

Please contact help desk if you are unsure of the time scale and cannot find it in the table below. We will try to give you a time frame wherever possible.

These response times will be reviewed annually. The current time scales reflect the workload and the resources we currently have.

Area of work	Type of work	SLA – Estimated timescale	Notes
Carpentry	Shelving	1 month	
	White boards	2 weeks	For standard sizes
	Notice boards	2 weeks	
	Fire doors – damage that can be repaired	2 days	
	Minor repairs on doors (broken handle, plate missing, doors banging against each other, door stop, door closer, squeaky door, marks etc)	1 weeks	
	Replacement of damaged doors	2 weeks	
Signs & furniture	Signs – statutory signs, information signs and door plates	1 weeks	
	Minor repair to furniture in teaching rooms / common areas	1 week	
	Minor repairs to furniture in offices	2 weeks	
	Fit coat hooks/ door stoppers etc.	2 weeks	
Locks & keys	Install new lock	2 weeks	Salto locks - Budget code required - £250 Chubb Locks must be approved by security.
	Repair an existing lock – non urgent	1 week	
	Repair lock that is preventing access/ allow access / unpick lock	1 day	
	Desk Drawer Locks / Lockers	2 weeks	
	Supply additional keys or new keys	1 week	To be approved by security first
	Remove padlock	2 days	To be approved by security first

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Area of work	Type of work	SLA – time specified	Notes
Minor decoration/ touch up	Doors, holes or marks walls, ceiling	1 month	For redecoration please contact the Project team
	Replace ceiling tiles	1 month	
	Wall tiles	1 month	
	Miscellaneous	1 month	
Building Fabric & General	Smashed window / mirror – make safe	Same day*	
	Smashed window / mirror - repair	1 week	
	Bins – install / relocate / repair	1 month	
	Unwanted building material - remove	2 weeks	
	Graffiti remove	1 week	
	Toilet accessories install – roller towel machine, toilet roll holder, soap dispensers etc.	1 week	
	Fix loose / missing panels	1 week	
	Fire extinguishers - replace	1 week	Adequate provision of extinguishers, above the recommended minimum
	Trip hazards / damaged flooring tiles – make safe	1 day	
	Adjust clocks / replace batteries in teaching rooms and common areas	1 days	
Adjust clocks / replace batteries in offices	2 days		

*Same day - if reported before noon, 24 hours if reported after 12 o'clock