



SERVICE LEVEL AGREEMENT: MAINTENANCE AND HOUSEKEEPING

MAINTENANCE AND REPAIRS OF COLLEGE ACCOMMODATION

If something in your room or building needs repairing you should follow these procedures.

- For issues relating to the fabric of the building such as walls, doors, lighting, windows, plumbing, heating and furniture, contact the the Clerk of Works department (maintenance) using the online maintenance request form on the college website.
- For issues relating to the soft furnishings (curtains and carpets) or if you identify a pest infestation you should contact the Steward's Office steward-office@queens.ox.ac.uk or 01865 279133.
- Emergencies out of hours should be referred to the Lodge in the first instance. Queen's College Lodge, Lodge@queens.ox.ac.uk or 01865 279120.

Faults reported to the Clerk of Works department using the online request form are recorded on a system called *Freshdesk* which allocates a number to the job. The job is then allocated to a member of our staff, or an outside contractor if required. All repair times are dependent on availability of parts and labour.

Emergency faults are those where there is an immediate and serious risk of injury to College users. Examples are exposed power cables, structural collapse and situations such as persons locked in rooms.

Urgent faults are those where there is a situation which significantly disrupts normal use of a room or area and includes situations such as localised power failures, heating and hot water interruption, pest infestations and building defects including attention to non-closing doors/non-operating locks.

Routine faults are those which have no immediate impact upon use of rooms or areas. These include cracked glass where still safe, doors requiring easing and minor building defects.

Target response times are as follows:

Emergency Fault:

response immediate – Attend and make safe as soon as possible – within 1 to 3 hours

Urgent Fault:

response within 3 hours if on a working day – Fault rectified by end of working day (unless evening or end of working day in which case the problem would be made safe or a call out considered)

Routine Fault:

response within 2 working days – Fault rectified within 5 working days

The purpose of the above is to ensure that labour is directed to the area where most needed given demands at any specific time. In carrying out reactive work the Steward and the Clerk of Works will liaise with the student in order to minimise any disruption caused by the required work.

You must ensure that the room is clear at all times for work to be conducted safely. You must not have trailing wires or other obstacles which could cause a danger for either maintenance staff or Scouts to do their work.

If you have any other concerns about your accommodation or College facilities which are not maintenance related, you should contact the Steward in the first instance.

HOUSEKEEPING:

The cleaners in the College are traditionally called Scouts.

The Scouts collect their keys from the Lodge each day and then go to their area of work in the College. The Lodge keep a record of who has taken the keys so we have a log of who was on your staircase/ area/ room.

Each Scout is responsible for an area or individual staircase in the College. The Steward's Office will know which Scout covers each area/ staircase and in the event of sickness/holidays another member of the team will be tasked to cover their duties.

At the beginning of the academic year the Scout will introduce themselves to the students residing on their staircase/ in their area of responsibility. The Scout and student will arrange a mutual day and time for the room to be cleaned and rubbish is collected on the other days Monday – Friday only. If the student does not want the Scout to clean the room (as an exception) the student will either tell the Scout in advance or leave a note on the door. However rooms must be cleaned once a week and rubbish emptied regularly.

Scouts will check the welfare of the student on the third day if they have not seen them or if they have not been able to clean the room at least once in that week.

Please help the Scouts to be able to do their work. Ensure that on your cleaning day you clear the floor of all belongings to allow the Scout to vacuum. They will also wash sinks/bathrooms, clean marks on walls, dust, take away all rubbish, and replenish toilet rolls when needed. They Scouts will not make your beds nor clear your desks.

You must ensure that the room is clear at all times for work to be conducted safely. You must not have trailing wires or other obstacles which could cause a danger for either maintenance staff or Scouts to do their work.

The Scouts will report any routine faults and breaches of the Licence Agreement or College Regulations in your room to the Steward. This helps to ensure your safety and wellbeing while living here.

If you have concerns about the upkeep and cleaning of your room please notify the Steward.

Where the concern is a more general one about the College's policies, it may be more appropriate to raise it with the Domestic Bursar or involve the JCR or MCR Committee.

We hope that you will be able to resolve any concerns or problems about College accommodation with College staff. However should you need to escalate an issue please refer to the College Complaints Procedure for support: [Complaints - The Queen's College, Oxford](#)

SLA: Maintenance and Housekeeping Service Level Agreement V.2 February 2026