

# REQUEST PRIORITY LIST

## PRIORITY 1: EMERGENCY



CALL THE SERVICE CENTRE  
**01273 87 7777**

Attendance time  
**20 minutes**  
Resolution time  
**24 hours**

**P1**

Priority 1 tasks are to be called into the Service Centre in the event of:

- Significant and immediate danger to life or risk to security, as below
- Major damage to building fabric, mechanical and electrical equipment, or other infrastructure, that poses a health and safety risk or makes the building inoperable
- Anything that causes teaching, research, residential or commercial activities to cease or experience significant disruption during regular working hours

Building fire

Gas leak, or noticeable smell of gas

Building damage that poses a H&S risk, e.g. ceiling, cladding or a window falling out; water pouring through electrics

Security risk in a residence or critical area, e.g. sensitive lab environments

Breakdown of critical plant equipment and/or power cut (multiple buildings)

Large flood

Lock-ins and entrapment (e.g. in a lift) - please call Security in case of entrapment at 01273 87 3333

## PRIORITY 2: URGENT



CALL THE SERVICE CENTRE  
**01273 87 7777**

Attendance time  
**3 hours**  
Resolution time  
**72 hours**

**P2**

Priority 2 tasks are to be called into the Service Centre in the event of:

- Adverse impact to the material comfort, convenience and/or welfare conditions of University users, to the extent that a space cannot be used
- Disruption to University operations, e.g. a lecture theatre or large office out of use
- Loss of heating and hot water in any location during the winter heating season, typically October to early May
- Accessibility impacts (automatic doors, disabled WC's, lifts)

Heating or hot water loss in a whole building, or partial power failure in a building

Moderate leaking and/or major drainage issues

Disruption to teaching and research, e.g. a lecture theatre out of use

Lock-outs, e.g. from an office or flat

Heating, hot water or lighting conditions impact in a whole building that adversely affects occupants, including winter heating season as above

## PRIORITY 3: ROUTINE



E-MAIL THE SERVICE CENTRE  
**ServiceCentre@sef.fm**

Attendance time  
**72 hours**  
Resolution time  
**2 weeks**

**P3**

Priority 3 tasks are to be e-mailed into the Service Centre in the event of:

- Any other disruptions that are not urgent or an emergency
- Minor local outages or disruptions

Power socket failure in a room

Lightbulb outage in a room

Ventilation failure in a non-critical space (i.e. not an IT server room or equivalent)

Please provide all key information when submitting as follows: building, location, fault - e.g. Fulton, Room 101, power socket not working  
The priority level of a task will be assigned by the Service Centre after being submitted