



Estates Division

Facilities Management

Response Times

Furniture Requests

Please contact the 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 resources we currently have.

Area Of Work	Type of Work	SDA—Estimated timescale
Furniture Requests	Response to initial request	3 days
	Supply of furniture from ReUse	1 week, subject stock levels and porters workload
	Supply of new furniture	4-6 weeks standard, subject to contractor's delivery times. This will be confirmed once order has been placed.
	Request for feedback	1 week from completion
	Supply of invoice (where applicable)	3 days from receipt of invoice to Estates
	Sourcing of new furniture	1-3 weeks dependant on furniture type and amount.