



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

Estates & Facilities Customer Service **Guide**



Our Services

PROTECTING OUR HERITAGE – PROVIDING FOR OUR FUTURE

Our mission in Estates & Facilities is to deliver best in class service. We will provide facilities support and a wide range of estates management services. We will maintain the University's energy supply and utility infrastructure. We will provide a safe environment, support the University's sustainability and business continuity strategies, and deliver the university's capital development programme.

Our Service Commitment

Estates & Facilities is committed to providing the highest level of service to the University community and the public. We are committed to working in partnership with you, to having well trained and supportive staff and to maintaining an open and accountable culture. We will be consistent and professional in our dealings with you. We will treat all our customers fairly and equally while respecting individual differences and needs.

Help Us to Help You

In order that we can respond to a request for assistance as quickly and effectively as possible, we will seek certain information from you. The next page outlines those details. We will always respond to let you know that your request is being dealt with, or if we need more details.

Engaging · Professional · Respectful · Helpful · Reassuring · Friendly · Connected · Positive

Logging a Request with E&F

To Report an issue:

Customer Service Centre

This is the front-line operation of Estates and Facilities, dealing daily with a multitude of queries received from the College Community, our contractors, visitors and members of the public.

Reactive Maintenance

This is the process of repairing and restoring normal operating conditions after a fault or breakdown. The Estates and Facilities Premises team reacts to faults or breakdowns between 8.00 am and 5.00pm Monday to Thursday and from 8.00am to 4.30pm on Friday. If assistance is required outside of those hours, please contact Security at 01 8961317 or in the case of Emergency please contact 01 8961999.

To assist you with making a report, below are examples of regularly reported reactive maintenance requests:

- Heating – too hot/too cold.
- Light fault e.g. bulb failure.
- Electrical fault e.g. socket not working.
- Toilet fault e.g. broken seat.
- Access to buildings e.g. key or card request.
- Lift issue/entrapment e.g. lift failure.
- Pest Control e.g. rodent sighting.
- Windows e.g. won't open/close.
- Shelving e.g. request for new shelves.
- Door/lock replacement/repair e.g. handle not working.

To assist us in ensuring that we direct your request to the appropriate team member and so that we don't have to ask you for additional information, we ask that you provide us with certain details by email to estatesandfacilities@tcd.ie when you are reporting an issue or making a request.

Making A Report

To assist us in ensuring that we direct your request to the appropriate team member and so that we don't have to ask you for additional information, we ask that you provide us with certain details by email to estatesandfacilities@tcd.ie when you are reporting an issue or making a request.

Your Name:

Your full name.

Staff/Student:

Are you staff or a postgraduate student?

Your Telephone number:

In case we need to contact you directly.

Location:

Please include the building name, floor level and room number where the issue is occurring.

External Space location:

If the request does not relate to a specific building, is it in an external space e.g. grounds, sports pitches, green space.

Description of Issue:

Please provide as much detail as possible.

Additional comments:

Any further information that may be relevant. For example:

Did you previously report this issue to a school manager/chief technician/member of Estates and Facilities?

Supporting photographs:

Please attach any photographs or other documentation that would assist us in dealing with your request.

Feedback

www.tcd.ie/estatesandfacilities/services/business-support-unit/customer-service/feedback/

It is our responsibility to provide the best service we can to our customers. We welcome feedback about your service experience, whether to compliment or to suggest improvement. All feedback received will be acknowledged, reviewed 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 our Service Desk at estatesandfacilities@tcd.ie, who will forward your communication to the relevant Business Unit Manager.

Service Desk Opening Hours

Monday to Thursday **08:00 – 17:00**

Friday **08:00 – 16:30**

The Service Centre remains open through lunch. If you require assistance after office hours, please contact College Security at **01 8961317**.

In the event of an Emergency please call **01 8961999**.

01 8964000

[✉estatesandfacilities@tcd.ie](mailto:estatesandfacilities@tcd.ie)



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