

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 time
Alarms	Faults with alarms	Same day*
Spent Lights	Flickering lights anywhere – H&S	Same day*
	Spent lamps in corridor / public area	2 weeks
	Spent lamp in office	1 week
	Spent lamp in teaching room	1 week
	Emergency light	1 week
Repairs/ replace electrical outlet	Install new power socket outlet	1 month
	Install new light fitting	1 month
	Repair power socket outlet	1 week
	Exposed or dangerous cables / socket outlets / light fittings	Same day*
	Repair light fitting / sensor	2 days
	Loss of power / lighting	Same day*
	Lift out of order / trapping	Same day*
	Install new service – power outlet / lighting	1 month
	Clean / replace diffusers	2 weeks
Supply desk lamp / extension lead / ramps	1 week	

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