

Residential Escalation Process

Level 1 - Residential Porter

Northfield	Northfield@sef.fm	Lewes Court	LewesCourt@sef.fm
Swanborough	Swanbrig@sef.fm	Stanmer Court	StanmerCourt@sef.fm
Brighthelm	Swanbrig@sef.fm	Off Campus	OffCampus@sef.fm
East Slope	EastSlope@sef.fm	Park Houses	ParkHouses@sef.fm
Park Village	ParkVillage@sef.fm		

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.

Level 2 - Escalation to Building Manager or Supervisor

Northfield	Alex McNamee	Alex.McNamee@sef.fm
Swanborough	Yordan Karadzhov	Yordan.Karadzhov@sef.fm
Brighthelm	Yordan Karadzhov	Yordan.Karadzhov@sef.fm
East Slope	Sue Ashfield	Sue.Ashfield@sef.fm
Park Village	Kamil Linkowski	Kamil.Linkowski@sef.fm
Lewes Court	Wai-Lan Lee	W.Lee@sef.fm
Stanmer Court	Nic Thomas	Nichola.Thomas@sef.fm
Off Campus	Tunde Szabo	Tunde.Szabo@sef.fm
Park Houses	Edina Karacs	Edina.Karacs@sef.fm

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

Level 3 - Escalation to Head of Campus FM

Nicole Klessner Nicole.Klessner@sef.fm

Issues should not be escalated to the Head of Campus Facilities Management unless the Building Manager does so, or the issue is not progressing.

Residential Maintenance Response Times

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

1

Resolve 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
If other functioning outlets are not available in a room
- Minor leaking
- Other urgent problems

2

Resolve within **3 days**

Priority 3 - Routine Repairs

Classified as day-to-day repairs with minimal impact

- Broken light fitting
If other lighting is still available in the same room
- Broken shelf, drawer, or furniture
- Dripping tap or shower
- Partially non-functioning oven or hob
- Other routine problems

3

Resolve within **14 days**

If the issue is not resolved to your satisfaction within the above timeframes, **please ensure you follow the overleaf escalation process** before submitting a complaint to Housing Services.