

Facilities Management

Estates, Facilities and Residences

Service Level Agreement – Porter Services

GENERAL STATEMENT AND GUIDANCE NOTES

Facilities Management provides building cleaning, portering, security and postal services to staff, students and visitors in academic, residential, administrative and other service buildings both on and off campus at Aberystwyth University

The Facilities Management objectives are:

- To facilitate a safe environment that allows the University to function successfully whilst positively impacting on customer experience
- A Facilities team that will pro-actively service the University Estate, ensuring that any issues identified are resolved or reported, as appropriate
- Provide greater engagement opportunities to ensure that the department uses the wealth of experience and knowledge within and outside its teams in order to maintain and enhance service levels whilst meeting University approved budgets.
- Pro-actively work to reduce the impact of the departments service delivery on the environment
- Work collaboratively with wider University departments to find efficiencies and improve working practices for the benefit of the end user and/or to reduce costs
 - **Front Facing Strapline:** Here to Facilitate, Happy to Help

Facilities Management (Porter Services) - Service Level Agreement (SLA)

1 General Statement

1.1 Porter Services is a University service provider with a remit for:

- Minor maintenance
- Minor office moves
- Furniture relocation and disposal via Warp-it
- Meeting Room, Teaching and Learning Space setup
- Relocation of other items including but not limited to deliveries, stock and equipment
- Cleaning, Security and Postal support
- Building support, including general upkeep of University buildings and access
- Waste / litter management
- Response to emergency / clean up
- Adverse weather support
- Customer liaison
- Event support, including but not limited to Students Union, University Visiting & Open Days, Examinations, Graduation and Big Welcome Weekend
- Please note:
 - This list is not exhaustive and further details can be seen from page 2 of this document
 - Some elements of the porter service may incur additional costs that do not sit within approved budgets. As a result, departmental recharging may occur, for example where a requested task required additional resource or outsourcing. Where this is the case, the requesting department will be notified in advance of arrangements being made to complete the task.

This document details the services provided to meet the expectations of our customers and details the responsibilities of both parties (Cleaning Services and Service Customers).

1.2 Due to the nature of University funding, the SLA will be reviewed annually on 31 July in conjunction with relevant stakeholders.

2 Breaches of the Service Level/Comments

2.1 The Head of Facilities Management 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 the below address and your query will be signposted accordingly:

Facilities Management, Fferm Penglais, Aberystwyth, SY23 3FH – efastaff@aber.ac.uk / 01970 621951

For all urgent out of hours enquiries, contact the 24/7 Security Team on 01970 622900

2.2 Where the response is not deemed satisfactory, aggrieved parties should contact the Director of Estates, Residences and Facilities via efastaff@aber.ac.uk.

2.3 All complaints from University Students will be dealt with in accordance with the University's complaints procedures, details of which can be found here - <http://www.aber.ac.uk/en/regulations/complaints/complaints-procedure/>

3 Changes to the Service Level

3.1 The Head of Facilities Management will review the SLA annually and where improvements are made the SLA will be updated.

3.2 Where there are written contracts, both parties may withdraw from these agreements in compliance with any contractual arrangements.

Service	Level of Service	Customer Responsibilities (where applicable)
Waste Management	<p>Porter services will carry out a waste management regime ensuring:</p> <ul style="list-style-type: none"> • All waste is correctly removed from the central waste points situated within buildings • All waste is taken to external bins store. • Waste is placed into the correct waste category. • In conjunction with Cleaning Services, Daily Cleaning of litter in external areas <p>Porter Services provide support for the following waste streams:</p> <ul style="list-style-type: none"> • Dry Mixed Recycling • General Waste • Glass Waste • Food Waste • Domestic Battery • WEEE • Clothing and other donations • Sanitary • Confidential <p>Porter Services will ensure that all external areas that they are responsible for are maintained free and clear of litter or rubbish.</p> <ul style="list-style-type: none"> • Correct use of litter picking equipment • Clear all designated areas • Report any excess litter in areas • Respond to additional requests for open, visitor days and graduation. <p>Ensure that all external bin areas are maintained free and clear of litter and rubbish.</p> <ul style="list-style-type: none"> • Remove excess litter in areas and place in designated bins provided • Resolve bin contamination issues • Optimise waste costs by maximising bin usage <p>Porter will ensure that all external areas next to buildings of are maintained free and clear of litter or rubbish, including cigarette butts.</p> <ul style="list-style-type: none"> • Correct use of litter picking equipment • Clear all designated areas • Report any excess litter in areas 	<p>Customers are to report any service concerns (without delay when urgent) by contacting the University 24/7 Helpline on 01970 622900 or emailing (non-urgent) Facilities@aber.ac.uk</p> <p>All maintenance issues need to be reported to the Estates Development Department via campushelp@aber.ac.uk / 01970 622999</p> <p>Requests for office moved, furniture relocation and other similar tasks to be made with a minimum of 2 weeks notice, with a minimum of 4 weeks in respect of University Event support</p> <p>Place all litter in the centralised bins provided</p> <p>Place all confidential waste into the confidential waste stream / shred</p> <p>Segregate waste into recycling waste streams as much as possible</p> <p>Report any litter / waste issues to 2900 / facilities@aber.ac.uk</p> <p>Make the portering team aware of any waste that needs to be removed via 2900 / facilities@aber.ac.uk</p> <p>Ensure that all confidential waste bags are filled to the marked level only and sealed prior to collection</p>
Adverse Weather	<p>Respond to adverse weather across all sites and buildings in conjunction with Grounds and Security Services, as outlined in University Adverse Weather and Gritting policy. Tasks include:</p> <ul style="list-style-type: none"> • Removal of snow on paths and entrances to buildings • Gritting of paths and entrances to buildings. • Requesting that their grit bins be restocked • Ensure they have fully functioning equipment able to support their snow clearing task. • Coordinate and liaise with Campus Grounds Staff. 	
Removal, Relocation and Disposal	<p>Furniture and other items:</p> <ul style="list-style-type: none"> • Collection/disposal of redundant furniture as per the Warp-it process • Departments wishing to dispose of furniture on mass may require a skip and there may be a requirement to be recharged to that department – warp-it • Where furniture is in good condition then the department needs to have a storage area to store the furniture and ensure that every effort is made to find an alternative use for the item. Should a request be made for the item to be disposed of, disposal of assets and a budget code will be required once the Warp-it process has been exhausted 	

	<p>Minor Office Moves:</p> <ul style="list-style-type: none"> • Moving of packing cases and small items of furniture • Ensuring that support is given such as the movement of furniture, office equipment. • Subject to the volume of work and resources at the departments disposal, a recharge may be required should additional staff hours be required and works be deemed more than minor (acting reasonably) 	Engage with the University Warp-it process
General Building Support	<p>Porter Services seek to take ownership over University buildings to help to support its users and to maintain the condition of the building for the benefit of the customer.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Room setups to meet the business needs • Identifying, rectifying and escalating faults and service concerns for the benefit of the asset or customer • Customer liaison and support, including directions and access 	<p>Make Facilities aware of any rooms setups at least 72 hours in advance</p> <p>Ensure that furniture requested for the setup is available</p> <p>Ensure sufficient time is booked in the room for setup and break down</p> <p>Movement of IT equipment via IS department</p>
Residential Support	<p>Porter Services provide a range of building support across University owned and managed accommodation, to include, but not limited to:</p> <ul style="list-style-type: none"> • Minor maintenance support across Residential buildings, including 3rd party properties. • Removal, Relocation and Disposal Services • This includes white goods • Bedroom furniture such as mattress, desk and chairs. • Linen items • Bin store management • Identifying, rectifying and escalating faults and service concerns for the benefit of the asset or customer 	To report all faults via 2900
University Event Support	Event support, including but not limited to Students Union, University Visiting & Open Days, Examinations, Graduation and Big Welcome Weekend	Facilities to be made aware of the requests for support at least 72 hours in advance
On Demand Services	<p>Porter Services to assist with any other reasonable requests with the remit of the team. On occasions, this may require any additional costs incurred to be recharged to the requesting department.</p> <p>Where this is the case, the requesting department will be notified in advance of arrangements being made to complete the task.</p>	<p>Make Facilities aware of the request at least 72 hours in advance</p> <p>Department to provide relevant authorisation, including budget code, as required</p>