



Buildings and Estates Customer Charter

The Buildings and Estates Department at the University of Limerick develops and maintains the physical environment and infrastructure that enables UL to carry out its mission of achieving excellence in teaching and research. The Department's customers comprise all members of the campus community, which includes staff, students, academic departments, support departments, researchers, commercial units and visitors to the campus.

What we do for you

Maintenance ([definition](#))

- Promptly acknowledge receipt of your request
- Respond to your urgent requests immediately
- Advise you immediately when your request has been completed and within five working days when your request has not been completed

Minor Works ([definition](#))

As for maintenance plus:

- If your request is on hold because we're awaiting information from you, we'll send you a reminder after 10 working days.
- If you don't receive a quotation within five working days, we'll advise you of the status of the request.

Space Management/Office Moves

- Promptly acknowledge receipt of your request
- Respond to the changing requirements of UL's teaching and research priorities
- Allocate space in the best interests of UL
- Provide you with a suitable single or shared office or workstation
- Endeavour to provide each division/department/unit with sufficient office/laboratory/storage space to enable them to carry out their function
- Discuss with you your space requirements or any issue about your office move
- Adhere to UL's [space allocation protocol](#)

Cleaning

- Clean buildings as per SLA with cleaning company, e.g.:
 - Clean communal public areas daily (Mon-Fri)
 - Clean offices twice a week as per [schedule](#)
- Collect recycling paper from offices weekly
- Provide janitorial service during normal working hours for toilets and emergency clean-up of spillages
- Carry out deep clean of new buildings/vacant offices
- Clean building glazing once a year
- Provide feminine hygiene service in female toilets

What you can do for us

- Send an email to BuildingsMaintenance@ul.ie, including location room number if possible
- Read emails from [BENotices](#)
- Give at least 24 hours' notice for collection/delivery requests

- Complete a Minor Works form (available on our website)
- Provide a detailed description of the works

- Outline your space requirements to your faculty manager or head of department
- Arrange for him/her to send an email to brian.considine@ul.ie
- Make your request as clear as possible
- Ensure your department's existing space is fully utilised before seeking additional space
- Adhere to UL's space allocation protocol and understand that space is a valuable and finite resource
- Relinquish any unused or under-utilised space

- Report any floor spillages that could result in an accident
- Segregate paper and general waste
- Dispose of general waste in corridor waste bins
- Report toilets that require servicing (including blockages) to Buildingsmaintenance@ul.ie
- Request special cleaning through BuildingsMaintenance@ul.ie

What we do for you

- Promptly acknowledge receipt of your request
- Provide evidence of UL [insurance cover](#)
- Advise on existing UL policies
- Liaise with UL insurance brokers on your behalf
- Update Asset Register with new plant/equipment
- Lodge settlement cheques to your dept. cost code
- Seek additional cover on your behalf (additional charge may apply)
- Submit claims on your behalf
- Assist with incident investigations

Landscaping/Grounds

- Manage the maintenance and development of the campus landscape to provide an attractive and pleasing environment for the campus and wider community in support of UL's mission.
- Manage and maintain the field sports facilities.
- Keep the campus clean

- Promptly acknowledge receipt of your request
- Set up and support special events
- Take responsibility for housekeeping in communal areas and teaching spaces
- Provide security in campus buildings and car parks (in conjunction with Campus Security)
- Provide frontline support for AV equipment in a number of outlying buildings, lecturing spaces and seminar rooms
- Participate in UL emergency response procedures, including fire alarms, major incidences and medical emergency calls
- Provide information about events and seminars to visitors
- Deliver goods inwards material, sort and deliver SDS postal items and sort and deliver general postal packages

- Provide a safe and secure environment on campus
- Monitor vehicle parking to ensure compliance with UL parking policy
- Be responsible for traffic management
- Be responsible for security of campus building stock
- Respond to incidents/accidents and contact emergency services when required

What you can do for us

Insurance

- Send an email to cliona.donnellan@ul.ie
- Make your request as clear as possible
- Advise of incidents/accidents immediately
- Submit claim forms promptly
- Pay additional bespoke premiums promptly
- Provide requested additional details promptly
- Advise B&E of new plant/equipment in your department
- Complete questionnaire/claim forms comprehensively and provide supporting docs
- Provide dept. cost code for settlement
- Advise insurance administrator of planned sabbaticals at least one month in advance of travel
- Ensure your contractors/visiting groups have current public and employers' liability insurances to levels of €6.5m and €13m respectively

- Enjoy and respect the parkland facilities and riverside setting
- Report any safety or hazard issues to buildingsmaintenance@ul.ie

Porter Service

- Email requests to Buildingsmaintenance@ul.ie
- Give adequate notice of events that you host
- Report suspicious activity to B&E or directly to Campus Security
- Give advance notice of the need to relocate material within buildings
- Leave teaching spaces in the correct setup for the next class (leave them as you would like to find them)
- Include your room number on orders that are being delivered to UL

Security

- Park in official car park spaces
- Follow instructions issued by security officers
- Report any suspicious behaviour by individuals or vehicle occupants
- Inform campus security of any proposed events taking place on campus

Contact Us

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