

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
Gas	Smell of gas - investigate	Immediate	
Heating	Temperature control - adjust	2 days	LSE set up: heat to 20 degrees +/- 1; cool at 25 degrees C.
	No heating in the room	Same day*	
	Out of hour heating requests	1 week	Client to give notice
	Leaks minor	Same day*	
	Leaks major	Immediate	
	Minor repairs – radiator valves etc	2 weeks	
	Install new service – radiators, etc.	1 month	
Air Conditioning (if in situ)	Temperature control - adjust	2 days	LSE procedure – we do not install AC.
	Cooling in the room not working	1 day	
	Out of hour Air Con requests	1 week	
	Minor faults – noise etc.	2 days	
	Desk fan – supply	1 week	
Ventilation	No fresh air coming out of vents	1 day	
	Out of hour ventilation requests	1 week	
	Dirty grills – clean	1 month	

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