



University
of Exeter



Accommodation in Exeter

Maintenance Response Times

Please note that these are based on the time the fault is received by the Maintenance Service Helpdesk.

1-4 Hours Emergency	1 Working Day	Within 5 Working Days Routine	Within 30 Working Days or by agreed date
Immediate danger to personal safety	Communal doors - lock faults or break in	Defective air conditioning units and ventilation fans	Replace sanitary fittings
Serious damage to building fabric or equipment	Bedroom doors - lock faults or break in	Unblock toilet or urinal (if this is not the only facility locally available)	Tiling repairs to shower and bathroom areas
Bomb warnings	Secure and protect broken windows (may exclude replacement of glass)	Replace or repair door closers	Fence repairs

Gas leaks	Repairs to light fittings or replace light bulbs, where only one light within the room and causing a safety hazard	Replacement of glass to windows, doors, and partitions (Where access is limited this may be at an agreed date)	Joinery repairs
Major faults and loss of gas, water, or electrical power to whole building/flat	Unblock toilets or urinal (if this is the only facility locally available)	Plumbing repairs	Repairs to window frames
Serious flooding inside buildings	Clear main drainage blockages	Removal of graffiti	Repairs requiring special parts
Lifts - general failure	Temporary repair to flooring that is a trip hazard	Works necessary to maintain operational use of the building	General roof repairs that are not urgent
Major heating or hot water failure to whole building/flat	Temporary repair to carpet that is a trip hazard	Laundrette equipment	Repairs to roof gutters and pipes
Fire alarm system faults	Faults in en-suite facilities or shared shower	Loss of heating (temporary)	Minor repairs to building fabric

		provision provided)	
	Oven and hob	Commencement treatment of other pest infestations	Repair or replacement of flooring that is not a trip hazard
	Loss of hot water/electric power in bedroom/kitchen		Repair or replacement of carpets that is not a trip hazard
	Adjustment to temperature of heating or hot water		
	Firefighting equipment		
	Severe pest infestations		

Visit the Accommodation website: exeter.ac.uk/accommodation