

Maintenance Response Standards

Priority 1

Target 85%

Respond within **two hours** of notification

- » Burst water pipes
- » Major energy outages
(e.g. reset the circuit breaker, loss of power)
- » Issues with essential air-conditioning
(e.g. animal houses, main computer room)
- » Issues with essential ventilation
- » Failure of low-temperature freezers/fridges
- » Gas leaks
- » Passengers trapped in lifts
- » Fires
- » Broken glass (constituting a safety issue)
- » Blocked sewerage
- » Building heating systems (winter)
- » Toilets (where there are accessibility constraints or a limited number of facilities in a building)
- » Soil lines
- » Electrical faults (identified as potentially dangerous)
- » Cold room failures
- » Life safety systems that are in trouble mode
- » Accessibility points/entrances/exits
- » FMNet failure, scheduled event access failure, or critical door left in an unsecure state due to system failure

Priority 2

Target 75%

Respond within **one working day** of notification

- » Blocked stormwater drains
- » Broken doors (external)
- » Major roof leaks
- » Broken glass (internal/external)
- » Broken locks (external), broken door handles or jammed doors
- » Air-conditioning failures (in buildings with inoperable windows or lecture theatres)
- » Fume hood failures
- » Water leaks
- » Reverse osmosis equipment/de-ionisers
- » Flooring issues that cause tripping hazards
- » Malfunctioning whiteboards/blackboards
- » Running taps (hot water)
- » No water
- » Non operating fixtures in areas which present a safety concern
(e.g. stairwells, emergency lighting, exit lighting)
- » Elevator intercom failure
- » Card access issues
- » Intrusion system issues
- » Emergency notification issues
- » Video surveillance issues

Priority 3

Target 65%

Respond within **three working days** of notification

- » Flickering fluorescent lamps (open areas)
- » Minor roof leaks
- » External lighting (external)
- » Faulty toilet cisterns toilets running constantly, or broken toilet seats
- » Signage requests through the repair shop
- » Non-essential air conditioning
- » Card access and intrusion user processing

Priority 4

Target 65%

Respond within **two weeks** of notification

- » Dripping taps
- » Failed lamps
- » Flooring issues that do not present a safety concern
- » Pipework insulation
- » Broken door closer
- » Electrical faults (non-dangerous)
- » Redundant lighting outages
(e.g. areas where one fixture outage does not impact workable lighting)
- » Rusted box gutters
- » Leaking (external downpipes)
- » Building security system estimates

Priority 5

Target 65%

To be scheduled. Upon further assessment, some priorities may change from the initial assessment

- » Resurfacing benchtops
- » Repairs to caulking
- » Internal painting
- » External painting
- » Non-safety related road resurfacing
- » Non-safety related curb and channeling repairs
- » Painting repairs
- » BSS battery replacements
- » Internal painting (essential)
- » External painting (essential)
- » Domestic hot water systems
- » Building heating systems (summer)

Priority 1 completion standards

Target 75%

Upon responding to initial call, completion within five (5) working days given availability of parts, otherwise within five (5) working days of availability of parts.

Priority 2 completion standards

Target 75%

Upon responding to initial call, completion within five (5) working days given availability of parts, otherwise within five (5) working days of availability of parts.

Priority 3 completion standards

Target 50%

Upon responding to initial call, completion within ten (10) working days given availability of parts, otherwise within ten (10) working days of availability of parts.

Priority 4 completion standards

Target 50%

Upon responding to initial call, completion within ten (10) working days given availability of parts, otherwise within ten (10) working days of availability of parts.

Priority 5 completion standards

Target 50%

Completion in accordance with the program set for this work after appraisal and planning.