

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

Examples of common problems

SV Appliance Fault	resolution within 5 working days
SV Blind Fault	resolution within 5 working days
SV Boiler Fault	resolution within 1 working days
SV Ceilings	resolution within 5 working days
SV Clean - Other	resolution within 5 working days
SV Cleaning - Bedroom	resolution within 5 working days
SV Cleaning - Carpets and Furniture	resolution within 5 working days
SV Cleaning - Shared spaces	resolution within 5 working days
SV Damp Treat and Redecorate	resolution within 5 working days
SV Doors	resolution within 5 working days
SV External Light Issue	resolution within 5 working days
SV External Walls or Fence	resolution within 20 working days
SV Faulty Lock	resolution within 5 working days
SV Fire Panel Fault	resolution within 1 working days
SV Fixtures and Fittings Fault	resolution within 5 working days
SV Furniture - Damaged	resolution within 5 working days
SV Furniture - New / Additional	resolution within 20 working days
SV Furniture - Other	resolution within 20 working days
SV Furniture - Surplus	resolution within 20 working days
SV Gutting and Drainage	resolution within 20 working days
SV Heating - Too Cold	resolution within 1 working days
SV Heating - Too Hot	resolution within 1 working days
SV Main Light Issue	resolution within 5 working days
SV New / Replacement Keys	resolution within 5 working days
SV No Cold Water	resolution within 1 working days
SV No Hot Water	resolution within 1 working days
SV Redecorate	resolution within 90 working days
SV Road and Paths	resolution within 20 working days
SV Room Power Outage	resolution within 1 working days
SV Single Socket Fault	resolution within 5 working days
SV Sink and Showers - Other	resolution within 5 working days
SV Sink or Showers - Blocked	resolution within 5 working days
SV Smoke Head	resolution within 1 working days
SV Toilets - Other	resolution within 5 working days
SV Toilets - Continuous Flushing	resolution within 5 working days
SV Toilets -Blocked/Non Flushing	resolution within 5 working days
SV Trees and Plants	resolution within 20 working days
SV Vanity Light Issue	resolution within 5 working days
SV Ventilation Fault	resolution within 5 working days
SV Water or Taps - Other	resolution within 5 working days
SV Window - Frame and Fixtures	resolution within 5 working days
SV Windows - Glass Fault	resolution within 5 working days
Toilets - Blocked/ Non Flushing	resolution within 5 working days
Toilets - Continuous Flushing	resolution within 5 working days

Toilets - Other	resolution within 20 working days
Tree or Plant	resolution within 40 working days
Vehicle Request	resolution within 20 working days
Wall Fault	resolution within 20 working days
Waste - Other	resolution within 2 working days
Water Filter Issue	resolution within 20 working days
Water or Taps - Other	resolution within 5 working days
Window - Frame and Fixtures	resolution within 20 working days
Windows - Glass Fault	resolution within 20 working days

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