid notices.	The Building Occupants Head of School/Function/other are responsible for advising of staff changes that affect the evacuation information or notices to ensure notices are up-to-date with current information.
	Building Support Services will assist with the arrangements for periodic service visits and inspections (fire detectors, extinguishers etc.), engineering insurance inspections etc. and liaise with the relevant stakeholder: the building occupants, contactor, insurance inspector, fire brigade, technical services and H&S Services to agree suitable times for inspections.	It is the occupants' (School/Functions and others) responsibility to ensure communications relating to such visits are relayed in a timely and appropriate manner and that any issue is raised at the earliest opportunity to the Building Support Officer.
First Aid Response	Building Support Services will work with the Building occupants' Head of School/Function/other to ensure arrangements are in place for adequate First Aider responder provision in the individual buildings.	The Building Occupants' Head of School/Function/other are responsible for ensuring adequate provision of volunteer staff to the First Aider function.
	Building Support Services will work with H&S Services to carry out a building First Aid risk assessment and functional checks of defibrillators.	
Building Maintenance	Building Support Services will liaise with Maintenance Services, Projects, Technical Services and Building Occupants to contribute to the planning of maintenance, project and inspection works and to ensure that work is scheduled, as far as reasonably practicable, within agreed access periods.	
	Building Support Services will act as the Point of Contact for 'building-related service' review and collate customer feedback where requested.	
	Building Support Services will be responsible for reporting faults and damage in communal areas to the E&F Help Desk in a timely manner and to sign the fault where possible so building occupants are aware that the repair has been logged.	School/Function staff are encouraged reporting faults and damage within communal areas to the E&F Help Desk in a timely manner. Building Support Services will monitor the WREN status to completion.
	Building Support Services will encourage building occupants to follow the procedure for reporting faults and damage within School specific space directly to E&F Help Desk	School/Function staff are encouraged to follow the procedure for reporting faults and damage within School specific space directly to E&F Help Desk. Building Support Services will monitor the WREN status to completion.
	Building Support Services will have awareness of building key points; heating access/boiler rooms, water tanks, gas valves, location of asbestos.	

	Building Support Services will be aware of waste disposal legislation (working with E&F Sustainability Services) to achieve compliance in this area to meet ISO14001 standards.	The Building Occupants' Head of School/Function/other are responsible for ensuring their staff are aware of and comply with legislation and UoR guidance in the area of waste disposal to meet ISO14001 standards.
Specialist Areas	Building Support Services will have an awareness of the specialist areas within the allocated Zone Buildings and where access is required, to refer to the appropriate member of Technical Services or H&S Coordinator to organise permit to work.	
	Building Support Services will liaise with building occupants, Health & Safety Coordinators and Technical Services to understand any special risks within the building, e.g. high risk materials, processes, equipment, and the safety features installed within the building to control these risks.	The Building Occupants, Technical Services and Health & Safety Coordinators are responsible for inducting new BSS staff into the existing risks and specialist areas of within the building and advising the Building Support Team of changes that may affect the special risks within the building.
	Building Support Services will understand the implications of service disruption on the special risk areas and who needs to be consulted/informed about service disruptions.	The Building Occupants Technical Services and Health & Safety Coordinators are responsible for advising the Building Support Team of changes in staff who may need to be consulted in such situations and to be responsible for making the Building Support Team aware of the implications of service disruptions.
Access	Building Support Services will work with Campus Services/ Campus Card Services and building occupants to ensure that arrangements are in place for locking and unlocking the building.	
	Building Support Services will work with Campus Card Services and School/Function/other Executive Support/appointed staff to arrange for card access rights for staff, students and visitors etc. Refer contractors etc. to the appropriate School/Function/other contact for access to individual rooms (Executive Support) or specialist areas (Technical Services).	
	Building Support Services will undertake responsibility for the management of Building Keys and locker keys, liaising with Executive Support to ensure appropriate issue/distribution (and retrieval) of office, locker and other non-Central room keys and to maintain appropriate records of key allocation.	The Building Occupants' Head of School/Function/other are responsible for the cost of replacement of/new keys and for ensuring Building Support Services have full and unlimited access to Key Cabinets (which would remain within the home building).
	Building Support Services will liaise with Estates & Facilities and Building Occupants, where required, with the arrangements for lock suiting & re-suiting.	
General	Building Support Services will liaise with Estates & Facilities Campus Services, Schools, Functions and Technical	

	<p>Services to ensure “soft service” delivery to the buildings is maintained to agreed service levels (cleaning, postal delivery/distribution, zonal Portering team and security), and to promote additional services as opportunities arise (i.e. deep cleaning, window cleaning etc.). Act as the point of contact for service reviews and coordinate customer feedback where requested for this service.</p>	
	<p>Building Support Services will liaise with nominated Executive Support Staff from resident School/Function/other occupants to provide open channels of two way communications to all staff and students within the zonal buildings.</p>	<p>The Building Occupants' Head of School/Function/other are responsible for nominating members of the Executive Support for their area (preferably two colleagues to provide cover at all times) to act as point of contact for communications to staff and students within their building/school.</p>
	<p>Building Services Support will communicate news of emergency repairs, forthcoming disruptive works or events to the Executive Support staff for distribution to building occupants in a timely manner, including details of the areas affected, the likely impact and the expected duration of work.</p>	<p>The Building Occupants' Head of School/Function/other or the Executive Support direct line management are responsible for ensuring the Executive Support point of contact relays relevant communications in a timely manner.</p>
	<p>Building Services Support will liaise with other Estates and Facilities Departments and other Support Services (MCE, Events, Catering, IT, H&amp;SS) to contribute to the planning of activities that may affect the normal operation of the building e.g. events.</p>	
	<p>Building Support Services will act as a liaison point for Schools, Functions and others to provide advice on the procedures for proposing physical changes to the building and to communicate with Estates &amp; Facilities in a timely manner to ensure the changes are approved appropriately and to follow the relevant processes i.e.: checking that an Authorisation to Work form has been completed prior to the commencement of works.</p>	<p>The Building Occupants' Head of School/Function/other are responsible for ensuring Building Support Services are informed of any proposed changes to the building to ensure the correct procedures are followed to achieve the changes.</p>

#### 4. Areas NOT covered by Building Services Service Level Agreement

High risk areas such as CAT2 Laboratories, MRI Scanner and other bespoke or specific research equipment/Labs are supported by the Technical Services Team.

Kitchens and non-public areas relating to Catering and hospitality are supported by Catering, Hotel and Conference Services staff.



## 5. Version control

VERSION	KEEPER	REVIEWED	APPROVED BY	APPROVAL DATE
1.0	Campus Services	20 <sup>th</sup> April 2018	EFC Ref 18/17	1 <sup>st</sup> May 2018
1.1	Campus Services	November 2020	E&E Ref 20/51	27 <sup>th</sup> November 2020

## Appendix 1

# COMMUNICATION PROCESS

## Maintenance, Projects & BSO/Executive Assistant Communication Process

**Scope:** A clear process for disseminating information in relation to planned, PPM and project work to the Building Support Officers in buildings in Zones 1-5

**Background:** This procedure will establish the guidelines for the dissemination of relevant and timely information to Building Support Officers relating to maintenance and project works in central buildings

### Standard Operating Procedure

Area	
Definitions	Work = Planned Preventive Maintenance & planned projects (both Capital and Maintenance)
Purpose	To provide information to the B.S.O team who work in the Whiteknights, Earley Gate and London Road zones regarding planned maintenance & projects that could cause disruption to building occupants. The B.S.O team act as the 'point of contact' for all building occupants (schools, functions and others) and are responsible for ensuring information is relayed effectively and efficiently to the Executive Support, local contacts and Technical Staff.
Stakeholders	E & F Maintenance Staff, Project Managers, I.T Team, External Contractors, Building Support Officers, Executive Administrators, Cleaning Supervisors, Technical Staff & Security (where applicable)
Procedure	<ol style="list-style-type: none"> <li><b>THE STAKEHOLDER</b> who is carrying out /organising the work/ servicing, repair/project etc.: (E &amp; F Maintenance/Project Managers, IT Manager or UoR nominated project managers/external contractors) are to inform, by email or telephone to the BSO for the zone, the work that will be carried out and by whom.</li> <li><b>STAKEHOLDERS</b> must ensure that the information, where applicable, when passed to the Zone B.S.O. contains the following: <ul style="list-style-type: none"> <li>• Who is managing the works</li> <li>• Contact details of the person, persons, company</li> <li>• Nature of the work (Intrusive, non-intrusive)</li> <li>• Duration of the work</li> <li>• Services likely to be affected</li> </ul> </li> </ol>

- Likely impact to building occupants
  - Who will be carrying out the repairs
  - Permit authorisations and access arrangements
3. The STAKEHOLDER **MUST** give the B.S.O as much notice as possible (**not less than 10 days** *(except where reactive or emergency repairs are required)*) to enable the B.S.O to communicate effectively and to negotiate with occupants where business interruption is likely.
  4. The B.S.O. must communicate the news of any planned work to the Executive Assistant/local contact in the affected building (s) ensuring all relevant information is passed on. This can be done via the email or verbally in person and followed up via the email. ***The B.S.O. must confirm back to the STAKEHOLDER any concerns or issues and agree the date for the work.***
  5. The B.S.O. must liaise with the Stakeholder/s as to the progress with works and must keep the Executive Assistants/local contacts informed of progress, delays and problems.
  6. The B.S.O must ensure that when works are completed, the Executive Assistants/local contacts are informed so that 'normal businesses may continue.
  7. The Executive Assistants/local contacts in the buildings and zones are responsible for passing the information to the building occupants likely to be affected by the works, and for informing the occupants when works are completed.
  8. The B.S.O must pass back, in a reasonable time, any issues that may affect the work taking place to the relevant STAKEHOLDERS
  9. E & F Maintenance and Projects to close down the WREN at the end of the process
- 

## Contact Details for Zones:

### Telephone Numbers:

Zone 1: 0118 378 6777

Zone 2: 0118 378 7956/ 3485/3486

Zone 3: 0118 378 3482

Zone 4: 0118 378 3487

Zone 5: 0118 378 2550

General email address for all BSO's : [Bso-team@reading.ac.uk](mailto:Bso-team@reading.ac.uk)

Zone 1: [bso-team-zone1@reading.ac.uk](mailto:bso-team-zone1@reading.ac.uk)

Zone 2: [bso-team-zone2@reading.ac.uk](mailto:bso-team-zone2@reading.ac.uk)

Zone 3: [bso-team-zone3@reading.ac.uk](mailto:bso-team-zone3@reading.ac.uk)

Zone 4: [bso-team-zone4@reading.ac.uk](mailto:bso-team-zone4@reading.ac.uk)

Zone 5: [bso-team-zone5@reading.ac.uk](mailto:bso-team-zone5@reading.ac.uk)

---

## Version control

VERSION	KEEPER	REVIEWED	APPROVED BY	APPROVAL DATE
Original	Heather Silk-Jones	Annually	Lucy Virtue	November 2020

---

## Appendix 2 – BSO Zones

