

SERVICE DIRECTORY

Estates

1. Objective

This document outlines the services delivered by the Estates teams and the terms under which they are delivered.

2. Period of validity

This document covers the period 1st September 2020 – 31st July 2021. It will be reviewed on an annual basis.

3. Who we are and what we do

The Estates teams provide a wide range of support services, focussed on the University buildings and grounds, to all occupants of University Buildings, plus external visitors and the local community.

Our mission is to deliver services and provide facilities that fully meet the University's present and future needs. In achieving this mission, we will maintain a safe and secure environment in which effective teaching, research, working, residential and recreational activities can take place.

Put simply: we Plan, Make, Maintain, Sustain and Operate the University's buildings and grounds:

The departments making up the Estates Function are (please click on the dept to take you to contact details):

PLAN: [Strategy & Space Management](#)

Strategy and Space Management is responsible for the planning and management of the University's academic space and the production of the Estate Strategy. We work with Schools and Functions to ensure that the University's space is effective in supporting the activities taking place within it. Our objective is an affordable, flexible, appropriately scaled, fit for purpose estate.

DEVELOP/BUILD: [Projects](#)

The Projects team project manages and delivers all sizes of building-related projects to the University, ranging from minor building alterations to major capital projects. These can be either School/Function funded or centrally funded.

MAINTAIN & SUSTAIN: Maintenance, Grounds & Sustainability Services

The Maintenance teams provide a comprehensive buildings and grounds maintenance service to the University, including a reactive maintenance service, routine servicing, statutory inspection and a programme of major fabric and component replacement.

The Sustainability team manages the University's utility contracts, monitors energy performance, provides advice on energy conservation and delivers programmes of carbon reduction projects and behavioural change. It also oversees compliance with environmental legislation, provides specialist technical advice and manages the University's waste contract.

PROTECT: Strategic Estates Management

Protects and develops the University's asset value both on the Academic Estate and supporting commercial developments. Deals with legal issues and challenges, strategic town planning matters, estates support for commercial developments and other asset and value protection. Liaison with local community stakeholders. Management of Suitable Alternative Natural Greenspace (SANG) – local country park areas which are no longer part of the investment estate.

OPERATE: Campus Services

Campus Services (CS) manage a range of services within academic and administrative buildings and for some external tenants; these include Cleaning, Portering, Post, Security and Building Support Services. CS also manage Reception services based in Whiteknights House, Palmer and at London Road; and the management of parking across the Whiteknights and London Road campuses.

A detailed list of services provided can be found on our web pages see Who To Contact below for the relevant locations.

4. How to access our services

a. When we're available

We provide a **24/7/365 security and emergency maintenance** service.

Helpdesk opening hours are: 8.00am – 4.30pm (weekdays); in an emergency, out of hours contact should be made through Security (x6300)

General office hours are 8.30am – 5.00pm (weekdays)

b. How to contact us

Security can be contacted 24/7/365 by telephone:

Emergency: x6300

Non-emergencies: x7799 or email securitycontrol@reading.ac.uk .

Service Requests (maintenance, projects, cleaning, portering, building support, waste disposal) and **Faults**,

Please use our **Helpdesk** service:

Emergency work requests should be reported by telephone please (x7000) or out-of-hours through Security (x6300)

Non-emergency service requests or fault reporting: estates@reading.ac.uk or telephone to x7000.

General queries can be addressed to estates@reading.ac.uk

Contact details for individual services and HoF can be found below.

c. Who to contact

Who	What	How	Where	To Whom
Campus Services	Building Support Services Cleaning (internal and external) Parking Portering Post Reception Security	http://www.reading.ac.uk/fmd/campus-services/fmd-cs-home.aspx campus-services@reading.ac.uk campusparking@reading.ac.uk x8047	Whiteknights House W027 Estates Building W050 (cleaning only)	All campus users (parking, security, reception) Staff (post, portering, cleaning, building support services)
Building Maintenance	Building fault reporting Work requests for minor improvements Routine servicing and statutory inspection Major fabric and plant replacement Information on which works are funded from	http://www.reading.ac.uk/buildingmaintenance/bmaint-building-maintenance-home.aspx estates@reading.ac.uk x7000 Maintenance budget/customer funding clarification	Estates Building W050	All Staff and students for maintenance of non-residential buildings (UPP are responsible for maintenance of halls of residence) All campus users for fault reporting

	central budgets and which from school or service function budgets is shown here:			
Grounds Maintenance	Grounds fault reporting Work requests for minor improvements	http://www.reading.ac.uk/Grounds/grounds-Home.aspx estates@reading.ac.uk x7000	Estates Building W050 – Grounds yard	Staff, students, visitors
Sustainability Services	Energy management, utilities bills, waste, sustainable transport, environmental compliance advice, recycling	http://www.reading.ac.uk/cleanandgreen/sustainability@reading.ac.uk x5075	Estates Building W050	All staff Tenants Working with students on sustainability issues
Projects	Large and small building projects: new build and refurbishment	http://www.cms.rdg.ac.uk/fmd/projects/Project-Department.aspx estates@reading.ac.uk x7000	Estates Building W050	Heads of School/Function/ other
Strategic Estates Management	Legal issues Strategic town planning matters Estates support for commercial developments Asset and value protection Management of SANG (off campus non-investment greenspace)	n.d.frankland@reading.ac.uk x8310		
Strategy & Space Management	Space management Estates Strategy	http://www.reading.ac.uk/fmd/fmd-home.aspx d.j.wallace@reading.ac.uk	Estates Building W050	Heads of School/Function/ other

		x5689		
Head of Function	Escalated and strategic issues	j.l.pich@reading.ac.uk x6044	Estates Building W050	All
	Diary	For diary matters please contact Estates Executive Support on EstExecSupport@reading.ac.uk x8278		

d. Who can request our services

Please see individual services above

5. Our commitment to service users

Our Vision is to:

1. Provide an estate which supports the University's strategic aims
2. Provide an estate, facilities and services which are efficient – and provide an appropriate return.
3. Manage the estate with a motivated, engaged and developing workforce.

To do this, the estate will need to be:

- 1.1. Flexible
- 1.2. Appropriate quality
- 1.3. Safe
- 1.4. International

- 2.1. Sustainable
- 2.2. Maintained
- 2.3. Supported

And we will need to focus on:

- 3.1. People Management
- 3.2. Collaboration
- 3.3. Leading practice

The delivery of our Vision and the fulfilment of our Values are achieved through our people and we expect the application of the following principles:

1. Achievement through people

Supporting, encouraging and sharing information and best practice within the team.

Communicating clearly and positively with customers and colleagues.

Contributing to discussions on setting goals and targets to help achieve the mission, vision and values of Estates and the University.

2. Positive approach

Developing a problem solving and proactive approach to achieving tasks to a high standard and within the University's policies and procedures.

Valuing other peoples' ideas and contribution.

3. Getting the job done

Completing tasks efficiently and effectively within or ahead of time. Delivering excellence in customer satisfaction.

4. Learning and development

Sharing knowledge with others and keeping up to date with the skills needed for your role.

Learning from experiences and using experience to improve the way you work.

5. Delivering excellence

Promoting a positive image of the University and showing a commitment to excellent service by responding to external and internal customers' needs.

Working collaboratively to understand the changing needs of the customer base.

6. What we need from our service users

- Please treat all our staff with courtesy and respect at all times
- Where possible give us sufficient notice so that we have adequate time to provide accurate, informative, safe and helpful responses to requests
- Respond to requests for information in line with provided deadlines
- Provide constructive feedback on our services
- Request work via the routes identified above, and specifically, where appropriate, through the Wren system
- Report faults across the estate as you notice them through the helpdesk (anyone can do this!).

Please see individual SLAs for details

7. Service limitations and dependencies

The services available are limited by the provision of funding agreed by UEB. Service levels set out in our SLAs are in line with this provision, but some budgets are required to fund reactive requests which then limit the availability of funding for planned works. As a result of this, prioritisation of spend is required – the basis of that prioritisation is agreed by the Estates & Environment Committee on an annual basis.

Availability of staff/contractors to fulfil your request at busy times may be a constraining factor.

The priority for Security staff is attending to fire emergencies; should you require other assistance during such an event, fulfilling your request may be delayed.

The following factors may affect the service we can provide to users:

In construction law, it is the legal obligation of the Client (which is Estates in this context) to ensure that sufficient time is allowed to carry out construction work safely, this includes ensuring appropriate length of programme for both design and construction work. Therefore the time available may limit our ability to fulfil your requests to the deadline that you would prefer. Please give us as much notice as possible for any work/projects that you require in order to minimise the likelihood of disappointment.

8. Managing our services

The function is managed by the Estates Leadership Team led by:
Director of Estates, Head of Function: Janis Pich

The Estates Leadership Team comprises:

Director, Campus Services:	Lucy Virtue
Director, Facilities Maintenance (Maintenance, Grounds & Sustainability Services):	Steve Boon
Director, Projects:	Nigel Wingfield
Strategic Estates Manager	Nigel Frankland
Director, Strategy & Space Management:	David Wallace

9. Reporting and resolving problems with our services

Staff are encouraged to contact the following line managers in the first instance, before escalating any problems to the relevant director (for smaller teams, the Director is named below):

Building Support Services:	Heather Jones	Silk- 6548	h.e.silk-jones@reading.ac.uk
Cleaning:	Michelle Baker	8976	m.n.baker@reading.ac.uk
Grounds:	Rupert Taylor	8312	r.taylor@reading.ac.uk
Helpdesk:	Jo Bisley	7277	j.e.bisley@reading.ac.uk
Maintenance:	Ian May	6382	i.r.may@reading.ac.uk
Parking:	Nick Crouch	8047	n.crouch@reading.ac.uk
Portering:	Heather Jones	Silk- 6548	h.e.silk-jones@reading.ac.uk
Post:	Stephen Haworth	6512	s.a.haworth@reading.ac.uk
Projects:	Nigel Wingfield	6682	n.wingfield@reading.ac.uk
Reception:	Nick Crouch	8047	n.crouch@reading.ac.uk
Security:	Dilip Amin	6967	dilip.amin@reading.ac.uk
Strategic Estates Management	Nigel Frankland	8310	n.d.frankland@reading.ac.uk

Strategy & Space Management:	David Wallace	5689	d.j.wallace@reading.ac.uk
Sustainability	Services: Dan Fernbank	5075	d.fernbank@reading.ac.uk

10. Providing feedback on our service

Please see individual SLAs for details

11. How we monitor our performance

Please see individual SLAs for details

SERVICE STATEMENT

Please see latest versions of Service Level Agreements in the following locations:

Service Level Agreements

Academic building maintenance:

[Building maintenance Service Level Agreement \(Academic\)](#)

Academic grounds maintenance:

[Grounds maintenance Service Level Agreement \(Academic\)](#)

Campus Services – Portering:

http://www.reading.ac.uk/web/files/portering-services/Portering_Services_SLA_2015.pdf

Campus Services – Security Services:

http://www.reading.ac.uk/web/files/security/Security_Service_Level_Agreement_.pdf

Campus Services – Cleaning Services:

http://www.reading.ac.uk/web/files/Cleaning-Services/Cleaning_Services_SLA_2017.pdf

Campus Services – Postal Services:

http://www.reading.ac.uk/web/files/post/EFC_Postal_Services_SLA_Approved_EFC_011217.pdf

Campus Services – Reception Services:

http://www.reading.ac.uk/web/files/campus-services/Reception_Services_SLA_Approved_EFC_011217.pdf

Building Support Services

[BSO Service Level Agreement](#)

Version control

VERSION	KEEPER	REVIEWED	APPROVED BY	APPROVAL DATE
1.0	Est	Annually		
2.0	Est	27.07.20	JLP	27.07.20