

## Service Level Agreement – Student Village

Whilst the following are subject to change, residents can expect the following levels of service:

### Standard of Accommodation on arrival

- Accommodation will be clean on arrival, in particular:
- Kitchens – ovens and microwaves clean and serviceable, kettles free of excessive limescale, fridge freezers defrosted and clean
- Bathrooms – suite fully cleaned and descaled.
- Bedroom – mattress free of stains and mattress protector provided
- Flooring and carpets – whilst some flooring may have marks or stains which cannot be removed, carpets should have been vacuumed and, where necessary, cleaned prior to arrival.

### Maintenance and repair

There is a system of prioritization of repairs as follows:

- Emergency (Priority 1) immediate response required (Response within one hour and resolution within one working day)

Potential of an immediate risk to the Health & Safety of Residents

- Priority 2 (Response within 1 working day, resolution within 1-2 working days)

Not an immediate Health & Safety risk but may have an urgent impact on services or Residents

- Priority 3 (Response within 2 working days, resolution within 1-5 working days)

Non-urgent but the issue will cause an inconvenience to Residents in the short term

- Priority 4 (Response within 5 working days, resolution within 10 working days)

Non-urgent but the issue has the potential to cause an inconvenience to Residents

- Priority 5 (Permanent resolution within 20 working days)

General repairs which have insignificant or only minor impact on Residents

- Priority 1      Loss of heating throughout a house or flat during cold weather periods\* (e.g boiler failure), broken window, risk of falling from height, fire alarm reset failure, gas leak, major flood or serious ongoing leak, loss of power throughout the flat/house (however, a regional power cut may prevent rectification)

within these timescales), lift entrapment, faulty electrical socket or appliance which has given a resident an electrical shock.

- Priority 2      Loss of heating to more than one radiator within a flat or house during cold weather periods\*, Shower not working where there is no alternate available\*\*, failure of lighting **or** sockets, fault with lift, blocked toilet or drain, lamp failure within a house/flat in an occupied room where no other lighting exists, fault or damage to main entrance door to flat or house or bedroom door which renders it insecure, total failure of cooker and/or combi oven where no other means of cooking are available, total failure of fridge/freezer where no other means of refrigeration are available
- Priority 3      Services not working, including faulty showers where an alternative shower is available\*\*, sink taps not working or running, total failure of cooker (where microwave is present as alternate), total failure of fridge/freezer where other means of refrigeration are available (e.g second appliance within the house or flat), failure of kettle, single radiator is not working and/or requires bleeding (during cold weather), lamp failures where other lamps exist but are insufficient to illuminate the area or the fabric of the building is damaged, water leak which may cause damage and could affect electrical services, replacement of fire extinguisher, test of electrical item requested by resident or identified by staff as potentially faulty, other works (not Priority 1 or 2) which may require an external contractor to attend.
- Priority 4      Single radiator is not working and/or requires bleeding (weather not cold), fire door requires repair or adjustment, minor water leak not impacting on health and safety (i.e not likely to be a slipping hazard or near electrical services), cooker part faulty (hob ring, grill or oven fails).
- Priority 5      Decoration of walls, lamp failure where other lamps are sufficient to light the area, furniture repairs with no risk to health and safety, broken blind or curtain track (temporary nets may be provided), routine test on portable electric appliance.

During the response period, it is possible that making safe, temporary repairs and/or temporary replacements may be provided where appropriate (includes temporary heating/lighting).

**\*Cold weather periods means the period from 1 November to 31 March, or, exceptionally, during periods of prolonged unseasonable “cold snaps” in October or April (overnight frosts forecast).**

\*\*Alternate shower unavailable/available – a house in the Student Village with 3/4/5 bedrooms, or where both showers have failed within a 7 bedroom house, where a resident cannot borrow a flat mates’ shower.

## **Cleaning**

Whilst residents are responsible for all cleaning of the interiors of the house or flat, the University shall maintain the external grounds.

**Any faults or issues should be reported immediately. You can come and see us in person at the Student Village office or call us on 01202 961012. You can also email us on [studentvillageteam@bournemouth.ac.uk](mailto:studentvillageteam@bournemouth.ac.uk)**