

RESIDENTIAL ESCALATION PROCESS

HOW TO RAISE AN ISSUE OR QUERY

NORTHFIELD

Northfield@sef.fm

SWANBOROUGH

SwanBrigNorw@sef.fm

BRIGHTHELM

SwanBrigNorw@sef.fm

EAST SLOPE

EastSlope@sef.fm

LEWES COURT

LewesCourt@sef.fm

STANMER COURT

StanmerCourt@sef.fm

NORWICH HOUSE

SwanBrigNorw@sef.fm

KINGS ROAD AND OFF-CAMPUS

OffCampus@sef.fm

Always start by contacting your porter if you have a problem

Issues and requests should first be taken directly to your Porter or Reception in person, or sent to one of the above e-mail addresses.

In the case of a maintenance emergency during working hours, contact your porter and we will attend within 24 hours.

ESCALATING TO A BUILDING MANAGER OR SUPERVISOR

NORTHFIELD AND LEWES COURT

Nic Thomas

Nichola.Thomas.1@sef.fm

NORWICH HOUSE, SWANBOROUGH AND BRIGHTHELM

Edina Karacs

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EAST SLOPE

Yordan Karadzov

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STANMER COURT

Alex McNamee

Alex.McNamee@sef.fm

KINGS ROAD AND OFF-CAMPUS

Tunde Szabo

Tunde.Szabo@sef.fm

Issues should not be escalated unless the designated time period passes, as per the Priority List.

If submitting a complaint, the appropriate Building Manager or Supervisor will investigate and provide a Level 1 service response to your complaint. If related to maintenance, it will not be investigated unless it falls outside of our standard maintenance response times.

PURSUING A COMPLAINT FURTHER

The University's complaints procedure for students can assist you if your concern remains unresolved after the conclusion of a Level 1 complaint, as above. Details about pursuing a complaint further can be found at student.sussex.ac.uk/complaints

RESIDENTIAL

MAINTENANCE PRIORITIES

PRIORITY 1 EMERGENCY REPAIRS

Classified as a danger to the health or safety of residents

- Major flooding or leaking to public areas
- Gas escape
- Complete power failure in building
- Openly broken windows
- Other emergency problems

TO BE RESOLVED WITHIN 24 HOURS



If you have a
maintenance
emergency out-of-hours,
call Security on
01273 87 3333

PRIORITY 2 URGENT REPAIRS

Classified as repairs that affect comfort or convenience

- Heating failure to building
- Hot water loss to building
- Partial power failure*
- Minor leaking
- Other urgent problem

TO BE RESOLVED WITHIN 3 DAYS

** if other functioning outlets are
not available in a room*

PRIORITY 3 ROUTINE REPAIRS

Classified as day-to-day repairs with minimal impact

- Broken light fitting*
- Broken shelf, drawer, or furniture
- Dripping tap or shower
- Partially non-functioning oven or hob
- Other routine problems

TO BE RESOLVED WITHIN 14 DAYS

** if other lighting is still available in the same
room, otherwise it falls under Priority 2*

If the issue is not resolved within the above timeframes, please ensure you follow the standard escalation process before submitting a Level 2 complaint via the University.