

RESIDENTIAL ESCALATION PROCESS

HOW TO RAISE AN ISSUE OR QUERY

NORTHFIELD

northfield@sussex.ac.uk

SWANBOROUGH

swanborough@sussex.ac.uk

BRIGHTHELM

swanborough@sussex.ac.uk

EAST SLOPE

eastslope@sussex.ac.uk

LEWES COURT

lewescourt@sussex.ac.uk

STANMER COURT

stanmercourt@sussex.ac.uk

NORWICH HOUSE

swanborough@sussex.ac.uk

Start by scanning
a QR code if you
need maintenance
support

If you need to raise a non-urgent maintenance request, **scan the QR code in your flat**. This is a blue poster in your main corridor or kitchen area.

In the case of a maintenance emergency during working hours, contact your reception. Alternatively, you can visit the residential reception in Bramber House (opposite the Student Centre).

ESCALATING TO A BUILDING MANAGER

NORTHFIELD AND LEWES COURT

Edina Karacs

E.Karacs@sussex.ac.uk

NORWICH HOUSE, SWANBOROUGH AND BRIGHTHELM

Tunde Szabo

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EAST SLOPE

Yordan Karadzhov

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STANMER COURT

Alex McNamee

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

If submitting a complaint, the appropriate Building Manager 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



UNIVERSITY
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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.



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