

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

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| 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 |

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| 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