



Coláiste na Tríonóide, Baile Átha Cliath  
Trinity College Dublin

Ollscoil Átha Cliath | The University of Dublin

## **ESTATES & FACILITIES CUSTOMER SERVICE CHARTER**

### **Our Purpose**

Our mission in Estates & Facilities is to deliver best in class service and maintain the University's energy supply and utility infrastructure, provide facilities support and provide a wide-range of engineering and technical services. We successfully deliver the university's capital development programme.

### **Our Service Commitment**

Estates & Facilities is committed to providing the highest level of service to the University, its staff and the public. To fulfil our service promise to you we are committed to working in partnership with you, having well trained and supportive staff and to developing and maintaining an open and accountable culture that is fair and professional in dealing with our customers. We will be straightforward, consistent and professional in our dealings with you. We aim to treat all our customers fairly while respecting individual differences and needs.

### **Our Standards**

This Charter summarises the standards you are entitled to expect from us and the ways in which you can help us to deliver them to you. Our standards are aligned with our departmental values and focus on effective and efficient service provided in a friendly and approachable way.

	<b>What you can expect</b>	<b>Help us to help you</b>
<b>Responsibility &amp; Leadership</b>	<ul style="list-style-type: none"> <li>We are individually and collectively accountable for delivering on our commitments and for doing what is right.</li> </ul>	<ul style="list-style-type: none"> <li>Be open in your dealings with us</li> <li>Understand your responsibility to operate within University policies and legislation</li> </ul>
<b>Building Trusting Relationships</b>	<ul style="list-style-type: none"> <li>We work in partnership with you to build effective working relationships to answer queries and resolve issues together.</li> </ul>	<ul style="list-style-type: none"> <li>Provide us with complete, accurate and timely information</li> <li>Provide us with constructive feedback to improve our service</li> </ul>
<b>Excellence in Delivery</b>	<ul style="list-style-type: none"> <li>We respond to your contact within an appropriate timeframe</li> <li>We do our utmost to make every interaction with us as pleasant as possible.</li> <li>We offer a range of means of communicating with us and we aim to continuously improve our services to maximise effectiveness and efficiency.</li> </ul>	<ul style="list-style-type: none"> <li>Use the Service Centre as your first point of contact and use our automated self-service processes wherever available</li> <li>Contact us as early as possible about an issue and keep us informed at each stage</li> <li>Allow us sufficient time to respond to your requests</li> </ul>
<b>Diversity &amp; Inclusion</b>	<ul style="list-style-type: none"> <li>We respect diversity and we offer all our customers the same level and standard of service while respecting individual differences and needs.</li> </ul>	<ul style="list-style-type: none"> <li>Help us to understand and meet your individual needs by providing us with the relevant information as early as possible</li> </ul>
<b>Empathy &amp; Respect</b>	<ul style="list-style-type: none"> <li>We make ourselves available to listen to and understand your needs and we are always respectful and mindful of confidentiality.</li> </ul>	<ul style="list-style-type: none"> <li>Afford us the courtesy and respect you expect from us</li> <li>Be aware that we may be dealing with a high number of queries, particularly at peak times</li> </ul>
<b>One CSD, One Team</b>	<ul style="list-style-type: none"> <li>We work together as a team across the Corporate Services Division to address your questions and issues in a consistent way and to provide you with the best service experience possible.</li> </ul>	<ul style="list-style-type: none"> <li>Contact the Service Centre first and allow them to pass on your query to the appropriate person or team</li> </ul>

## Office Opening Hours

The office opening times are 08:00– 17:00 Monday-Thursday and 8:00– 16:30 on Friday. The Service Centre remains open through lunch.

## What we do

Our department comprises the following sub-units:

1. **Safety & Safety Risk Management** *The Safety & Safety Risk Management team assist and advise the University community, in ensuring, so far as is reasonably practicable, the health, safety and welfare whilst at work of all employees and students, and the safety of authorised visitors and members of the public entering Trinity College.*
2. **Estates Policy, Capital Projects & Planning** *Providing a built environment planning service for a sustainable University community, and a project management service to create additional space and infrastructure*
3. **Facilities & Services** *Delivering wide-ranging building and landscape maintenance services to Trinity across the City, Tallaght and St James's campuses. Our team of more than 400 dedicated employees offer services to meet the changing needs of staff and students who occupy a wide variety of facility types, ranging from laboratory and teaching environments to libraries, museums and residential buildings.*
4. **Shared Administrative & Support Service** *The Shared Administrative & Support Service provides a single point of contact for all staff, students and visitors availing of the services provided by Estates & Facilities. It also provides administrative and accounts support across the Directorate*

## Feedback

It is our responsibility to provide the best service we can to our customers; we welcome your feedback, whether to compliment or to suggest change, about your service experience. All feedback received will be investigated and acted upon. Our service levels will be kept under review and overall performance will be monitored.

If you wish to provide us with feedback about the service you received while dealing with us, please email Paul Mangan, Director, Estates & Facilities at [paul.mangan@tcd.ie](mailto:paul.mangan@tcd.ie)