



Trinity College Dublin
Coláiste na Tríonóide, Baile Átha Cliath
The University of Dublin

ESTATES & FACILITIES

CORPORATE LEVEL SERVICE AGREEMENT

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LIST OF SERVICES

[CU01 Service Centre](#)

[CU02 Customer engagement](#)

[CU03 Communications](#)

[PS01 Attended Building Services](#)

[PS02 Events](#)

[PS03 Internal Cleaning](#)

[PS04 Janitorial Services](#)

[PS05 Planned Maintenance](#)

[PS06 Reactive Maintenance](#)

[PS07 Recycling](#)

[PS08 Minor Improvements](#)

[PS09 Technical Advice](#)

[PS10 Move Management](#)

[PS11 Environmental Control](#)

[CS01 Hard landscape maintenance](#)

[CS02 Litter control](#)

[CS03 Soft Landscape maintenance](#)

[CS04 Window & Façade cleaning](#)

[CS05 Sports Ground maintenance](#)

[CS06 Mail services](#)

[CS07 Security Services](#)

[CS08 Security Systems](#)

[CS09 Traffic and parking](#)

[CS10 Condition Monitoring](#)

[CS11 Elemental replacement](#)

[CS12 Statutory/Insurance inspections](#)

[CS13 Waste management](#)

[CP01 Small Project Management](#)

[CP02 Capital Building Project Management](#)

SS01 Safety Advice and Inspection

SS02 Safety Training and Information Delivery.

SS03 Event Safety Support

SS04 Emergency Preparedness and Operational Responses



CU01. Service Centre

Description of Service	The Estates & Facilities Service Centre provides a point of contact for customers wishing to request any service listed in the Estates & Facilities service catalogue. The service centre will log maintenance requests and be available to provide feedback if so requested.
Scope	The Service Centre provides access to all Estates & Facilities services.
Contact Details	<p>The Service Centre can be contacted by telephone on ext.4000 between the hours of 8am & 5pm Monday to Thursday and 8am & 4.30pm on Fridays.</p> <p>Non-urgent requests should be emailed to estatesandfacilities@tcd.ie</p> <p>In the case of out of hours urgent requests a 24hr call-in service can be contacted via the Security Centre on ext. 1317.</p>
Client Groups	Any member of the College community may contact the Service Centre. If a client requests a service for which they are not authorised they will be directed to the authorised person within the academic unit.
Provider Responsibility	To provide suitably trained staff and appropriate equipment so that requests for service are handled efficiently and effectively.
Client Responsibility	<p>The school/department will appoint a Premises Liaison person.</p> <p>If requesting a service please have the following information ready:</p> <ul style="list-style-type: none">• Service being requested i.e. fault or cleaning request.• Location, service required - building and room number if possible.• Person requesting service - staff/student number.• Full description of service requested or fault reported.
Access to Service	By Telephone, email or in person at 194 Pearse St.
Availability of Service	<p>8am – 5pm Monday to Thursday.</p> <p>8am – 4.30pm Fridays.</p>



Exclusions	This service covers access to the services listed in the Estates & Facilities service catalogue but is not for access to room/event booking, Catering Services, Accommodation Services, Telephone Services, Computer or network services or any service nor provided by Estates & Facilities.
Key Performance Measures	Emergency and urgent requests are passed directly to a service provider and logged within an hour. Routine requests are logged the same day and passed to a service provider next working day.
Service Reporting	estatesandfacilities@tcd.ie or on tel. ext. 4000.
Service Owner & Escalation Point	Service Owner Audrey O'Hare, Administrative Services Manager (Customer Service). Escalation to Mike Clark, Director of Campus Infrastructure.
Dependences	Availability of: <ul style="list-style-type: none">• Telephone service.• Software and network services.
Changes & Additional Services	Changes and additions can be negotiated annually at review.
Annual Costs & Charges	There are no additional charges for this service.



CU02. Customer Engagement

Description of Service	Our Managers and team leaders will actively engage with our customers providing assistance, support and advice on all aspects of Estates & Facilities services.
Scope	To provide assistance, support and advice on Estates & Facilities services.
Contact Details	Contact the Premises Manager responsible for the building or contact the Service Centre.
Client Groups	Schools, departments, staff and students.
Provider Responsibility	To provide suitably trained staff and appropriate channels of communications so that schools/departments can actively engage with Estates & Facilities.
Client Responsibility	The school/department will appoint a Premises Liaison person. The Premises Liaison person will actively engage with the Premises Manager on the service needs of the school/department.
Access to Service	By Telephone, email or in person with the Premises Manager.
Availability of Service	9am – 5pm Monday to Thursday. 9am – 4pm Fridays.
Exclusions	This service covers all the services listed in the Estates & Facilities service catalogue but is not for services provided by others ie. room/event booking, Catering Services, Accommodation Services, Telephone Services, Computer or network services.
Key Performance Measures	The service will be measured and monitored by annual customer survey.
Service Reporting	Premises Manager.
Service Owner & Escalation Point	Service Owner Moira Bailey, Premises Services Manager. Escalation point Brendan Leahy, Head of Facilities & Services.
Dependences	Availability of a full team of Premises & Technical Managers.



**Changes & Additional
Services**

Changes and additions can be negotiated annually at review.

**Annual Costs &
Charges**

There are no additional charges for this service.



CU03. Communications

Description of Service	We will communicate clearly and accurately with the University community in a timely manner. We will keep the University community informed of Estates & Facilities activities that are likely to impact on the normal activities of the University.
Scope	To provide timely information on Estates & Facilities services that effect the University community.
Contact Details	Contact the Premises Manager responsible for the building or the Service Centre.
Client Groups	The University community.
Provider Responsibility	To provide suitably trained staff and appropriate channels of communications.
Client Responsibility	The school/department will appoint a Premises Liaison person. The Premises Liaison person will actively engage with the Premises Managers, keeping them informed of planned events.
Access to Service	Website, email, telephone or in person.
Availability of Service	9am – 5pm Monday to Thursday. 9am – 4pm Fridays.
Exclusions	This service covers all the services listed in the Estates & Facilities service catalogue but is not for services provided by others ie. room/event booking, Catering Services, Accommodation Services, Telephone Services, Computer or network services.
Key Performance Measures	The service will be measured and monitored by annual customer survey.
Service Reporting	estatesandfacilities@tcd.ie or tel. ext. 4000.
Service Owner & Escalation Point	Service Owner Audrey O’Hare, Administrative Services Manager (Customer Service). Escalation to Mike Clark, Director of Campus Infrastructure.



Dependences

Availability of:

- Telephone service.
- Software and network services.

Changes & Additional Services

Changes and additions can be negotiated annually at review.

Annual Costs & Charges

There are no additional charges for this service.



PS01 Attended Buildings Services

Description of Service	In attended building's we provide a reception desk, customer service, internal security (augmented by College Security Services in the case of emergencies or serious incidents), emergency response, mail services and academic support such as room set up. Services are provided during specific hours within designated buildings.
Scope	To provide the service to attended buildings within agreed hours.
Contact Details	The reception desk of the attend building or the Estates & Facilities Service Centre.
Client Group	All users of the Attended building.
Provider Responsibility	To provide suitably trained staff to deliver the service.
Client Responsibility	The school/department will appoint a Premises Liaison person. The Premises Liaison person will actively engage with the Premises Managers, keeping them informed of planned events and service requirements.
Access to Service	At the Attendants desk or via the Estates & Facilities Service Centre.
Availability of Service	As listed in appendix 1.
Exclusions	This service covers the buildings listed in appendix 1 only.
Key Performance Measures	The service will be measured and monitored by annual customer survey.
Service Reporting	estatesandfacilities@tcd.ie or tel. ext. 4000.
Service Owner & Escalation Point	Service Owner Premises Manager. Escalation point Moira Bailey, Premises Services Manager.



Dependences

Availability of qualified and trained staff or contractors.

Changes & Additional Services

Additional services beyond those currently funded are available, to arrange additional services contact the Service Centre at estatesandfacilities@tcd.ie or your area Premises Manager, who will be able to arrange service and advise on associated costs.

Annual Costs & Charges

Customers will be advised in advance of all Estates & Facilities costs and must supply us with a PO to cover costs.



PS02 Events

Description of Service	<p>We support all approved events within the University Estate. Events can vary from major University wide events e.g. Trinity Ball or College Examinations to building specific events e.g. Society Events or a local seminar.</p> <p>Events are supported via the provision of security, grounds, cleaning and logistics or any other services necessary to ensure the safe running of events.</p>
Scope	To fully support approved events in the University.
Contact Details	Service Centre - estatesandfacilities@tcd.ie
Client Group	Schools, departments, offices, staff, students [societies & clubs] using University facilities to host an event.
Provider Responsibility	To provide the client with full details of the University's Event Procedures and a copy of the Event Management Plan for completion by the client.
Client Responsibility	To supply all relevant details and notices in a timely manner. To complete the Event Management Plan and comply with the University Event Procedures.
Access to Service	By Telephone, email or in person at the Service Centre in 194 Pearse St.
Availability of Service	8am – 5pm Monday to Thursday. 8am – 4pm Fridays, and event services as agreed per event.
Exclusions	Any exclusions will be notified to the client on completion of the Event Management Plan.
Key Performance Measures	Event reviews, customer surveys and feedback, investigation of complaints, quarterly service audits conducted by the Campus Services Manager and the Premises Services Manager with liaison event organisers.



Service Reporting estatesandfacilities@tcd.ie ext. 4000.

Service Owner & Escalation Point Service owner Jane Flanagan, Premises Support Manager.
Escalation point Moira Bailey, Premises Services Manager.

Dependences Internal & external consents.

Changes & Additional Services All service requirements must be included in the initial event application form and included in the Event Management Plan.

Annual Costs & Charges Event organisers will be advised in advance of all Estates & Facilities costs and must supply us with a PO to cover costs.



PS03 Internal cleaning

Description of Service	All internal areas of buildings are cleaned Monday to Friday. Cleaning is provided by an early morning cleaning service with all areas serviced prior to the start of normal building activity. Cleaning Frequencies have been reviewed and adjusted in line with Government "Return to Work Safely Protocol" for the duration of the COVID 19 Pandemic. Details of cleaning frequencies for specific rooms types available in appendix 2.
Scope	To provide an internal cleaning service for the whole estate.
Contact Details	Contact in the first instance should be made via the Service Centre at estatesandfacilities@tcd.ie or if you would like to discuss specific building issues please contact your area Premises Manager.
Client Group	The University Community.
Provider Responsibility	To carry out services as detailed in Cleaning Frequency document, appendix 2, efficiently and effectively, Monday's to Friday's.
Client Responsibility	To ensure buildings are kept in a manner that allows cleaning to be carried out. That Health and Safety practices are adhered to so that cleaning staff are not in any danger.
Access to Service	To notify the Premises Manager of any special events or changes of use and to agree any special requirements with the Premises Manager
Availability of Service	Via the Service Centre. Monday to Friday 5am – 10am.
Exclusions	Supply of tearoom equipment, washing of cups etc, emptying dishwashers and internal cleaning of kitchen appliances. Cleaning of window blinds and soft furnishings. Cleaning of walls. Clean Room cleaning.
Key Performance Measures	Quarterly audits, regular visual inspections via Premises Manager or person appointed by Premises Manager, Feedback from Person in Control/Head of School or person appointed as Premises Liaison person.



Service Reporting

estatesandfacilities@tcd.ie ext. 4000.

Service Owner & Escalation Point

Service Owner Premises Manager.

Escalation point Moira Bailey, Premises Services Manager.

Dependences

Availability of qualified and trained staff or contractors.

Changes & Additional Services

Additional services beyond those currently funded are available To arrange additional services contact the Service Centre at estatesandfacilities@tcd.ie or your area Premises Manager.

Green Policies Estates and Facilities Premises teams support recycling initiatives by promoting recycling, “binless offices” and assisting in the overall segregation of waste. Please play your part by using appropriate waste streams and flattening cardboard boxes for removal.

Annual Costs & Charges

Customers will be advised in advance of all Estates & Facilities costs for additional service and must supply us with a PO to cover costs.



PS04 Janitorial Service

Description of Service	Daytime janitorial services to buildings with high footfall, Monday to Friday, ensuring washrooms are maintained in hygienic manner with sufficient supplies of consumables. Janitorial Services enhanced in line with Government “Return to Work Safely Protocol” for the duration to the COVID 19 Pandemic.
Scope	Daytime service to Arts Building, TBSI, AAP, Hamilton/East End Buildings and Libraries during term time.
Contact Details	Contact in the first instance should be made via our Service Centre at estatesandfacilities@tcd.ie or if you would like to discuss specific building issues please contact your area Premises Manager.
Client Group	The University Community.
Provider Responsibility	To provide regular janitorial services throughout the day Monday to Friday to specific buildings.
Client Responsibility	To report any problems identified in washrooms, defects or maintenance to our Service Centre at estatesandfacilities@tcd.ie
Access to Service	Service Centre by emailing estatesandfacilities@tcd.ie or in an emergency by telephone 01 896 4000.
Availability of Service	Monday to Friday.
Exclusions	This service is provided to a small number of buildings.
Key Performance Measures	Visual inspections via Premises Manager or person appointed by Premises Manager, Feedback from College Community via our Service Centre or to our premises teams.
Service Reporting	estatesandfacilities@tcd.ie or tel. ext. 4000.
Service Owner & Escalation Point	Service Owner Premises Manager. Escalation point Moira Bailey, Premises Services Manager.



Dependences

Availability of qualified and trained staff or contractors.

Changes & Additional Services

Additional services beyond those currently funded are available. To arrange additional services contact our Service Centre at estatesandfacilities@tcd.ie or your area Premises Manager.

Annual Costs & Charges

Customers will be advised in advance of all Estates & Facilities costs and must supply us with a PO to cover costs.



PS05 Planned Maintenance

Description of Service	<p>The Premises Team carry out regular planned preventative maintenance (PPM) on building elements and systems. Planned maintenance works are prioritised as follows:</p> <ul style="list-style-type: none">• <i>PPM 1.</i> Legislative, Health and Safety and/or Insurance requirements.• <i>PPM 2.</i> Operational need. For example, relamping lecture theatres before they fail to prevent teaching being disrupted.• <i>PPM 3.</i> Protection of Asset Value. For example, cleaning damaging deposits from stonework to extend its life.
Scope	<p>To carry out PPM 1 tasks. Details of indicative schedule is attached, see appendix 3.</p>
Contact Details	<p>The service can be contacted through the Service Centre by emailing estatesandfacilities@tcd.ie</p>
Client Group	<p>The University Community.</p>
Provider Responsibility	<p>To have suitably trained and qualified staff and contractors available to carry out the agreed schedule.</p>
Client Responsibility	<p>The Person In Control will appoint a Premises Liaison person. This person shall be the primary point of contact within the Building/School for scheduling of PPM works.</p> <p>Clients must inform/consult the Premises Manager prior to the installation of new equipment that will affect the PPM schedule.</p>
Access to Service	<p>Service Centre by emailing estatesandfacilities@tcd.ie or in an emergency by telephone 01 896 4000.</p>
Availability of Service	<p>Monday – Friday 8am to 4pm.</p>
Exclusions	<p>The service is limited to the agreed schedule.</p>



Key Performance Measures

Seventy Five percent (75%) of PPM tasks are completed to schedule with a further twenty percent (20%) completed within the following time frames:

- Weekly tasks within 10 working days.
- Monthly tasks within 2 months.
- Yearly tasks within 6 months.
- 2 Yearly tasks with 6 months.
- 5 Yearly tasks within 1 year.

Service Reporting

estatesandfacilities@tcd.ie or tel. ext. 4000.

Service Owner & Escalation Point

Service Owner Premises Manager.

Escalation point Moira Bailey, Premises Services Manager.

Dependences

Having plant and elements replaced at end of design life.

Changes & Additional Services

Additional services beyond those currently funded are available. To arrange additional services contact our Service Centre at estatesandfacilities@tcd.ie or your area Premises Manager.

Annual Costs & Charges

Customers will be advised in advance of all Estates & Facilities costs and must supply us with a PO to cover costs.



PS06 Reactive maintenance

Description of Service The Premises team reacts to reports of faults or breakdowns. All reactive tasks are prioritized as either:

- RM1 Emergency,
- RM2 Urgent,
- RM3 Required or,
- RM4 Routine.

It should be noted that because of budgetary constraints, not all RM4 tasks will be completed.

The reactive maintenance service for the Estate is provided on site between 7.30am and 5pm Monday to Thursday and 7.30am and 4pm on Fridays. An emergency call-in service is available outside of these times.

Scope To respond to reports of faults and breakdowns.

Contact Details The service can be contacted through the Service Centre by telephone on ext. 4000. Non-urgent requests should be emailed to estatesandfacilities@tcd.ie In the case of an urgent request outside normal hours, a 24hr call-in service can be contacted via the Security Service Control Room on ext. 1317.

Client Group Any member of the University community may report a fault by contacting the Service Centre.

Provider Responsibility To have suitably trained and qualified staff and/or contractors available to respond to requests for service including out of normal hours.

Client Responsibility The school/department will appoint a Premises Liaison person. If reporting a fault please have the following information ready:

- Location of fault – building, floor/level (and room number if possible).
- Person who reported fault – Name, staff/student number and contact Tel. No..
- Nature of fault - e.g. mechanical/electrical services, fixtures etc.
- Description of fault – Please give as much information as possible.



Access to Service	Service Centre by emailing estatesandfacilities@tcd.ie or in an emergency by telephone 01 896 4000.
Availability of Service	24/7.
Exclusions	Radio Equipment, Departmental Equip., Lifting Equipment, Fridges, Compressors, De-ionisation equipment, Video & Projection Equipment, P.A. Equipment.
Key Performance Measures	<p>Customer score card based on the following times (during normal hours):</p> <ul style="list-style-type: none">• RM1 - 20 minutes. Attend and investigate immediately, release trapped passengers from lifts within 60 minutes.• RM2 - 1 working hour.• RM3 - 1-3 days. <p>Further details in Table of Critical Response Times below.</p>
Service Reporting	estatesandfacilities@tcd.ie or tel. ext. 4000.
Service Owner & Escalation Point	Service Owner Premises Manager Escalation point Moira Bailey, Premises Services Manager.
Dependences	Availability of qualified and trained staff or contractors.
Changes & Additional Services	Changes and additions can be negotiated annually at review.
Annual Costs & Charges	While there are no charges for repair of items covered by this statement, charges may be levied for repairs to other items.



Priority	Examples of condition	Response times (during normal hours)
RM1	There is a direct and immediate safety risk to staff, students or public. There is a likelihood of immediate serious damage to building fabric or services. There is a risk of fire due to the emergency situation. Structural failure is likely. An explosion risk is present. Staff, students or public are trapped. Serious flooding/escape of water. Total loss of sanitary facilities. Gas leakage. Severe weather conditions affecting the site. Total loss of evacuation lifts where no alternative is available. Examinations are immediately affected. The Estate is at risk of closure.	20 minutes. Attend and investigate immediately, release trapped passengers from lifts within 60 minutes, restore or provide temporary service as soon as possible after receiving the call.
RM 2	If left unattended for more than one day, will lead to situation becoming a RM1. There is a loss of facilities or services which will prevent normal lectures. Significant loss of sanitary facilities. Significant rain penetration. Total loss of control of heating, domestic services, air conditioning plant. Loss of significant lighting facility. Goods and passenger lift breakdown. Fire escape routes are compromised.	Response time 1 working hour. Investigate and make safe. Restore or provide temporary alternative facility within one day where possible.
RM3	Services or facilities malfunction adversely affecting the normal operation of the University. Measures necessary to prevent inefficient use of energy. No immediate likelihood of deterioration to a more urgent category.	Response time 1-3 working days. Investigate and make safe as soon as possible. Restore within two weeks.
RM4	No significant short term effect on the delivery of College services. Restoration of minor building and service defects.	Response time 1 - 7 working days. Investigate within seven days. Repair within six weeks.



PS07 Recycling

Description of Service	<p>In support of the Universities Green campus and sustainability policy, Premises Services provide recycling facilities for the segregation of waste.</p> <p>The college currently holds the Green Flag and there are specific targets in the Green Campus Programme for waste reduction and recycling volume. Our Teams are working hard to achieve these targets but need to support of the entire college community to succeed.</p>
Scope	To provide facilities for the segregation of waste.
Contact Details	Contact in the first instance should be made via the Service Centre at estatesandfacilities@tcd.ie or if you would like to discuss specific building issues please contact your area Premises Manager.
Client Group	The University Community.
Provider Responsibility	To provide facilities for the segregation of waste and to provide advice and assistance.
Client Responsibility	<p>To segregate waste for recycling. To make arrangements to recycle packaging and other waste.</p> <p>To notify the Premises Manager of any special requirements.</p>
Access to Service	Service Centre by emailing estatesandfacilities@tcd.ie
Availability of Service	Monday to Friday 8am – 4pm.
Exclusions	Hazardous waste.
Key Performance Measures	Quarterly audits.
Service Reporting	estatesandfacilities@tcd.ie or tel. ext. 4000.
Service Owner & Escalation Point	<p>Service Owner Premises Manager.</p> <p>Escalation point Moira Bailey, Premises Services Manager.</p>



Dependences

Service users segregate waste correctly.

Changes & Additional Services

Green Policies Estates and Facilities Premises teams support recycling initiatives by promoting recycling, “binless offices” and assisting in the overall segregation of waste. Please play your part by using appropriate waste streams and flattening cardboard boxes for removal.

Annual Costs & Charges

There are no additional charges for this service.



PS08 Minor Improvements

Description of Service	<p>The Premises team can advise on, cost and manage minor improvement works for a School or Department. Minor Improvement works will only proceed when the scope, cost and method of payment has been agreed between the Client’s Premises Liaison person and the Premises Manager. Minor Improvement works will not exceed the following values:</p> <ul style="list-style-type: none"> • Fixtures, Fittings, Structures.....€50,000. • Electrical or Mechanical.....€50,000. • Finishes (decoration and floor covering).....€50,000. <p>Improvement works in excess of these limits or requiring planning permission/fire certification are capital projects (see Estates and Facilities Capital Projects).</p>
Scope	To provide advice and to management services for minor improvement works.
Contact Details	The service can be contacted through the Service Centre by email to estatesandfacilities@tcd.ie
Client Group	Minor Improvements can be requested by Person In Control, Dean, Head of School or the units Premises Liaison person.
Provider Responsibility	To respond to requests for service promptly. To give best advice. To deliver the works as agreed.
Client Responsibility	<p>To agree scope, cost and payment details with the Premises Manager.</p> <p>To issue an order for the works to Estates & Facilities.</p> <p>All proposals for changes or alterations to the University Estates must be requested via the Estates & Facilities Service Centre.</p>
Access to Service	Service Centre by emailing estatesandfacilities@tcd.ie
Availability of Service	Monday to Friday 9am- 4pm.
Exclusions	This service is limited to minor improvements only subject to the limits outlined above. Works above these limits or requiring planning



permission/ fire certification are capital projects and should be directed to the Estates & Facilities Capital Projects Office.

Key Performance Measures

To respond to requests for service within seven (7) working days.
To present an outline project plan within seven (7) working days from the date of agreement of scope.
To present an outline programme within seven (7) working days from acceptance of cost.
To finalise programme within seven (7) working days from receipt of order from unit.

Service Reporting

estatesandfacilities@tcd.ie or tel. ext. 4000.

Service Owner & Escalation Point

Service Owner Premises Manager.
Escalation point Moira Bailey, Premises Services Manager.

Dependences

Availability of a full team of Premises & Technical Managers.

Changes & Additional Services

Changes and additions can be negotiated annually at review.

Annual Costs & Charges

There are no charges for the Premises Managers services in bringing the works to approval stage. Units will be charged the full agreed cost of the works together with the cost of any additions, alterations, delays or unforeseen works.

Clients will be notified of the costs of any additions, alterations, delays or unforeseen works as soon as possible.



PS09 Technical Advice

Description of Service	The Premises Manager will provide technical advice to Heads of Building/School, Building/School premises liaison persons and Premises Liaison Persons.
Scope	To provide advice on any Estates & Facilities service.
Contact Details	Service Centre at estatesandfacilities@tcd.ie
Client Group	Heads of schools/departments, Officers and Premises Liaison Persons.
Provider Responsibility	To respond to requests for service promptly. To give best advice.
Client Responsibility	Head of Building/School will appoint a premises liaison person. To supply the Premises Manager with all relevant information.
Access to Service	Service Centre by emailing estatesandfacilities@tcd.ie
Availability of Service	Monday to Friday 9am – 4pm.
Exclusions	
Key Performance Measures	To respond to requests for service within seven (7) working days.
Service Reporting	estatesandfacilities@tcd.ie or tel. ext. 4000.



**Service Owner &
Escalation Point**

Service Owner Premises Manager.
Escalation point Moira Bailey, Premises Services Manager.

Dependences

Availability of a full team of Premises & Technical Managers.

**Changes & Additional
Services**

Changes and additions can be negotiated annually at review.

**Annual Costs &
Charges**

There are no charges for the Premises Managers services however if the services of an external advisor is required, the customer will be charged the full agreed cost of that service.



PS10 Move management

Description of Service	We manage logistical services and can organise moves both within the various sites and between sites.
Scope	To provide transport services.
Contact Details	Contact in the first instance should be made with estatesandfacilities@tcd.ie
Client Group	Campus Services and Premises Services teams. Schools/Departments may request the service for a charge.
Provider Responsibility	To provide sufficient appropriate resources to deliver the service.
Client Responsibility	<p>The Head of School/Department will appoint a Premises Liaison person. This person shall be the primary point of contact. The Premises Liaison person will provide the following minimum notice for a quotation to the Service Centre:</p> <ul style="list-style-type: none">• Light transport services – 5 working days• Heavy transport services – 7 working days <p>Heavy transport is a service requiring more than one operative.</p>
Access to Service	Service Centre by emailing estatesandfacilities@tcd.ie
Availability of Service	Monday – Friday 8am to 4pm.
Exclusions	This is not a courier service. Courier services are managed by the Procurement Office.
Key Performance Measures	To provide transport services on time for ninety percent (90%) of confirmed orders according to the following schedule. From acceptance of quotation and receipt of order,



- Light transport within main campus – 3 working days
- Light transport between College sites – 4 working days
- Light transport to other locations in Dublin – 5 working days
- Heavy transport within main campus – 10 working days
- Heavy transport between College sites – 15 working days
- Heavy transport to other locations in Dublin – 20 working days

Heavy transport is a service requiring more than one operative.

Service Reporting

estatesandfacilities@tcd.ie or tel. ext. 4000.

Service Owner & Escalation Point

Services Owner Eugene Delaney, Logistics Services Manager.
Escalation point David Marley, Campus Services Manager.

Dependences

Availability of qualified and trained staff or contractors.

Changes & Additional Services

Units will be charged the full agreed cost of the works together with the cost of any additions, alterations, delays or unforeseen works.

Annual Costs & Charges

Transport services for Schools/Departments are chargeable. A minimum charge of 50 euro will apply to all transport jobs.



PS11 Environmental Control

Description of Service	Facilities & Services monitors and controls the operation of major plant such as heating, ventilation, hot water and central lighting systems. The operating parameters will be agreed between the Premises Liaison person and the Premises Manager.
Scope	All major building systems will be monitored and controlled to provide a suitable environment for building users and supports sustainability commitments.
Contact Details	Contact in the first instance should be made with estatesandfacilities@tcd.ie
Client Group	While all building users may comment on plant operation and environmental conditions, changes to operating times or settings will only be made with the agreement of the Premises Liaison person and the Premises Manager.
Provider Responsibility	To train staff and contractors in the operation and use of the plant and controls.
Client Responsibility	The Person In Control will appoint a Premises liaison person. This person shall be the primary point of contact within the Building and operating parameters will be agreed with this person.
Access to Service	Service Centre by emailing estatesandfacilities@tcd.ie or in an emergency by telephone 01 896 4000.
Availability of Service	Monday to Friday 8am to 4pm.
Exclusions	This service is limited to the monitoring, control and operation of the plant listed in the agreed schedule.
Key Performance Measures	<p>Calls for the service will be responded to within one working day and agreed environmental conditions restored as soon as possible. Agreed environmental conditions will be available as follows;</p> <ul style="list-style-type: none">• In term ninety percent (90%).• Out of term seventy five percent (75%).



Were the plant is fit for purpose and not assessed as due for replacement.

Service Reporting

estatesandfacilities@tcd.ie or tel. ext. 4000.

Service Owner & Escalation Point

Service Owner Premises Manager.

Escalation point Moira Bailey, Premises Services Manager.

Dependences

The plant is fit for purpose and not assessed as due for replacement.

Changes & Additional Services

Changes to the agreed schedule can be requested by the Premises liaison person.

Annual Costs & Charges

While there are no charges for the service as agreed in the schedule, changes to the schedule agreed with the Building/School Premises liaison person will be carried out for a charge.



CS01 Hard landscape maintenance

Description of Service	We will maintain all roads, paths, kerbs, walls, fences, street furniture and hard standings. We will also check, clean and clear the main drains, gullies and shores on Campus.
Scope	Maintain all hard landscaping.
Contact Details	The service can be contacted through the Service Centre by telephone on ext. 4000 Non-urgent requests should be emailed to estatesandfacilities@tcd.ie In the case of an urgent request outside of normal hours a 24hr call-in service can be contacted via the Security Services Control Room on ext. 1317.
Client Group	Any member of the University community may report a fault by contacting the Service Centre.
Provider Responsibility	To have suitably trained and qualified staff and/or contractors available to respond to requests for service including out of normal hours.
Client Responsibility	The school/department will appoint a Premises Liaison person. If reporting a fault please have the following information ready: <ul style="list-style-type: none">• Location of fault.• Person who reported fault – Name, staff/student number and contact Tel. No.• Nature of fault - e.g. trip hazard, blocked drain, etc.• Description of fault – Please give as much information as possible.
Access to Service	Service Centre – estatesandfacilities@tcd.ie
Availability of Service	24/7.
Exclusions	This service excludes sculptures, monuments and works of art.
Key Performance Measures	Customer score card based on the following times (during normal hours): <ul style="list-style-type: none">• RM1 - 20 minutes. Attend and investigate immediately.



- RM2 - 1 working hour.
- RM3 - 1-3 days.

Service Reporting

estatesandfacilities@tcd.ie or tel. ext. 4000.

Service Owner & Escalation Point

Service Owner Tony Dalton, Campus Maintenance Manager.
Escalation point David Marley, Campus Services Manager.

Dependences

Availability of qualified and trained staff or contractors.

Changes & Additional Services

Changes and additions can be negotiated annually at review.

Annual Costs & Charges

No charges.



CS02 Litter control

Description of Service	We provide a daily litter collection service and empty external litter bins as required.
Scope	To carry out an external litter collection service of soft and hard landscaping on campus (excluding the internal of premises) 7 days a week. To carry out the emptying of external litter bins (excluding the skips, compactors, large wheelie bins and big belly waste recycling stations) from Monday to Friday.
Contact Details	Urgent requests for the service can be contacted through the Service Centre by telephone on ext. 4000. Non-urgent requests should be emailed to estatesandfacilities@tcd.ie
Client Group	University community.
Provider Responsibility	To have suitably trained and qualified staff and/or contractors available to respond to requests for service.
Client Responsibility	<p>The school/department will appoint a Premises Liaison person.</p> <p>If reporting a fault please have the following information ready:</p> <ul style="list-style-type: none">• Location of issue.• Person who reported issue: – Name, staff/student number and contact Tel. No.• Nature of issue - e.g. a buildup of litter, bins overflowing, etc.• Description – Please give as much information as possible.
Access to Service	The Estates & Facilities Customer Service Centre by emailing estatesandfacilities@tcd.ie or in an emergency by telephone 01 896 4000.
Availability of Service	Monday to Sunday 7.30am to 4pm.
Exclusions	



Key Performance Measures	Regular visual inspections via Campus Maintenance Manager or person appointed by Campus Maintenance Manager, Feedback from Person in Control/Head of School or person appointed as Premises Liaison person.
Service Reporting	estatesandfacilities@tcd.ie or tel. ext. 4000.
Service Owner & Escalation Point	Service Owner Tony Dalton, Campus Maintenance Manager. Escalation point David Marley, Campus Services Manager.
Dependences	Availability of qualified and trained staff or contractors.
Changes & Additional Services	Additional services beyond those currently funded are available. To arrange additional services contact our Service Centre at estatesandfacilities@tcd.ie or the Campus Maintenance Manager.
Annual Costs & Charges	Where additional services are requested, customers will be advised in advance of all Estates & Facilities costs and must supply us with a PO to cover costs.



CS03 Soft Landscape maintenance

Description of Service	We look after the soft landscaping including lawns, flowerbeds, trees and shrubberies. Cutting grass, weeding, feeding and pruning. Maintenance of internal gardens is also included.
Scope	To carry out maintenance of soft landscaping including lawns, flowerbeds, trees and shrubberies. Cutting grass, weeding, feeding and pruning from Monday to Saturday.
Contact Details	Urgent requests for the service can be contacted through the Service Centre by telephone on ext. 4000. Non-urgent requests should be emailed to estatesandfacilities@tcd.ie
Client Group	University community.
Provider Responsibility	To have suitably trained and qualified staff and/or contractors available to respond to requests for service.
Client Responsibility	<p>The school/department will appoint a Premises Liaison person.</p> <p>If reporting a fault please have the following information ready:</p> <ul style="list-style-type: none">• Location of issue.• Person who reported issue: – Name, staff/student number and contact Tel. No.• Nature of issue - e.g. a buildup of litter, bins overflowing, etc.• Description – Please give as much information as possible.
Access to Service	Service Centre by emailing estatesandfacilities@tcd.ie or in an emergency by telephone 01 896 4000.
Availability of Service	Monday to Saturday 8am to 4pm.
Exclusions	Sculptures, monuments and works of art.
Key Performance Measures	Regular visual inspections via Campus Maintenance Manager or person appointed by Campus Maintenance Manager, Feedback from Person in Control/Head of School or person appointed as Premises Liaison person.



Service Reporting

estatesandfacilities@tcd.ie or tel. ex.t 4000.

Service Owner & Escalation Point

Service Owner Tony Dalton, Campus Maintenance Manager.

Escalation point David Marley, Campus Services Manager.

Dependences

Availability of qualified and trained staff or contractors.

Changes & Additional Services

Additional services beyond those currently funded are available. To arrange additional services contact our Service Centre at estatesandfacilities@tcd.ie or the Campus Maintenance Manager.

Annual Costs & Charges

Where additional services are requested, customers will be advised in advance of all Estates & Facilities costs and must supply us with a PO to cover costs.



CS04 Window & Façade cleaning

Description of Service	The external cleaning of windows and structural glazing along with the planned and reactive cleaning of building facades. The service includes graffiti removal.
Scope	Cleaning of the external envelope of Buildings.
Contact Details	Contact in the first instance should be made via our Service Centre at estatesandfacilities@tcd.ie or if you would like to discuss specific building issues please contact your area Premises Manager.
Client Group	The University Community.
Provider Responsibility	To provide a service where on completion of task, all glass and facades are clean, free from smears and marks. To view the annual schedule for this service see appendix 4.
Client Responsibility	To report any defects or maintenance to our Service Centre at estatesandfacilities@tcd.ie
Access to Service	Service Centre by emailing estatesandfacilities@tcd.ie or in an emergency by telephone 01 896 4000.
Availability of Service	Monday to Friday 7.30am – 4pm.
Exclusions	The service is for external glazing only and excludes internal glazing.
Key Performance Measures	Adherence to schedule and outcomes via visual inspections by Building Surveyor / Building Maintenance Manager or persons appointed by Building Surveyor / Building Maintenance Manager
Service Reporting	estatesandfacilities@tcd.ie or tel. ext. 4000.
Service Owner & Escalation Point	Service Owner Chris Wojnar, Building Surveyor / Building Maintenance Manager. Escalation point David Marley, Campus Services Manager.
Dependences	Availability of qualified and trained staff or contractors.



**Changes & Additional
Services**

Additional services beyond those currently funded are available. To arrange additional services contact our Service Centre at estatesandfacilities@tcd.ie or the Building Surveyor / Building Maintenance Manager.

**Annual Costs &
Charges**

Where additional services are requested, customers will be advised in advance of all Estates & Facilities costs and must supply us with a PO to cover costs.



CS05 Sports Ground maintenance

Description of Service	Planned Preventative Maintenance programme for the playing fields including, marking out for matches, cutting grass, weeding, treatments, seeding etc.
Scope	To carry out maintenance of playing fields in Santry, Iveagh Grounds, College Park (including the rugby pitch), Botany Bay Courts.
Contact Details	Urgent requests for the service can be contacted through the Service Centre by telephone on ext. 4000. Non-urgent requests should be emailed to estatesandfacilities@tcd.ie
Client Group	Department of Sports and the University community.
Provider Responsibility	To have suitably trained and qualified staff and/or contractors available to respond to requests for service.
Client Responsibility	<p>The school/department will appoint a Premises Liaison person.</p> <p>If reporting a fault please have the following information ready:</p> <ul style="list-style-type: none">• Location of issue.• Person who reported issue: – Name, staff/student number and contact Tel. No.• Nature of issue - e.g. damage to playing surface, etc.• Description – Please give as much information as possible.
Access to Service	Service Centre by emailing estatesandfacilities@tcd.ie or in an emergency by telephone 01 896 4000.
Availability of Service	Monday to Saturday 8am to 4pm.
Exclusions	Sculptures, monuments and works of art.



Key Performance Measures	Regular visual inspections via Campus Maintenance Manager or person appointed by Campus Maintenance Manager, Feedback from Person in Control/Head of School or person appointed as Premises Liaison person.
Service Reporting	estatesandfacilities@tcd.ie or tel. ex.t 4000.
Service Owner & Escalation Point	Service Owner Tony Dalton, Campus Maintenance Manager. Escalation point David Marley, Campus Services Manager.
Dependences	Availability of qualified and trained staff or contractors.
Changes & Additional Services	Additional services beyond those currently funded are available. To arrange additional services contact our Service Centre at estatesandfacilities@tcd.ie or the Campus Maintenance Manager.
Annual Costs & Charges	Where additional services are requested, customers will be advised in advance of all Estates & Facilities costs and must supply us with a PO to cover costs.



CS06 Mail Service

Description of Service	The collection, sorting, franking and delivery of mail to the University Community. Liaison with external mail contractors and courier service providers.
Scope	To provide a mail service for the University.
Contact Details	Service Centre estatesandfacilities@tcd.ie or Mail Room – ext. 1940.
Client Group	All members of the University Community.
Provider Responsibility	To provide an efficient mail delivery/collection service in College Monday- Friday during core working hours.
Client Responsibility	To advise the Logistics Services Team Leader of any changes in personnel and changes in location and addresses of school, departmental or office staff.
Access to Service	Service Centre by emailing estatesandfacilities@tcd.ie or in an emergency by telephone 01 896 4000.
Availability of Service	Monday to Friday 7.30am – 4pm.
Exclusions	Members of the University Community may not use the Mail Service to despatch items of private mail unless the appropriate stamp is affixed to the item in advance.
Key Performance Measures	Customer surveys and service complaints, mail delivery failures, quarterly audits of Mail Room activities.
Service Reporting	estatesandfacilities@tcd.ie or tel. ext. 4000.



**Service Owner &
Escalation Point**

Service Owner Eugene Delaney, Logistics Services Manager.
Escalation point David Marley, Campus Services Manager.

Dependences

An Post operating as normal, Departments available to receive mail.

**Changes & Additional
Services**

Request for additional services, including large 'mail shots' should be discussed with the Logistics Services Team Leader in advance. Services requiring staff to work outside of core working hours will incur a cost to the relevant school, department or office.

**Annual Costs &
Charges**

Where additional services are requested, customers will be advised in advance of all Estates & Facilities costs and must supply us with a PO to cover costs.



CS07 Security Services

Description of Service	Facilities & Services will respond to and manage, all incidents occurring on Campus and in off Campus Buildings. Depending on the circumstances the response will be coordinated by Security Services or the relevant Premises Services Team, with the support of the emergency services [fire brigade, ambulance or Gardaí where necessary.
Scope	To provide a security services 24 hour per day. Including 24/7 Patrols of Campus / Estate and emergency response.
Contact Details	Security Services Control Room at ext. 1999 [emergency] or ext 1317 for non-emergency situations.
Client Group	All members of the University Community.
Provider Responsibility	To provide an immediate response to all reports of incidents requiring the presence of an Attendant, Security Services and/or the emergency services. To provide a timely response [within 30 minutes] to 'non-emergency' incident reports.
Client Responsibility	To provide accurate and timely information to the attendant staff or Security Services when reporting an incident requiring an emergency response.
Access to Service	Telephone ext. 1999 [emergency] or ext 1317 for non-emergency situations.
Availability of Service	24/7.
Exclusions	Incidents occurring on the public street are outside the remit of our services and are managed by the emergency services. Security Services will always assist with calling the emergency services and will advise members of the University Community in relation to handling security or other threatening situations whether occurring on or off Campus.



Key Performance Measures	Emergency situations – an ‘on site’ response within 5 minutes. In non-emergency situations a telephone response within 10 minutes and, if required, a ‘follow up’ response within 30 minutes. Incident reviews, customer surveys and feedback, investigation of complaints, quarterly service audits conducted by the Campus Services Manager and the Premises Services Manager in liaison with the Persons in Control of the Buildings or their nominee.
Service Reporting	estatesandfacilities@tcd.ie or tel. ext. 4000.
Service Owner & Escalation Point	Service Owner Michael Murray, Security Services Manager. Escalation point David Marley, Campus Services Manager.
Dependences	Availability of qualified and trained staff or contractors. Two way radio, telephone and mobile network.
Changes & Additional Services	In case of special events or circumstances requiring services beyond those described above the person responsible must discuss their requirements in advance with the Campus Services Manager. A minimum of 3 days notice is required.
Annual Costs & Charges	Where additional services are requested, customers will be advised in advance of all Estates & Facilities costs and must supply us with a PO to cover costs.



CS08 Security Systems

Description of Service	Alarms in the University Estate are monitored in the 24 hour Security Service Control Room or by the Diamond Point Monitoring Centre. All alarm activations on Campus will be responded to by Security Services and all off Campus alarm activations will be responded to by our contract security partners.
Scope	24/7 alarm monitoring service.
Contact Details	Security Services Control Room ext. 1317 or 1999 [emergency line].
Client Group	All building users.
Provider Responsibility	To respond immediately to all alarm activations on Campus and to ensure a response by the contracted company to all off Campus alarm activations.
Client Responsibility	Building users are requested to: <ul style="list-style-type: none">• Adhere to College Health & Safety and 'good house-keeping' procedures.• Comply with alarm systems setting/un-setting procedures to avoid accidental activations.• Heads of buildings are requested to ensure that all building staff are briefed on the building alarm and evacuation procedures.• Ensure that building users are familiar with the authorised access procedures and the opening/closing times for the building – 'in term' and during vacation periods.• Advise the Premises Manager when access to a building is required outside of agreed opening/closing times. Advance notice of at least 3 working days is required.
Access to Service	Security Services Control Room ext. 1317 or 1999 [emergency line].
Availability of Service	24/7.



Exclusions	Temperature, equipment alarms, pressure, boilers, oxygen depletion / gas alarms, etc.
Key Performance Measures	Incident reviews, customer surveys and feedback, investigation of complaints, quarterly service audits conducted by the Premises Manager in liaison with the Person in Control of the Building or their nominee.
Service Reporting	estatesandfacilities@tcd.ie or tel. ext. 4000.
Service Owner & Escalation Point	Service Owner Michael Murray, Security Services Manager. Escalation point David Marley, Campus Services Manager.
Dependences	Availability of qualified and trained staff or contractors. Two way radio, telephone, mobile and GSM Network.
Changes & Additional Services	Additional monitoring or response requirements must be discussed initially with the Campus Services Manager via estatesandfacilities@tcd.ie
Annual Costs & Charges	Where additional services are requested, customers will be advised in advance of all Estates & Facilities costs and must supply us with a PO to cover costs.



CS09 Traffic and parking

Description of Service	We manage and control traffic and parking for the estate including gate control, infringement monitoring and traffic management for events and VIP visits.
Scope	Manage car access and parking for the estate.
Contact Details	Contact in the first instance should be made with estatesandfacilities@tcd.ie
Client Group	University Staff.
Provider Responsibility	To provide trained staff and contractors to operation and enforce agreed access/parking policy.
Client Responsibility	To comply with access/parking regulations and instructions from Security Services.
Access to Service	Service Centre by emailing estatesandfacilities@tcd.ie or in an emergency by telephone 01 896 4000.
Availability of Service	Parking on Campus is available from 7am to Midnight.
Exclusions	
Key Performance Measures	Incident reviews, customer surveys and feedback, investigation of complaints, quarterly service audits conducted by the Campus Services Manager in liaison with the Person in Control of the Building or their nominee.
Service Reporting	estatesandfacilities@tcd.ie or tel. ext. 4000.
Service Owner & Escalation Point	Service Owner Michael Murray, Security Services Manager. Escalation point David Marley, Campus Services Manager.



Dependences

Availability of qualified and trained staff or contractors.
Telephone and radio Network.

Changes & Additional Services

As agreed with the Car Parking working group.

Annual Costs & Charges

Where additional services are requested, customers will be advised in advance of all Estates & Facilities costs and must supply us with a PO to cover costs.



CS10 Condition Monitoring

Description of Service	<p>Estates & Facilities monitors the condition of the estate at both building and elemental levels.</p> <p>Building Condition assessments are high-level assessments based on the age, life cycle, use and level of investment.</p> <p>Elemental Condition assessments are based on physical inspection, maintenance history and performance history of the major elements and systems in a building.</p>
Scope	<p>To monitor the condition of the Estate.</p>
Contact Details	<p>Contact in the first instance should be made with estatesandfacilities@tcd.ie</p>
Client Group	<p>Condition assessments are available to Persons In Control, Deans, Director of Estates, Planning Group, Officers and the HEA.</p>
Provider Responsibility	<p>To carry out the building assessments every 3 years and elemental assessments every 10 years.</p>
Client Responsibility	<p>The Person In Control will appoint a Premises Liaison person. This person shall be the primary point of contact within the building and inspections will be arranged with this person.</p>
Access to Service	<p>Service Centre by emailing estatesandfacilities@tcd.ie</p>
Availability of Service	<p>Monday to Friday 8am – 4pm.</p>
Exclusions	<p>This service is limited to Building and Elemental condition assessment and excludes assessment of suitability of function, accessibility, energy efficiency or decorative state.</p>



Key Performance Measures	That assessments are updated within six months of their due date and available to units and College for planning purposes there after.
Service Reporting	estatesandfacilities@tcd.ie or tel. ext. 4000.
Service Owner & Escalation Point	Service Owner Paul Bolger, Technical Services Manager Escalation point David Marley, Campus Services Manager.
Dependences	Availability of a full team of Premises & Technical Managers
Changes & Additional Services	Changes and additions can be negotiated annually at review.
Annual Costs & Charges	While there are no charges for this service, additional assessments such as suitability of function or accessibility could be carried out for a charge.



CS11 Elemental Replacement

Description of Service	<p>Estates & Facilities are responsible for identifying, costing and prioritising the replacement of building elements (roofs, windows, electrical systems, heating etc.) which have failed or have reached the end of their useful life.</p> <p>Facilities & Services project manages funded, prioritised elemental replacement projects.</p> <p>It should be noted that the level of elemental replacement required far exceeds the available funding.</p>
Scope	<p>To Manage funded elemental replacement projects.</p>
Contact Details	<p>Contact in the first instance should be made with estatesandfacilities@tcd.ie</p>
Client Group	<p>The service is of benefit to the whole University community.</p>
Provider Responsibility	<p>To carry out the service efficiently and effectively with the resources available.</p>
Client Responsibility	<p>The Person In Controls/Head of School will appoint a Premises Liaison person. This person shall be the primary point of contact for the Premises Manager.</p>
Access to Service	<p>Service Centre by emailing estatesandfacilities@tcd.ie</p>
Availability of Service	<p>Monday to Friday 8am to 4pm.</p>
Exclusions	<p>This service is limited to Building Elements and major plant. It excludes equipment, furniture and vehicles.</p>
Key Performance Measures	<p>To respond to requests for service within seven (7) working days.</p>



Service Reporting

estatesandfacilities@tcd.ie or tel. ext. 4000.

Service Owner & Escalation Point

Service Owner Paul Bolger, Technical Services Manager
Escalation point David Marley, Campus Services Manager.

Dependences

Availability of a full team of Premises & Technical Managers.

Changes & Additional Services

Changes and additions can be negotiated annually at review.

Annual Costs & Charges

There is no charge to Schools or Departments for this service. However, if a unit can contribute to the cost of a project, that project may be accelerated within the programme.



CS12 Statutory/Insurance Inspections

Description of Service	Facilities & Services facilitates the inspection of buildings, services and specified equipment by Statutory Authorities, the Universities insurers and their agents.
Scope	Facilitate inspections.
Contact Details	Contact in the first instance should be made with estatesandfacilities@tcd.ie
Client Group	The service is available to Persons In Control/Heads of School, the Building/School Premises Liaison.
Provider Responsibility	To facilitate timely inspections and to co-ordinate with occupiers to minimise disruption.
Client Responsibility	<p>The Person In Control/Head of School will appoint a Premises Liaison person. This person shall be the primary point of contact.</p> <p>Heads of School must inform the Premises Manager of any departmental equipment requiring a statutory inspection.</p> <p>Heads of School are responsible for implementing the recommendations of inspection reports.</p>
Access to Service	Service Centre by emailing estatesandfacilities@tcd.ie
Availability of Service	Monday to Friday 8am – 4pm.
Exclusions	This service is limited to Buildings, building services and specified major plant. It excludes furniture and vehicles.
Key Performance Measures	Copies of Inspection reports will be forwarded to Heads of School within one month.



Service Reporting

estatesandfacilities@tcd.ie or tel. ext. 4000.

Service Owner & Escalation Point

Service Owner Paul Bolger, Technical Services Manager.
Escalation point David Marley, Campus Services Manager.

Dependences

Availability of a full team of Premises & Technical Managers.

Changes & Additional Services

Changes and additions can be negotiated annually at review.

Annual Costs & Charges

There is no charge to Schools for this service. However, Schools must pay for implementing recommendations associated with their equipment.



CS13 Waste management

Description of Service	Waste management and recycling services are provided by an appointed contractor and managed by Campus Services. Full details of all waste and recycling facilities and College policies are available on www.tcd.ie/greenpages .
Scope	Provide waste management and recycling services.
Contact Details	Contact the Service Centre at estatesandfacilities@tcd.ie
Client Group	The University Community.
Provider Responsibility	To provide facilities for the segregation, handling and removal of waste and to provide advice and assistance.
Client Responsibility	To segregate waste for recycling. To make arrangements to recycle packaging and other waste. To notify the Service Centre of any special requirements.
Access to Service	Service Centre by emailing estatesandfacilities@tcd.ie or in an emergency by telephone 01 896 4000.
Availability of Service	Monday to Friday 8am – 4pm.
Exclusions	Hazardous waste. Confidential waste.
Key Performance Measures	Quarterly audits.
Service Reporting	estatesandfacilities@tcd.ie or tel. ext. 4000.



**Service Owner &
Escalation Point**

Service Owner David Hackett, Environmental Services Coordinator.
Escalation point Paul Bolger, Technical Services Manager.

Dependences

Availability of qualified and trained staff or contractors.

**Changes & Additional
Services**

Green Policies Estates and Facilities support recycling initiatives by promoting recycling, “binless offices” and assisting in the overall segregation of waste. Please play your part by using appropriate waste streams and flattening cardboard boxes for removal

**Annual Costs &
Charges**

Where additional services are requested, customers will be advised in advance of all Estates & Facilities costs and must supply us with a PO to cover costs.



CP01 Small Project Management

Description of Service	<p>The Capital Projects & Planning team can advise on, cost and manage small projects for a School or Department, or a Sponsor nominated by the College. Small projects are sub - €50,000 projects that are outside the scope of PS08 Minor Improvements, or CP02 Capital Building Projects, in this catalogue. Small Projects are administered by the Local Project Office.</p> <p>Works that exceed the values in PS08 Minor Improvements, or require statutory consents, or have a significant level of complexity, will be passed to the Capital Projects & Planning team for execution as a small project, or as a Capital Project in accordance with the PMO handbook.</p> <p>May include minor designs or management of outsourced service providers.</p>
Scope	To provide advice and to management services for small projects.
Contact Details	The service can be contacted through the Service Centre by email to estatesandfacilities@tcd.ie
Client Group	Small Projects can be requested by Person In Control, Dean, Head of School or the units Premises Liaison person, or a Sponsor nominated by the College.
Provider Responsibility	To respond to requests for service promptly. To assign or engage (through recruitment or outsourced service provision) a Project Manager as soon as possible. To give best advice. To deliver the works as agreed. To meet audit and compliance requirements. To ensure good governance and transparency to Sponsor and College.
Client Responsibility	<p>To agree scope, cost, programme and payment details with the Project Manager. To ensure suitable authority to approve payments. To be accountable for the project overall and ensure that matters of HR within the Sponsor's remit to enable the project are provided.</p> <p>All proposals for changes or alterations to the University Estates must be requested via the Estates & Facilities Service Centre.</p>
Access to Service	Service Centre by emailing estatesandfacilities@tcd.ie
Availability of Service	Monday to Friday 9am- 4pm.
Exclusions	This service is limited to small projects only subject to the limits outlined above. This service excludes minor improvements under PS08.



This service excludes management of capital building projects (€50,000+ projects to be governed in accordance with the CRG requirements and PMO handbook).

Key Performance Measures

To respond to project initiation form requests for service within ten (10) working days and arrange for scope capture.

To present an update on position in the project pipeline/prioritization and project commencement within ten (10) working days of acceptance of scope capture.

To present resource requirements to execute the project, or if available to appoint a Project Manager, within ten (10) working days of acceptance of pipeline position.

If not available in the existing pool of Project Managers, to commence the procurement for Project Management resource (by recruitment or commission) within ten (10) working days of project start date.

To present a preliminary high-level outline programme and rate/order of magnitude cost estimate within ten (10) working days of project start date.

Service Reporting

estatesandfacilities@tcd.ie or tel. ext. 4000.

Service Owner & Escalation Point

Service Owner: Project Manager (appointed, recruited or commissioned)

Escalation Point: Greg Power, Head of Capital Projects & Planning.

Dependences

Availability of a full team of Project Managers. Project execution timelines will depend on resources available.

Position in the CSD projects pipeline. Start date will depend on priority and position in pipeline, which may not be on a first-come-first-served basis.

Changes & Additional Services

Additional services can be commissioned from outsourced service providers.

Annual Costs & Charges

There are general no charges for in-house Project Manager services in bringing the works to approval stage. However, if the capacity available (of an in-house project management resource) is charged to project(s), then a charge will apply to use the remaining PM availability, part or whole-time. Units will be charged the fully agreed cost of any outsourced service provider, or charges under other areas of this catalogue, and the works together with the cost of any additions, alterations, delays to meet the final project outturn costs.



Trinity College Dublin
The University of Dublin

Clients will be notified of the costs of any additions, alterations, delays or unforeseen works as soon as possible.



CP02 Capital Building Project Management

Description of Service

The Capital Projects & Planning team can advise on, cost and manage small projects for a School or Department, or a Sponsor nominated by the College.

Capital Projects are €50,000+ projects that are outside the scope of PS08 Minor Improvements, or CP01 Small Projects in this catalogue.

Management of €50,000+ projects to be governed in accordance with the CRG requirements and PMO handbook.

Works that exceed the values in PS08 Minor Improvements, and exceed the values in CP01 Small Project Management, or have a significant level of complexity, will be passed to the Capital Projects & Planning team for execution as a Capital Building Project in accordance with the PMO handbook.

May include minor designs or management of outsourced service providers.

Scope

To provide advice and to management services for Capital Building Projects.

Capital Building Projects over €50,000 must be governed as per the PMO handbook.

Capital Building Projects under €500,000 are administered by the Project Manager and the Local Project Office.

Capital Building Projects over €500,000 are administered by the Project Manager and the Programme Management Office.

Contact Details

The service can be contacted through the Service Centre by email to estatesandfacilities@tcd.ie

Client Group

Capital Building Projects can be requested by Person In Control, Dean, Head of School or the units Premises Liaison person, or a Sponsor nominated by the College.

Provider Responsibility

To respond to requests for service promptly. To assign or engage (through recruitment or outsourced service provision) a Project Manager as soon as possible. To give best advice. To deliver the works as agreed. To meet audit and compliance requirements. To ensure good governance and transparency to Sponsor and College in accordance with the PMO handbook. To assist the Sponsor in the preparation of necessary material for the Capital Review Group and other committees.

Client Responsibility

To agree scope, cost, programme and payment details with the Project Manager. To ensure suitable authority to approve payments. To be accountable for the project overall and ensure that matters of HR within the Sponsor's remit to enable the project are provided. To present the project (as Sponsor) to the Capital Review Group.



All proposals for changes or alterations to the University Estates must be requested via the Estates & Facilities Service Centre.

Access to Service

Service Centre by emailing estatesandfacilities@tcd.ie

Availability of Service

Monday to Friday 9am- 4pm.

Exclusions

This service is limited to capital building projects only subject to the limits outlined above. This service excludes minor improvements under PS08 and small projects under CP01 in this catalogue.

Additional resources may be required depending on project size/complexity, and prioritisation in the CSD project pipeline will determine project execution. Includes management of outsourced services providers.

Key Performance Measures

To respond to project initiation form requests for service within ten (10) working days and arrange for scope capture.

To present an update on position in the project pipeline/prioritization and project commencement within fifteen (15) working days of acceptance of scope capture.

To present resource requirements to execute the project, or if available to appoint a Project Manager, within fifteen (15) working days of acceptance of pipeline position.

If not available in the existing pool of Project Managers, to commence the procurement for Project Management resource (by recruitment or commission) within fifteen (15) working days of project start date.

To present a preliminary high-level outline programme and rate/order of magnitude cost estimate within twenty (20) working days of project start date.

In the event that the project is part of a programme to deliver a College endeavor, and a Programme Manager is appointed, the Project Manager will be responsible for the built environment component of the programme, and report to the Programme Manager and Sponsor in accordance with a set of KPIs customized for that project.

Service Reporting

estatesandfacilities@tcd.ie or tel. ext. 4000

Service Owner & Escalation Point

Service Owner: Project Manager (appointed, recruited or commissioned)

Escalation Point: Greg Power, Head of Capital Projects & Planning



Dependences

Availability of a full team of Project Managers. Project execution timelines will depend on resources available.

Position in the CSD projects pipeline. Start date will depend on priority and position in pipeline, which may not be on a first-come-first-served basis.

Changes & Additional Services

Additional services will be commissioned from outsourced service providers.

Annual Costs & Charges

There are no charges for in-house Project Manager services in bringing the works to approval stage. However, if the capacity available (of an in-house project management resource) is charged to project(s), then a charge will apply to use the remaining PM availability, part or whole-time. Units will be charged the fully agreed cost of any outsourced service provider, or charges under other areas of this catalogue, and the works together with the cost of any additions, alterations, delays to meet the final project outturn costs.

Clients will be notified of the costs of any additions, alterations, delays or unforeseen works as soon as possible.



SS01 Safety Advice and Inspection

Description of Service	Advice and inspection to ensure compliance with Legislation and Regulation, College Policy, Approved Codes of Practice, Industry norms and practices in respect of the safety, health and welfare of our students, staff, visitors and contractors. Advice will include advice on documentation including safety statements, risk assessments and standard operating procedures as well as advice on technical and management procedures related to H&S compliance. Inspections will include safety audits and preplanned inspections, inspections in response to queries or incidents, environmental and hazardous waste monitoring and risk assessment assistance
Scope	To facilitate managers in ensuring compliance with safety standards and assist in the protection of individual safety, health and welfare
Contact Details	Through the Service Centre by telephone on ext. 4000. In the case of an emergency a 24hr call-in service can be contacted via the Security Services Control Room on ext. 1999.
Client Group	All members of the University community, particularly those with responsibility for managing safety locally.
Provider Responsibility	To provide an efficient, appropriate and professional response within the limits of the resources available in a timely manner
Client Responsibility	To be clear about local safety management arrangements and to use local expertise and resources and online advice, in the first instance, to deal with issues locally
Access to Service	Service Centre by emailing estatesandfacilities@tcd.ie
Availability of Service	Monday to Friday 9am- 4pm. In emergencies, outside of normal working hours through the Security Services Control Room on ext. 1999.
Exclusions	The services of external experts, consultants and analysts



Key Performance Measures

A response to telephone/email queries will be made within 1 working day
Inspection requested by clients will be carried out within 3 working days
Emergency request will be dealt with immediately.
15 pre-planned audit and inspections will be carried out annually in Schools/departments.
Heads will be informed of changes in legislation/Regulation/Codes of Practice within 1 week of the changes becoming operational.

Service Reporting

estatesandfacilities@tcd.ie or tel. ext. 4000

Service Owner & Escalation Point

Service Owner Dr. Katharine Murray, Head of Safety.
Escalation point Mike Clark, Director of Campus Infrastructure.

Dependencies

Available level of technical expertise within the unit/Universities.
Changes in Legislation.
IT systems and support.

Changes & Additional Services

Additional Services beyond those currently funded may be available by contacting the Service Centre.

Annual Costs & Charges

There is no cost for services provided within this catalogue.



SS02 Safety Training and Information Delivery

Description of Service	Information and training to ensure compliance with Legislation and Regulation, College Policy, Approved Codes of Practice, Industry norms and practices in respect of the safety, health and welfare of our students, staff, visitors and contractors. Information will include written, web-based, video and reference materials including policies, guidance documents, interpretation of legislation and regulation, codes of practice, standard operating procedures and safety data sheets. Training will comprise the provision and delivery of in-house training in accordance with our training schedule available at http://www.tcd.ie/Buildings/Safety/safetytraining
Scope	To facilitate managers in ensuring compliance with safety standards and assist in the protection of individual safety, health and welfare by providing adequate information and training.
Contact Details	Service Centre by emailing estatesandfacilities@tcd.ie or by booking directly on our website at http://www.tcd.ie/Buildings/Safety/safetytrainingform.php
Client Group	All members of the University community, particularly those with responsibility for managing safety locally or in high-risk areas.
Provider Responsibility	To provide an efficient, appropriate and professional access to relevant information and training, within the limits of the resources available, in a timely manner.
Client Responsibility	To use the locally-available expertise, in the first instance.
Access to Service	Through the Service Centre or through our website at http://www.tcd.ie/Buildings/Safety/safetyhealthandwelfare.php
Availability of Service	Monday to Friday 9am- 4pm. In emergencies, outside of normal working hours through the Security Services Control Room on ext. 1999.
Exclusions	The services of external experts, consultants trainers and analysts



Key Performance Measures

The Annual training Schedule will be published by end September in each College calendar year.

Training on scheduled courses will be provided to all applicants (with the exception of First –Aid Training).

Additional training courses on request will be provided within 4 weeks of the request.

The safety website will be updated on a monthly basis.

1000 person days training will be delivered in a year.

Service Reporting

estatesandfacilities@tcd.ie or tel. ext. 4000.

Service Owner & Escalation Point

Service Owner Dr. Katharine Murray, Head of Safety.

Escalation point Mike Clark, Director of Campus Infrastructure.

Dependencies

Available level of technical expertise within the unit/University.

Availability of training rooms and other facilities.

Changes & Additional Services

Additional Services beyond those currently funded may be available by contacting the Service Centre. Bespoke training can be arranged and provided at the requester’s costs.

Annual Costs & Charges

There is no cost for services provided within this catalogue but charges may be levied for services booked but not taken up.



SS03 Event Safety Support

Description of Service	Provision of assessment, advice, monitoring (and management services for specific events) relating to events, non-routine activities, field trips and travel overseas on University Business. Liaison with external event managers organising events within Trinity and with the relevant statutory bodies.
Scope	To facilitate and assist the client group in ensuring safety in relation to University activities and events, both on and off site, and the safety of the University community arising out of third part events in the University.
Contact Details	Service Centre by emailing estatesandfacilities@tcd.ie . In the case of an emergency a 24hr call-in service can be contacted via the Security Service Control Room on ext. 1999.
Client Group	Schools, departments, offices, staff, students societies & clubs, sponsors and external agencies using University facilities to host an event.
Provider Responsibility	To provide an efficient, appropriate and professional advice and support within the limits of the resources available in a timely manner.
Client Responsibility	To supply all relevant details and notices in a timely manner. To complete the Event Management Plan and risk assessment and to comply with the University Event Procedures.
Access to Service	Service Centre by emailing estatesandfacilities@tcd.ie
Availability of Service	Monday to Friday 9am- 4pm. In emergencies, outside of normal working hours through the Security Services Control Room on ext. 1999.
Exclusions	The services of external experts, consultants and analysts. Event safety management/assessment services for external event organisers except in as far as the University community is put at risk.
Key Performance Measures	A response will be made to all Event Management Plans/risk assessments within 3 working days. Event management guidance available on our website will be reviewed twice yearly.



Service Reporting

estatesandfacilities@tcd.ie or tel. ext. 4000.

Service Owner & Escalation Point

Service Owner Dr. Katharine Murray, Head of Safety.

Escalation point Mike Clark, Director of Campus Infrastructure.

Dependencies

Available level of technical expertise within the unit/University.

Compliance with Legislation and licence restrictions.

Changes & Additional Services

Additional services such as event management service may be available at a cost to the client.

Annual Costs & Charges

There is no cost for services provided within this catalogue to organisers of University events. Charges may be levied for services provided to third part event organisers.



SS04 Emergency Preparedness and Operational Responses

Description of Service	Systems, procedures, training, information, advice and certain equipment to assist the University in dealing with the operational aspects of dealing with emergencies such as fires, accidental release of hazardous materials and personal injuries and facilitating the emergency services in developing their responses. Maintaining list of emergency contacts and facilitating fire drills throughout the university.
Scope	To ensure adequate response to emergencies by ensuring all the University community has information and training to know what to do in an emergency and that first responders have adequate procedures, training, experience and equipment to appropriately respond.
Contact Details	The service can be contacted through the Service Centre by telephone on ext. 4000 or on the University Emergency number 01 8961999. In the case of an emergency a 24hr call-in service can be contacted via the Security Services Control Room on ext. 1999.
Client Group	All members of the University community, particularly those with responsibility for responding to/dealing with an emergency.
Provider Responsibility	To provide an efficient, appropriate and professional response within the limits of the resources available in a timely manner.
Client Responsibility	To incorporate emergency response arrangements into their management systems and to ensure that they and those for whom they have responsibility are familiar with the University arrangements for dealing with emergencies.
Access to Service	Service Centre by emailing estatesandfacilities@tcd.ie
Availability of Service	Monday to Friday 9am- 4pm. In emergencies, outside of normal working hours through the Security Services Control Room on ext. 1999.
Exclusions	The services of external experts, consultants and analysts.



Key Performance Measures	<p>Fire Drill will be carried out at least once annually in all University buildings.</p> <p>Response protocols will be reviewed at least once annually</p> <p>All persons with a mobility difficulty registered with the Disability Service will be provided with a PEEP within 1 week of request.</p> <p>First responder training will be included in the training catalogue annually</p> <p>All building fire registers will be reviewed at least once annually.</p>
Service Reporting	<p>estatesandfacilities@tcd.ie or tel. ext. 4000.</p>
Service Owner & Escalation Point	<p>Service Owner Dr. Katharine Murray, Head of Safety.</p> <p>Escalation point Mike Clark, Director of Campus Infrastructure.</p>
Dependencies	<p>Available level of technical expertise within the unit/Universities.</p> <p>Changes in Legislation.</p>
Changes & Additional Services	<p>Additional Services beyond those currently funded may be available by contacting the Service Centre.</p>
Annual Costs & Charges	<p>There is no cost for services provided within this catalogue.</p>



Appendix 1

Building	Monday to Friday	Sat	Sun	Out of term	Sat	Sun
TBSI	7.30am to 10.30pm	8.30am to 2.30pm	no service	7.30am to 10.30pm	8.30am to 2.30pm	no service
Westland Square	3.30pm to 10.30 pm	9am to 1pm	no service	11am to 7pm (6 fri)	no service	no service
Goldsmith Hall	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours
Hamilton	8am to 10pm	8am to 4pm	no service	8am to 6pm	8am to 1pm	no service
Lloyd	8am to 10pm	8.30 to 1pm	no service	8am to 6pm	on request	no service
Arts Building	8am to 10pm	8am to 1pm	no service	8am to 7pm	8am to 5pm	8am to 5pm
Exam Hall/Chapel	8am to 10pm	10 am to 2pm	10am to 2pm	8am to 7pm	on request	on request
Foster Place	8am to 8pm	no service	no service	8am to 6pm	no service	no service
GMB	8am to 10pm	no service	no service	8am to 6pm	no service	no service
3 College Green	7am to 7pm	no service	no service	7am to 7pm	no service	no service
School of Nursing	7am to 8pm	no service	no service	7am to 6pm	no service	no service
St James Hospital	7am to 10pm (Fri 9pm)	9am to 1pm	no service	7am to 6pm	on request	no service
Stack B	8am to 6pm	no service	no service	8am to 6pm	no service	no service
South Leinster Street	8am to 10pm	no service	no service	8am to 6pm	no service	no service



Appendix 2

Covid 19 revised in line with “Government Return to Work Safely Protocol”
Minimum Frequencies uplifted in line with recommendations for Cleaning for all types of premises during COVID-19 Pandemic, with addition specific tasks pages 7/8

Reference “Disinfection of environments in healthcare and non-healthcare settings potentially contaminated with SARS-CoV-2 available at:

https://www.ecdc.europa.eu/sites/default/files/documents/Environmental-persistence-of-SARS_CoV_2-virus-Options-for-cleaning2020-03-26_0.pdf

Minimum Cleaning Frequencies

2020-06-09 (Version 4)

1. Offices
2. Reception area
3. Lecture Theatres
4. Libraries
5. Laboratories
6. Seminar rooms
7. Computer rooms
8. Boardrooms/meeting rooms
9. Tearooms
10. Washrooms
11. Stairways
12. Corridors
13. Milling areas
14. Lifts
15. Workshops
16. Restricted access area
17. Decontamination Services
18. Additional Daytime Services
19. College Health Centre

Task 1	Daily	Weekly	Periodically
Offices			
Floors, carpet floors vacuum, hard floors wash and buff		X	
Hard floors machine scrub			X
Desks, Telephones, cleaned with neutral detergent		X	
Window ledges, skirting, door panels, radiators, and pipes etc., cleaned with neutral detergent		X	
Door frames, doors and paintwork, cleaned with neutral detergent			X
Furniture fixtures and fittings, cleaned with neutral detergent		X	
COVID 19 additional service measures <ul style="list-style-type: none"> • Disinfection not required as part of standard cleaning process • Departments to supply hand sanitisers or wipes 			



Task 1a Shared Offices with more than 4 users	Daily	Weekly	Periodically
Floors, carpet floors vacuum, hard floors wash and buff		Twice weekly	
Hard floors machine scrub			X
Desks, Telephones, internal door handles, cleaned with neutral detergent, Departmental staff procedures for sanitising, wiping on wiping off for all equipment, in line with their building/departmental plan		User to wipe on wipe off	
External Door handles cleaned with neutral detergent, recycle station bins emptied, followed by sanitising with disinfectant at the end of daily service	Daily		
Window ledges, skirting, door panels, radiators, and pipes etc. cleaned with neutral detergent		X	
Furniture fixtures and fittings, cleaned with neutral detergent		X	
COVID 19 additional service measures <ul style="list-style-type: none"> Disinfection not required as part of standard cleaning process for standard cleaning Communal touch points disinfected at the end of daily service Departments to supply hand sanitisers or wipes 			

Task 2. Reception Areas	Daily	Weekly	Periodically
Floors, carpet floors vacuum, hard floors washed and buffed	X		
Desks, Telephones, cleaned with neutral detergent	User to wipe on wipe off		
Bins and recycle stations cleaned	X		
Window ledges, skirting, door panels, radiators, and pipes etc., cleaned with neutral detergent		X	
Door frames, doors and paintwork, cleaned with neutral detergent		X	
Furniture fixtures and fittings, damp dust, reception desks, cleaned with neutral detergent	X		
COVID 19 additional service measures <ul style="list-style-type: none"> Disinfection not required as part of standard cleaning process Communal touch points disinfected at the end of daily service Departments to supply hand sanitisers or wipes 			



<ul style="list-style-type: none"> Departmental, procedures for sanitising, wiping on wiping off for all equipment, in line with building/departmental plan 			
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Task 3.	Daily	Weekly	Periodically
Lecture Theatres			
Waste bins emptied and washed, rubbish removed from floors	X		
Floors, carpets vacuum, hard floors wash and buff		X	
Hard floors spot cleaned	X		
Benches writing desks, cleaned with neutral detergent	X		
Windowsills, surrounds and other vertical ledges, cleaned with neutral detergent		X	
Furniture fixtures and fittings, cleaned with neutral detergent	Daily		
Removal of graffiti			X
Carpets deep cleaned			X
Black/White boards not to be cleaned			
COVID 19 additional service measures <ul style="list-style-type: none"> Disinfection not required as part of standard cleaning process Communal touch points disinfected at the end of daily service Hand sanitisers or wipes available at entrances for students to wipe armrest, desk flaps (Supplied by E&F for Senior Lecturer Pool rooms) Entrance touch points, cleaned throughout day Regular removal of waste and litter 			

Task 4.	Daily	Weekly	Periodically
Libraries			
Recycle stations emptied and washed, rubbish removed from floors	X		
Floors, carpets vacuum, hard floors wash and buff		Twice weekly	
Hard floors spot cleaned	X		
Benches chairs and writing desks, cleaned with neutral detergent	X		
Windowsills, surrounds and other vertical ledges, cleaned with neutral detergent		X	
Furniture fixtures and fittings, damp dust (shelving, ledges etc.) cleaned with neutral detergent	Daily		
Removal of graffiti			X
Carpets deep cleaned			X



<p>COVID 19 additional service measures</p> <ul style="list-style-type: none"> • Disinfection not required as part of standard cleaning process • Communal touch points disinfected at the end of daily service • Hand sanitisers or wipes available for students to wipe study, supplied and replenished by department for desks, armrests • Entrance touch points sanitised during opening hours 			
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Task 5. Laboratories	Daily	Weekly	Periodically
Floors spot cleaned	X		
Floors machine scrubbed and buffed		X	
Hand sinks, cleaned with a neutral detergent	X		
General Waste bins emptied and washed out	X		
Windowsills, surrounds and other vertical ledges, cleaned with neutral detergent		X	
Furniture Fixtures and fittings, cleaned with neutral detergent	Daily		
Work benches, cupboards, storage areas, not cleaned during term			X
<p>COVID 19 additional service measures</p> <ul style="list-style-type: none"> • Disinfection not required as part of standard cleaning process, • Communal touch points disinfected at the end of daily service • Departmental, procedures for sanitising, wiping on wiping off for all equipment and touch points within labs, in line with building/departmental plan 			

Task 6. Seminar Rooms	Daily	Weekly	Periodically
Waste bins emptied and washed out if required, rubbish removed from floors	X		
Floors, carpets vacuum, hard floors wash and buff		X	
Hard floors spot cleaned	X		
Benches writing desks cleaned with neutral detergent	X		
Windowsills, surrounds and other vertical ledges, cleaned with neutral detergent	Daily		
Furniture fixtures and fittings, cleaned with neutral detergent	Daily		
Removal of graffiti			X
Carpets deep cleaned			X
Black/White boards not to be cleaned			
COVID 19 additional service measures			



<ul style="list-style-type: none"> Disinfection not required as part of standard cleaning process Communal touch points disinfected at the end of daily service Hand sanitisers or wipes available supplied by E&F for Senior Lecturer Pool Rooms only Departmental, procedures for sanitising, wiping on wiping off for all equipment, desks etc., in line with building/departmental plan 			
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Task 7.	Daily	Weekly	Periodically
Computer Rooms			
Waste bins emptied and washed out if required, rubbish removed from floors	X		
Floors carpets vacuum, hard floors wash and buff		X	
Hard floors spot cleaned	X		
Desks, Benches cleaned with neutral detergent	X		
Computers and workstations, <i>not cleaned as part of standard cleaning process</i>	User to wipe on wipe off		
Windowsills, surrounds and other vertical ledges, cleaned with neutral detergent	Daily		
Furniture fixtures and fittings, cleaned with neutral detergent	Daily		
Removal of graffiti			X
Carpets deep cleaned			X
COVID 19 additional service measures			
<ul style="list-style-type: none"> Disinfection not required as part of standard cleaning process Communal touch points disinfected at the end of daily service Hand sanitisers or wipes available Entrance touch points, cleaned throughout day Departmental, procedures for sanitising, wiping on wiping off for all equipment, desks etc., in line with building/departmental plan 			

Task 8.	Daily	Weekly	Periodically
Boardrooms/ Meeting rooms			
Waste bins emptied and washed out	X		
Floors, carpets vacuum, hard floors wash and buff		X	
Floors spot cleaned	X		
Windowsills, surrounds and other vertical ledges, cleaned with neutral detergent	Daily	X	



Furniture fixtures and fittings, cleaned with neutral detergent	Daily		
Removal of graffiti			X
Carpets cleaned			X
Black/White boards not to be cleaned			
COVID 19 additional service measures <ul style="list-style-type: none"> Disinfection not required as part of standard cleaning process Communal touch points disinfected at the end of daily service Hand sanitisers or wipes available Departmental, procedures for sanitising, wiping on wiping off for all equipment, desks etc., in line with building/departmental plan 			

Task 9	Daily	Weekly	Periodically
Common Rooms/Tearooms			
Empty and wash out bins	X		
Sinks, Counter tops and tables, cleaned with neutral detergent	X		
Floors, vacuum carpets spot wash hard floors	X		
Machine scrub and buff hard floors	Daily		
Windowsills, surrounds and other vertical ledges, cleaned with neutral detergent	Daily		
Furniture fixtures and fittings, (doors of appliances and cupboards) cleaned with neutral detergent	Daily		
Cupboards (inside when cleared by department on request)			X
Carpets cleaned			X
COVID 19 additional service measures <ul style="list-style-type: none"> Disinfection of work tops, equipment touch points following cleaning, daily Hand sanitisers or wipes available for users, supplied by departments Departmental, procedures for sanitising, wiping on wiping off for all equipment, countertop etc., in line with building/departmental plan 			

Task 10	Twice Daily	Weekly	Periodically
Washrooms			
Remove waste, empty and wash out bins	X		
Floors, sweep and wash thoroughly with neutral detergent	X		
Sanitary wear including Feminine Hygiene units wash inside and outside with neutral detergent	X		
Mirrors, Hand dryers, damp wipe and polish with dry cloth	X		
Cubicle doors, cleaned with neutral detergent	Daily		



Walls and cubicle partitions, thorough clean, including removal of graffiti			X
Consumables to be replenished	X		
COVID 19 additional service measures <ul style="list-style-type: none"> Disinfection of sanitary wear and touch points following cleaning Cleaned twice daily Large buildings with high footfall, serviced throughout day Frequencies of cleaning will be detailed in individual building plans 			

Task 11 Stairs	Daily	Weekly	Periodically
Remove debris, spot clean	X		
Floors, vacuum carpets, wash hard floors		X	
Ledges, banisters, stair rails, cleaned with neutral detergent	Daily	X	
Windowsills, surrounds and other vertical ledges, cleaned with neutral detergent	Daily	X	
Doors, cleaned with neutral detergent	Daily		
Removal of graffiti	Daily		X
COVID 19 additional service measures <ul style="list-style-type: none"> Communal touch points disinfected at the end of daily clean Frequencies of cleaning will be detailed in individual building plans 			

Task 12 Corridors	Daily	Weekly	Periodically
Remove debris	X		
Floors, vacuum carpets, wash hard floors		X	
Windowsills, surrounds and other vertical ledges, cleaned with neutral detergent	Daily		
Doors cleaned with neutral detergent	Daily		
Removal of graffiti			X
COVID 19 additional service measures <ul style="list-style-type: none"> Communal touch points disinfected at the end of daily clean 			



<ul style="list-style-type: none"> Frequencies of cleaning will be detailed in individual building plans 			
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Task 13 Milling areas and Social Spaces	Twice daily	Weekly	Periodically
Remove debris	X		
Floors, spot cleaned daily vacuum carpets, wash hard floors		X	
Ledges, Doors, touch points cleaned with neutral detergent	Daily		
Windowsills, surrounds and other vertical ledges, cleaned with neutral detergent	Daily		
Removal of graffiti			X
COVID 19 additional service measures <ul style="list-style-type: none"> Communal touch points disinfected at the end of daily clean Frequencies of cleaning will be detailed in individual building plans 			

Task 14. Lifts	Daily	Weekly	Periodically
Remove debris	X		
Interior lift, wash floors, walls, door track cleaned with neutral detergent	Daily		
Exterior lift doors cleaned with neutral detergent		X	
Internal lift carriage, and lift buttons on every floor, cleaned with neutral detergent	Twice Daily		
Remove graffiti			X
COVID 19 additional service measures Restrict usage <ul style="list-style-type: none"> Communal touch points disinfected at the end of daily clean Lifts should only be use by those with mobility issues and for the delivery of goods 			

Task 15.
Workshops/Darkrooms/Plant rooms/ Tissue Culture rooms
Requirements vary, service to be agreed with School

Task 16.
Restricted access areas
Requirements vary, service to be agreed with School



Additional, COVID 19 Services

Task 17.

Decontamination Services Post Covid 19 Outbreak

In the event of a suspected or confirmed case of COVID-19 in a specific location. Rooms/Areas affected must close immediately. Where decontamination is required service will be delivered by Contract Partners, all possible contaminated spaces (rooms/areas) to be treated.

- Where rooms/areas not critical, rooms/areas will be closed for 72 hours. After the 72 hour closure the rooms/areas will be cleaned and returned to service
- Where it's not feasible to close rooms/areas for 72 hours, these rooms/areas will be decontaminated prior to return to use. Disinfection measures including electrostatic disinfection or sanitising using anti-microbial treatment via pressured system, will be carried out, for locations suitable for this type of treatment in line with a risk assessment
- Each Building plan will have a dedicated isolation room. This room will be closed for 72 hours when used following an outbreak or suspected outbreak., After the 72 hour closure the rooms will be cleaned and returned to service

Task 18.

Additional Services Communal Areas

Day time service

Concourses and Stairwells	Corridors, social/communal spaces and stairwells, spot cleaned to remove any visible dirt
Removing Waste	bins checked and emptied regularly throughout day, to prevent build up of waste in any location
<u>Touch Points (including)</u> Door Handles Door Push Bars Bannisters Light Switches Tabletops, in communal spaces Window ledges and window openers Lift buttons Automatic door openers	To be cleaned with neutral detergent each morning, followed by sanitising Frequencies of cleaning and disinfection of communal touch points will be detailed in individual building/departmental plans

Task 19.

College Health Centre

	Daily	Weekly	Periodically
Floors, carpet floors vacuum, cleaned daily	X		
Desks, Telephones, Computers, as per College Health instructions, wiped with sanitizing wipe (twice daily)	X		
Wastepaper/recycle bins empty and wash out	X		
Window ledges, skirting, door panels, radiators, and pipes etc., cleaned with neutral detergent	X		
Door frames, doors and paintwork, cleaned with neutral detergent	X		X



Furniture fixtures and fittings, cleaned with neutral detergent	X		
COVID 19 additional service measures <ul style="list-style-type: none">• Disinfection off all touch points following cleaning• Cleaning cloths used one per surgery, cloths all disinfected after use• Lunchtime service to disinfect touch points in surgeries and waiting room			

Cleaning Materials and disinfection products

- During the COVID 19 Pandemic, all cleaning cloths and mops are cleaned and disinfected after each use.
- Cleaning Equipment, wiped on wiped off with sanitising wipes or disinfectant
- Disinfection and laundry products are in line with recommendations detailed in Government "Return to Work Safely Protocol"

Moira Bailey Updated 5th June 2020



Appendix 3

Building Plant/Elements	Frequency	Building Plant/Elements	Frequency
Air Compressor	Yearly	Fire Supression System	Yearly
Air Conditioning	3 Monthly	Fume Cupboard	Yearly
Air Handling Unit	3 Monthly	Gas Appliance	Yearly
Automatic Doors	6 Monthly	Gas Detection	3 Monthly
Barriers	Yearly	Gas Distribution	Yearly
Biological Safety Cabinets	Yearly	Gates, fences & railings	Yearly
Building Access (Swipe Card)	Yearly	Glazing	Yearly
Building Mgmt. System	Yearly	Heater Battery/Fan Coil Unit	Yearly
Burners	Yearly	Hydrant	6 monthly
Call Systems	Yearly	Intercoms	Yearly
Calorifiers & Exchanger	Yearly	Intruder Alarm	Yearly
CCTV	Yearly	Lagging & insulation	Yearly
Chilled Water System	Yearly	Lightning Conductor	Yearly
Circulating Pump	Yearly	Local extract fans	Yearly
Cleanrooms	Yearly	LPG	Yearly
Clocks	6 month	Mechanical Testing	Yearly
Cold Water Storage Tank	Yearly	Medical Gases	6 monthly
Cold Water System	Yearly	Motor Control Centre	Yearly
Coldrooms	Yearly	Odourisers	Yearly
Domestic Hot Water System.	Yearly	Oil Distribution	6 monthly
Domestic Shower	Yearly	Passenger Lift	Monthly
Drainage Pump	Yearly	Power Factor Correction	Yearly
Drainage System	Yearly	Pressure set	Yearly
Drainage traps/interceptors	3 monthly	Public Campus Lighting	Yearly
Drinking Water	Yearly	Public Seating & street furniture	Yearly
Dust Extraction	6 monthly	Rainwater System	Yearly
Elec. HT Switchgear	3 monthly	Road markings & Signage	Yearly
Elec. Main Dist. Board	Yearly	Roadways & speedramps	Yearly
Electrical Generator	3 monthly	Roller Shutter Door	Yearly
Electrical Heating	Yearly	Roof Structure & covering	Yearly
Electrical HT Substation	3 monthly	Sanitary Appliances	Yearly
Emergency Lighting System	3 Monthly	Signs & noticeboards	Yearly
Emergency Shower	Yearly	Smoke Vent	6 Monthly
Extract (Return) Fan	3 monthly	Sprinkler System	6 Monthly
Eyewash Station	Yearly	Steam Boiler	Yearly
Fabric Condition	Yearly	Sub/Local Dist.Board	Yearly
Fall Arrest System	Yearly	TV Cable Network	Yearly



Fire Alarm	3 Monthly	Ventilation Alarms	Yearly
Fire door	Yearly	Waste Storage & Handling	3 monthly
Fire Extinguisher	Yearly	Water treatment	Yearly
Fire Hose/Hose Reel	Yearly	Well pumps	Yearly
Fire Pump Set	Yearly		



Appendix 4

BUILDING NAME	FREQUENCY		BUILDING NAME	FREQUENCY
EAST THEATRE	ANNUALLY		EXAMINATION HALL	ANNUALLY
WEST THEATRE	ANNUALLY		STAFF OFFICE ANNEX	ANNUALLY
PROVOST HOUSE	TRI ANNUALLY		PROVOST STABLES	ANNUALLY
HOUSE 1	ANNUALLY		HOUSE 2	ANNUALLY
HOUSE 3	ANNUALLY		HOUSE 4	ANNUALLY
HOUSE 5	ANNUALLY		HOUSE 6	ANNUALLY
HOUSE 7	ANNUALLY		HOUSE 8	ANNUALLY
HOUSE 9	ANNUALLY		HOUSE 10	ANNUALLY
REGENT HOUSE	ANNUALLY		WEST CHAPEL	ANNUALLY
THE CHAPEL	ANNUALLY		EAST CHAPEL	ANNUALLY
LAUNDRETTE	ANNUALLY		DINING HALL	ANNUALLY
GRADUATE MEMORIAL BUILDING	ANNUALLY		HOUSE 11	ANNUALLY
HOUSE 12	ANNUALLY		HOUSE 13	ANNUALLY
HOUSE 14	ANNUALLY		HOUSE 15	ANNUALLY
HOUSE 16	ANNUALLY		HOUSE 17	ANNUALLY
HOUSE 18	ANNUALLY		HOUSE 19	ANNUALLY
HOUSE 20	ANNUALLY		HOUSE 22	ANNUALLY
HOUSE 23	ANNUALLY		HOUSE 24	ANNUALLY
HOUSE 25	ANNUALLY		HOUSE 26	ANNUALLY
HOUSE 27	ANNUALLY		HOUSE 28	ANNUALLY
PRINTING HOUSE	ANNUALLY		HOUSE 30	ANNUALLY
HOUSE 33	ANNUALLY		HOUSE 34	ANNUALLY
HOUSE 35	ANNUALLY		HOUSE 36	ANNUALLY
HOUSE 37	ANNUALLY		HOUSE 38	ANNUALLY
HOUSE 39	ANNUALLY		HOUSE 40	ANNUALLY
MUSEUM BUILDING	ANNUALLY		BERKELEY LIBRARY	ANNUALLY
OLD LIBRARY	ON REQUEST		USSHER LIBRARY	ANNUALLY
1937 READING ROOM	ANNUALLY		ARTS BUILDING	ANNUALLY
LONG ROOM HUB	ANNUALLY		CHIEF STEWARDS HOUSE	ANNUALLY
BOTANY SCHOOL	ANNUALLY		FITZGERALD BUILDING	ANNUALLY
PHYSIOLOGY BUILDING	ANNUALLY		CIVIL ENGINEERING	ANNUALLY
CIVIL ENGINEERING (PERRY BLD)	ANNUALLY		ZOOLOGY BUILDING	ANNUALLY
ANATOMY BUILDING	ANNUALLY		CHEMISTRY BUILDING	ANNUALLY
BIO CHEMISTRY	ANNUALLY		ROBERTS LABORATORY	ANNUALLY
PARSONS BUILDING	ANNUALLY		MOYNE INSTITUTE	ANNUALLY
PAVILION	ANNUALLY		10 TO 30 WESTLAND ROW	TRI ANNUALLY
3-4 SOUTH LEINSTER STREET	TRI ANNUALLY		6-9 SOUTH LEINSTER STREET	TRI ANNUALLY
183 TO 206 PEARSE STREET	TRI ANNUALLY		HOUSE 47	ANNUALLY
HOUSE 48	ANNUALLY		HOUSE 49	ANNUALLY
HOUSE 50	ANNUALLY		HOUSE 51	ANNUALLY
HOUSE 52	ANNUALLY		DAY NURSERY	ANNUALLY
STUDENT HEALTH	ANNUALLY		O'REILLY INSTITUTE	ANNUALLY
HAMILTON BUILDING	ANNUALLY		WATTS BUILDING	ANNUALLY
EAST END 4 & 5	ANNUALLY		SPORTS COMPLEX	TRI ANNUALLY
NAUGHTON INSTITUTE (CRANN)	TRI ANNUALLY		PC HUTS	ANNUALLY



BUILDING NAME	FREQUENCY		BUILDING NAME	FREQUENCY
SNIAM	TRI ANNUALLY		LLOYD INSTITUTE	ANNUALLY
ARAS AN PHAIRSAIGH	TRI ANNUALLY		BECKETT CENTRE	ANNUALLY
OLD STONE BUILDING (JAMES'S)	TRI ANNUALLY		TRINITY CENTRE, ST JAMES'S	TRI ANNUALLY
TRINITY HALL DARTRY	TRI ANNUALLY		BOTANIC GARDENS, DARTRY	TRI ANNUALLY
BOOK REPOSITORY, SANTRY	ANNUALLY		SANTRY PAVILION	ANNUALLY
SANTRY LODGE	ANNUALLY		BOAT CLUB, ISLANDBRIDGE	ANNUALLY
GOLDSMITH HALL	TRI ANNUALLY		BIOMEDICAL SCIENCE INSTITUTE	TRI ANNUALLY
DUNLOP ORIEL	TRI ANNUALLY		36 FENIAN STREET	TRI ANNUALLY
1 – 5 COLLEGE GREEN	TRI ANNUALLY		3 -4 FOSTER PLACE	TRI ANNUALLY
2 CLARE STREET	TRI ANNUALLY		STACK B (IFSC)	TRI ANNUALLY
TTEC, IDA CENTRE	TRI ANNUALLY			