


OPERATIONAL MAINTENANCE PROCEDURE			 UNIVERSITY OF LINCOLN
Subject: ESTATES SUPPORT DESK	E&CS09	Rev.5	
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	Owner: C Harrison		

1.0 PURPOSE

To define the process of logging maintenance, security, cleaning or portage requests.

2.0 GENERAL

This procedure controls reactive maintenance, security, cleaning or portaging requests by logging them centrally, distributing them to contractors and reporting the progress of them to the requestor.

3.0 PROCEDURE

3.1 Logging a Request

Faults will be logged on the Estates website at <http://estates.lincoln.ac.uk/support-desk/>. Clicking on the relevant link will take the requestor to an online form to fill in with the details.

Saving this form creates a unique job number that can be used by the requestor to track progress on the request through the same website, by clicking the check progress link.

Each request will be given a priority from P1 to P5. Priorities are predefined and all have been agreed with H&S.

Contractors' performance is measured against these priorities and is reviewed on a monthly basis.


3.2 Priorities

Maintenance priorities are identified below:

Priority 1 - Attendance not exceeding 2 hours from notification to investigate and make safe as a matter of urgency. Restore or provide alternative facilities within 24 hours.

Priority 2 - Attendance the same day if notification is received prior to 1pm or next day before 9am if received after 1pm to investigate and make safe. Permanent restoration of service within 72 hours.

Priority 3 - Attendance not exceeding 48 hours from notification to investigate and implement a permanent solution within 7 days.

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Priority 4 - Attendance not exceeding 7 calendar days from notification to investigate and implement a permanent solution within 30 days.

Priority 5 - Attendance not exceeding 30 calendar days from notification to investigate and implement a permanent solution within 60 days.

Security / Cleaning & Portage priorities are identified below:

Priority 1 – Attendance within 1 hour

Priority 2 – Attendance within 24 hours

Priority 3 – Attendance within 1 week

Priority 4 – No attendance time defined

As each request is logged and passes through the University CAFM system (Planon), it is allocated to the responsible contractor or the building champion, it will automatically identify if a hazard is suspected or known to be present in the area and highlight that a permit to work needs to be completed before works can proceed.

3.3 Other methods of reporting

If access to the Estates website is not available, a request can be logged in two other ways.

3.3.1 Logging a maintenance, security, cleaning or portage request by telephone

A call is made internally to extension 6777 and the following information is provided to the support desk who log the information on the Planon.


3.3.2 Logging a maintenance, security, cleaning or portage request by email

An email is sent to estatessupportdesk@lincoln.ac.uk and the following information is provided:

1. Phone number;
2. Building;
3. Floor;
4. Description of fault.

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The support desk input the information into the Planon and forward it to the Contractor or building champion