



### **SERVICE COMMITMENTS**

#### **Our mission statement:**

Residential and Business Services' core function is to support the University's teaching and research ambitions by managing suitable and sufficient residential accommodation and associated services for the student population and other customers.

#### **Accommodating your needs**

- We aim for continuous improvement in the services we provide to you, the customer. When staying in University accommodation, you may expect to enjoy the following standards of customer care:
- On arrival, you will receive a pleasant and friendly welcome by well trained staff who are familiar with the building
- You should anticipate regular room servicing by the House Services staff, according to the service levels set below. Should any other member of University staff have cause to enter your room, a written note will be left advising you.
- Our staff will be easily identifiable by their name badge.
- Please refer to your Residence Information Booklet for further details of service levels which you can expect in your residence
- The accommodation and bathroom facilities will be clean and serviced according to service levels set, although we would ask for your co-operation in helping us to maintain these standards
- We will adhere to the highest standards of hygiene, safety and cleaning practice at all times
- We will meet requests for minor maintenance or repairs (eg light bulbs) as quickly as we can. Normally we would expect to complete minor repairs on the same day as they are received. Please see the Residence Information Booklet for reporting such faults. If we are unable to correct or repair in the same day, we will keep you informed.
- Requests for maintenance requiring 'external trades' received during office hours, Monday – Friday, will be reported to Estates for their attention. You will be kept advised of the progress of resolving maintenance faults where practicable. Where a request is received for maintenance work, falling within the University's emergency categories, an immediate call out will be made.

#### **Catering for your needs**

- We aim for continuous improvement in the services we provide to you, the customer. When using our facilities, you may expect to enjoy the following standards of customer care:
- On arrival, you will receive a pleasant and friendly welcome by well trained staff who are familiar with the products
- Our staff will be easily identifiable by their name badge.



- The service and dining areas will be clean and tidy at all times, although we would ask for your co-operation with the self clearing system.
- The food and beverages on offer will be well presented at the correct temperature, and be of marketable quality
- The menu will be varied, and designed to meet an identified range of dietary requirements, including healthy selections
- We will adhere to the highest standards of hygiene and meet the requirements of the University Food Safety Policy at all times

Please refer to your Residence Information Booklet for further details of service levels which you can expect in your residence

### **Feedback**

Whilst it is our aim to meet the standards we have set, we would hope to be able to resolve any problems that do occur at local level. Please let us have your views by following these guidelines:

- If your dissatisfaction is general rather than specific, please use the feedback form (available from the Residence Manager's Office or from your Residence Information Booklet, or online) and put it in the Suggestion Box, or
- You may contact the duty Manager who will try to resolve any dissatisfaction immediately, or
- If the duty Manager is unable to resolve the difficulty, then you should contact the Residence Manager.
- *In termtime only*, if students, having exhausted the above procedure, still have cause for dissatisfaction, then you should arrange to discuss the matter with the Warden.