

# RESIDENTIAL

# ESCALATION PROCESS

## HOW TO RAISE AN ISSUE OR QUERY

### NORTHFIELD

SEF.Northfield@mitie.com

### SWANBOROUGH

SEF.SwanBrig@mitie.com

### BRIGHTHELM

SEF.SwanBrig@mitie.com

### EAST SLOPE

SEF.EastSlope@mitie.com

### LEWES COURT

SEF.LewesCourt@mitie.com

### STANMER COURT

SEF.StanmerCourt@mitie.com

### NORWICH HOUSE

SEF.ParkHouses@mitie.com

### KINGS ROAD AND OFF-CAMPUS

SEF.OffCampus@mitie.com

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

**Alex McNamee**

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### NORWICH HOUSE, SWANBOROUGH AND BRIGHTHELM

**Edina Karacs**

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### EAST SLOPE

**Yordan Karadzov**

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### LEWES COURT

**Kamil Linkowski**

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### STANMER COURT

**Nic Thomas**

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### KINGS ROAD AND OFF-CAMPUS

**Tunde Szabo**

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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 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](http://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**



## 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.