

The University of Warwick

ESTATES OFFICE

SERVICE STATEMENT

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Preface

This document sets out a clear framework of Estates services to meet the needs across the campus and peripheral land and accommodation.

Contents include:

- our mission
- the services and standards provided (Part 1)
- how our service will be monitored (Part 2)
and who we are (Appendix 1)

The document is set out in a way which describes each service that is provided, the aim of the service, what the User of the service can expect from the Provider and what the Provider expects of the User.

Hence the *We Will:* statements indicate what the Estates group will do, and the *We Expect You To:* statement indicates what we expect of the User of the service.

Comments regarding this document should be sent to M. Stacey, Head of Estates Services, in the Estates Office.

Our mission:

"To create and maintain safe, high quality environments to enable the University Strategy to be delivered."

To achieve this we will:

- monitor, control and co-ordinate the Estates Strategy.
- provide services which maintain, improve and enhance the working environment of Departments by:
 - repairing and maintaining the University's estate in compliance with the Estates Office Maintenance Strategy Document and University Strategy.
 - undertaking project management.
 - ensuring compliance with all matters we are responsible for relating to Health and Safety legislation.
 - carrying out effective energy management.
 - maintaining effective management information databases.
 - responding to guidance or constraints imposed by external agencies.
 - monitoring performance on an annual basis.
 - providing a clean, dry and safe environment as detailed within this document.
 - providing a Post and Portering service.
 - providing a centralised transport fleet management service.

To fulfil this we will:

- communicate clearly.
- respond to demands on Estates matters in a professional manner.
- ensure that an Estates Officer is available during normal working hours to respond to urgent Estates matters.
- provide a service from fully qualified craftsmen or contractors within agreed timescales and with minimum disruption.
- actively involve those affected by our activities in project planning and progress.
- deliver an out of hours **emergency** breakdown service.

PART 1

SERVICES AND STANDARDS

1. Channels of Communication

Administration Staff

Aim:

To present a customer-orientated image and communicate efficiently and effectively through all communication media

- **All Staff will:**
 - immediately respond to emergency calls regarding urgent Estates matters through the use of the Estates emergency procedures.
 - respond to any urgent requests for repairs or maintenance by the means of the Estates communication system - Help Desk ext 22567.
 - answer telephone enquiries cheerfully and efficiently.
 - take messages for staff who are out of the office and ensure that urgent calls are dealt with without delay.
 - greet visitors courteously.
 - be easily recognisable as University staff, wear the appropriate clothing/identification for the work in hand and be well presented.
- **Clerical Staff will:**
 - Sort incoming post as soon as it is received and ensure that it is passed to the appropriate recipient.
 - ensure addressees are informed immediately on receipt of a fax.
 - maintain information on the whereabouts of all site based staff.
 - upkeep systems and records to provide accurate and timely information.

Maintenance Group

2. Operations and Maintenance, Planned Preventative Maintenance and Long-Term Maintenance

2.1 OPERATIONS & MAINTENANCE

Aim :

To carry out day to day repairs and maintenance of the University's estate, with minimum disruption to the University's academic, residential and research activities within agreed priorities and time scales

We will:

- provide a Help Desk to facilitate communication between 08.00 – 16.00 Mon - Fri .
- respond to telephone, written and electronic requests as the published response times.
- inform the client of any possible disruption that may arise during work.
- inform client immediately of any delays to the work in hand and reasons for the delay.
- agree the access to the area concerned and explain any constraints that may be imposed whilst the task is being undertaken.
- provide professional and experienced craftspersons to carry out the task.
- carry out quality audits of work carried out.

- have a target of achieving 85% of the response times for requests for maintenance work, as set out in Appendix 1 or 2 as appropriate.

We expect you to:

- report any defects and items for repair using the Estates Help Desk on extn 22567 between the hours of 08.00 - 16.00 Monday - Friday or to the Security Gatehouse on ext 22083 for out of hours emergency work.
- be vigilant in teaching areas and other areas that are not permanently occupied and report defects.
- co-operate with the craftsmen where inevitable disruption may occur as a result of a particular repair.
- ensure a safe working environment for Estates staff, including the removal of all chemicals and cleaning of the area prior to their arrival.
- take an active role in any quality audits.
- make comments on the service received on the Technician's docket, the randomly delivered questionnaire or via the Estates home page.
- submit compliments/complaints to the Director of Estates through the Estates web site.
- submit requests for work of a 'non-maintenance' nature to the Estates Office by forwarding a requisition, complete with cost code, to the Estates Help Desk.
- complete Permit to Work documentation and carry out risk assessments within your area of responsibility prior to requesting any work to be carried out.
- ensure any equipment used will 'fail' in a safe manner due to loss of power or other service.

2.2 **ELECTRICAL SERVICES**

Aim:

To ensure that the University complies with all relevant statutory legislation associated with electrical services to maintain a safe working environment

We will:

- test all building electrical installations on a programmed basis and maintain appropriate records; the cost of this will be passed on to the occupying Department according to University procedures.
- keep records of the testing of portable electrical appliances in accordance with the University's current testing procedures; the cost of this will be passed on to the occupying Department according to University procedures.
- ensure that artificial lighting and local electrical power are working efficiently and effectively.
- ensure that high voltage electrical mains are configured in such a way to enable the quick restoration of electrical supplies in the case of a fault and that they are properly maintained.

We expect you:

- to report any electrical faults immediately.
- to cease using electrical equipment immediately on suspicion of a fault.
- use electrical services safely and seek guidance if in doubt.
- not to interfere with the University infrastructure.

2.3 **MECHANICAL SERVICES**

Aim:

To ensure that the University complies with all statutory legislation in respect of mechanical services in order to maintain a safe working environment

We will:

- ensure centrally operated heating and cooling plant is working efficiently.

- ensure there is adequate hot water distribution.
- ensure that there is adequate mains and tank water distribution.
- ensure there is a safe gas supply.
- ensure that centrally operated supply and extraction of ventilation systems are working efficiently.
- ensure that centrally operated mechanical equipment is operated safely and regularly maintained.
- ensure statutory compliance of Legionella control and implement L8 where we are responsible.

We expect you to:

- report all defects immediately.
- use mechanical services safely and seek guidance if in doubt.
- cease using immediately on suspicion of a fault.
- only allow competent persons to use and modify Departmental systems.
- not to interfere with the University infrastructure.

2.4 **PLANNED PREVENTATIVE MAINTENANCE**

Aim:

To maintain the safety and cost efficient operation of buildings, plant and equipment

We will:

- ensure that appropriate maintenance contracts are procured.
- keep under review all existing guidance and respond to new legislation to ensure that obligations are met.
- at the request of Departments, advise on maintenance requirements of equipment and initiate maintenance contracts if required, the cost of which will be borne by the equipment owning Department.

We expect you to:

- immediately report any defects or hazards that could affect the health and safety of the University's staff, students, external contractors and visitors.

2.5 **MAJOR MAINTENANCE**

Aim:

To implement a Major maintenance programme that:

- **ensures that the estate remains in good condition as defined by RICS generally to Category B (only minor defects) within the budgetary constraints and to deliver the University strategy.**
- **ensures statutory compliance for the operation of the buildings.**

We will:

- prepare and keep up to date a condition survey of all buildings which will inform and assist with the development of a long-term maintenance programme which will harness the strategic needs of the organisation.
- periodically validate that programme using either professionally qualified internal staff or independent consultants.
- we will commit the programme widely within the allocated budget.

We expect you to:

- bring to the Estates Office's attention any items of service or fabric of a maintenance nature that you feel will need replacing within the next 5 years.

2.6 **GROUNDS MAINTENANCE**

Aim:

To provide an attractive, clean and interesting setting for the estate with maintenance carried out to an agreed specification.

We will:

- keep all roads, car park areas, perimeters of buildings and paved areas free from weeds using non-residual weed killer.
- cut the grass, as required during the growing season - and edges trimmed.
- apply fertiliser, weed killer (non-residual), spike and scarify lawn areas to maintain a healthy sward.
- remove leaves from lawn areas as required during the leaf fall season.
- prune trees each year as necessary.
- prune shrub areas three times each year.
- hand weed shrub areas regularly.
- apply mulch to shrub and flower beds annually or as required.
- plant out flower beds in the Spring and the Autumn.
- operate a system for snow and ice clearance to ensure safe passage around the Campus, including an out of hours process including monitoring of weather forecasts and call out by the security group.
- perform litter picking and waste bin emptying daily.

We expect you:

- to inform us of any complaints, or suggestions, either by contacting the Estates Office Help Desk on ext 22567 or by completing the "compliments/complaints" forms on the Estates web site.
- to respect the Campus and its environs and dispose of all rubbish in an appropriate manner.

3. **ENERGY MANAGEMENT**

Aim:

To be committed to responsible energy and water management and to endorse the principle that energy and water conservation is of paramount importance in terms of reducing costs and protecting the global environment. To provide a working environment in compliance with regulations and the University Energy and Environmental Policies as they develop

We will:

- improve and maintain, at the highest level possible, the energy and water efficiency of the estate's buildings and engineering services.
- avoid unnecessary expenditure on energy and water consumptions.
- provide advice and guidance on matters relating to energy and water consumption.
- provide a named person who will actively work to achieving our aims.

We expect you to:

- ensure energy and water consuming equipment is run in an efficient manner within your Department.
- consult with the Estates Office prior to purchasing energy and water consuming equipment.
- accept ownership of energy and water consumptions within your Department.
- report energy wastage to the Help Desk.
- treat your place of work as you would your own home.
- switch off equipment when not being used.
- reduce your working area temperature using radiator thermostatic valves (1 degree less saves 10% energy).

4. **BUILDING DEVELOPMENT GROUP**

Aims:

- **To carry out its professional work faithfully and conscientiously and with due regard to any relevant technical and professional standards; to perform its work with due skill, care and diligence.**
- **To observe the confidentiality of the client's affairs and not disclose confidential information without the prior consent of the client or other lawful authority, for example, when disclosure is required by order of a Court.**
- **In carrying out or agreeing to carry out professional work the Development Group aims to pay due regard to the interests of anyone who may reasonably be expected to use or enjoy the products of its work.**

We will:

- carry out work in accordance with a time scale and cost limits agreed with the client once it has been established that construction is the most efficient and effective way of achieving the project objectives and so far as is reasonably practicable.
- undertake projects in line with University Procurement Guidelines.
- appoint a Project Manager to manage each project.
- not undertake work unless the parties have clearly agreed in writing the terms of the project, notably as to:
 - the scope of the work
 - the allocation of responsibilities
 - any limitation of responsibilities
- keep the client informed of the progress of work undertaken on their behalf and of any issue which may affect its quality or cost.
- ensure that the Development Group has:
 - appropriate and effective internal procedures, including monitoring and review procedures
 - sufficient suitably qualified and supervised staff, such as to enable it to function efficiently
- evaluate the project on completion and learn from the experience

We expect you to:

- communicate requests for construction work via the Director of Estates.
- plan in advance and not demand or expect inappropriate timescales from the Estates Office.
- always use the Estates Office as your agent, when considering alterations or changes to the building or engineering services and not bring any contractors into the estate to work in University buildings or on engineering services.
- appoint a User Representative who shall be a senior member of the academic or administrative staff nominated from within the department or function that will occupy or use the new facility, responsible for liaison and authorised to state user requirements and to agree specifications and design proposals.
- commit to the project the staff time needed to fulfil the client role; spend enough time defining what is required, especially at the beginning; recognise that late changes can be expensive.

5. **PROPERTY MANAGEMENT**

Aim:

To ensure that buildings and land holdings are appropriate to teaching and research activities.

We will:

- maintain an accurate Estates Terrier (record of property holdings).
- provide advice on and undertake disposal or acquisition of property.
- ensure commercial leases and assured short hold tenancies are in place in accordance with statutory and legal requirements, and University Financial Procedures.
- ensure rating valuations are agreed at the appropriate level and that charitable relief is applied for and received.
- maintain rating schedules for all property on the Estates Terrier.
- ensure that each property is valued for replacement cost and included on the insurance list.
- ensure that each property is valued in accordance with the Royal Institution of Chartered Surveyors' rules and included in/deleted from the University's asset register.
- maintain a record of all property deeds.
- maintain a record of all the University's building stock and details of space and space utilisation.
- maintain a record of all the University's land holdings.

6. **POST AND PORTERING**

Aim:

To provide a portering service which will maintain an environment in which the Institute can fulfil its objectives

We will:

- ensure that all centrally booked lecture theatres are properly equipped with the agreed equipment.
- ensure that examination rooms are properly set out and provided with the appropriate examination papers.
- set out centrally booked rooms as required by conferences or students societies and then revert them back to their original positions.
- move office furniture as required.
- transport printed matter from the Registrar's Department throughout the Institute.
- open and lock buildings and rooms in liaison with the Security staff.
- remove confidential waste ensuring compliance with all relevant legislation.
- comply with Environmental legislation and good practice in disposing of waste.
- provide a postal service including collection of outgoing, distribution of internal and distribution of incoming external mail. External mail will be charged to the relevant department.
- whilst carrying out duties on Campus report immediately any issues affecting Health and Safety.
- keep at all times in a secure environment courier parcels and items of post received at the Westwood Post Room.
- only hand over postal items after identification (i.e. Library card) has been shown.

We expect you to:

- give reasonable notice of any requirements to remove furniture.
- empty desks and cabinets prior to removal. Cabinets are likely to distort if moved full; they are also an avoidable Health and Safety risk.
- observe regulations regarding smoking and the eating of food in lecture rooms.
- refrain from removing items from lecture rooms.
- avoid putting dangerous objects such as sharps or broken glass in waste left for removal.
- replace furniture that you have moved to its rightful position for the next user.

7. **TRANSPORT**

Aim:

To provide a centralised transport service to the University community including travel plan co-ordination for all aspects of travel to and from the University

We will:

- manage the specification, acquisition and disposal of all University vehicles.
- manage the service, maintenance and repair arrangements for all University vehicles.
- manage the administration for vehicle tax and MOTs for all University vehicles.
- manage the operation of a centralised transport service for groups of Cleaning staff.
- manage the operation of passenger transport services to WHRI.
- ensure the University is legally compliant for the operation of vehicles and the deployment of drivers.
- co-ordinate the implementation of initiatives in the University Travel Plan and promote the use of alternative transport modes.
- manage enquiries and bookings for transport from Departments and the Students' Union.
- provide up to date knowledge and expertise for all transport related matters for the University.
- liaise and negotiate with local and national public transport operators to develop passenger transport services for University staff, students and visitors.
- negotiate the provision of permits and season tickets for public transport for staff and students.
- liaise with regional and national government offices to develop sustainable transport strategies and local travel plans for the University.

We expect you to:

- ensure University vehicles are operated safely and maintained in good condition.
- ensure vehicles and drivers are legally compliant at all times.
- maintain log sheets and carry out routine checks of University vehicles.
- ensure vehicles are serviced and repaired as required and faults are reported in a timely manner.
- regularly assess drivers and carry out driver licence checks of driver licences in your Department.
- provide adequate notice for vehicle bookings and transport requests.
- consider the use of alternative transport modes when using vehicles and transport.

8. CLEANING

Aim:

To provide a clean and hygienic working environment in offices and common areas to an agreed specification

We will:

- clean and remove waste from all offices.
 - clean and remove waste from corridors, staircases and public areas.
 - clean all toilet areas.
 - carry out periodic floor maintenance on all internal hard surfaces to ensure that they are safe and cosmetically pleasing.
 - ensure that all internal and external windows and glass are cleaned.
 - provide additional cleaning services for special events and functions such as Degree Ceremonies for which a charge will be made
 - provide cleaning services at weekends or outside normal hours to meet reasonable Departmental requirements, for which an additional charge will be made.
 - constantly review the cleaning specification and monitor standards to ensure that the services provided meet the needs of the University (financially and operationally).
 - co-operate fully in ensuring that environmental policies are complied with.
-
- fully comply with all Health and Safety at work, legislation and good practice.
 - provide advice to departments on cleaning-related issues.

We expect you to:

- inform us of any complaints or suggestions either by contacting The Cleaning Services Manager on extension 23424. Complaints should not be directed to Cleaning staff.
- ensure that cleaners are allowed reasonable access to areas requiring cleaning.
- ensure that window sills, desks and working surfaces are generally left uncluttered to facilitate cleaning.
- refrain from placing sharp or dangerous objects with waste left for removal.
- give reasonable notice of any additional cleaning requirements.
- assist us to carry out the Environmental Policy by disposing of waste, especially paper, in the receptacles provided, whether locally or in central areas. If you do not have a waste paper recycling receptacle contact Estates.
- forward the necessary costing information to allow any internal transfer of funds.

9. **FIRE, HEALTH AND SAFETY AND OTHER STATUTORY REGULATIONS**

Aim:

To maintain up to date information to enable clients to be advised of statutory obligations

We will:

- advise the relevant committees of changes to mandatory legislation insofar as it may affect the occupation of land and buildings and implement an agreed programme of work to ensure compliance.
- work with the University Director of Health and Safety to ensure understanding and compliance with all Health & Safety legislation.
- undertake Fire Risk Assessments for all buildings and prioritise the works identified to apply for funding during the financial planning round.
- liaise with the Fire Brigade as required.

10. **EMERGENCY PROCEDURES**

Aim:

To provide an effective and immediate response to any emergency relating to land and buildings or the maintenance of the estate, in any of the University's properties

We will:

- ensure that immediate advice is sought from relevant officers i.e. Occupational Health, Safety, Departmental.
- follow the University's emergency procedures for any of the following incidents occurring during office hours (i.e. between 8 a.m. and 4 p.m. weekdays - except Bank Holidays):

Gas escape e.g. smell of gas

Water leak, flood

Electrical failure

Storm damage

Structural damage

Hazardous fumes

Fire alarm

Personal accident, e.g. industrial injury, heart attack etc

Lift failure

Any failure of supply to special units

We expect you to:

- **CARRY OUT THE FIRST ACTION** which must be for any person identifying a potential emergency situation to break the call point of the fire alarm system (in the event of fire or alert)

and/or telephone Security (internal telephone 22083) who will be responsible for implementing the appropriate agreed procedure.

- Provide access to all areas, in particular for critical/essential services and to provide out of hours contact numbers for staff who will respond to emergency call outs.

Emergency procedures out of hours

All urgent calls should be made to the University's Security Gatehouse on the Main Campus (internal telephone 22083)

11. **COMPLAINTS/COMPLIMENTS**

Aim:

- **To acknowledge all written complaints within 10 working days of receipt**
- **To respond to all written complaints within 30 working days of receipt**

We will:

- investigate all complaints in a thorough and professional manner.

We would welcome:

- constructive criticism and comments to enable us to improve our service in the future.
- compliments where these are well deserved.

We expect you:

- to liaise through the appropriate Section Head to resolve difficulties or, if not satisfied, through the "Compliment/Complaints" form on the web site. In the event that the matter is not resolved to your satisfaction the Director of Estates reports to the Registrar who will consider the matter further.
- complete the form available on the Estates web site with the relevant information.

PART 2

SERVICE MONITORING AND REVIEW

Aim:

To monitor and review the service provided to improve efficiency for the future

We will:

- continually review the service provided by examining current practices, exploring alternatives for improvement and establishing effective programmes for implementation.
- review performance at the end of the Academic Year with the review taking account of performance during the previous year and against a peer group selected from the EMS statistics.
- take into account resource constraints to avoid developing a costly means of assessing performance which may not have true benefits to the University.
- undertake service monitoring by:

identifying service standards
measuring volume
performance indicators
arrange and service an Estates User Group

APPENDIX 1

**SUGGESTED RESPONSE TIMES TO ATTENDING TO MAINTENANCE REQUESTS
FOR WORK IN NORMAL WORKING HOURS**

We will attempt to meet the stated priorities in all cases, but where this is not possible due to other statutory instruments such as control of asbestos, we will agree dates with customers to ensure they are informed of issues as they arise.

Priority 1 (Emergency/Urgent) – Immediate Response (Usually within 2 hours)

Incident likely to endanger life or cause structural damage to property

Examples: Gas leaks, chemical spillage, persons trapped in lift, flood, essential power failure to critical equipment, fire alarms, structural damage, major roof leaks

Priority 2 (Important) – Response within 36 hours

Incident causing considerable inconvenience to building users

Examples: Security system fault, non-essential power failure, essential lighting, local heating problem, flickering/extinguished lights in interior rooms, exterior lighting, drainage access problems

Priority 3 (Non urgent) – Response within one week

Incident causing inconvenience to building users

Examples: Individual corridor lighting points, non-essential plumbing

Priority 4 (Routine) – Response within one month

Incident requiring minor repair/maintenance and causing minor inconvenience to building users

Priority 5 (Planned) Planned works to an agreed timescales

Causing no inconvenience to building users, usually an improvement, superficial repair or work which requires completing at a specific time by the Customer

Examples: New works, minor alterations, redecoration, installation of equipment

APPENDIX 2

**SUGGESTED RESPONSE TIMES FOR ATTENDING TO EMERGENCY
MAINTENANCE REQUESTS FOR WORK OUT OF NORMAL WORKING HOURS**

ELECTRICAL

ELECTRICAL PRIORITY 1 RESPONSE WITHIN 1 HOUR

Persons stuck in lift - contact lift contractor via Gatehouse ext 4999
Alarms sounding (fire alarms etc.)
Total loss of power to the Campus

ELECTRICAL PRIORITY 2 RESPONSE SAME DAY

Total loss of power to a residential flat.
Lights out on stairs
All Emergency exit signs out
Health and safety problems

MECHANICAL

MECHANICAL PRIORITY 1 RESPONSE WITHIN 1 HOUR

Floods
Reports of gas leaks

MECHANICAL PRIORITY 2 RESPONSE SAME DAY

Total loss of cold water to a building
D.H.W. system cold
Heating system cold
Blocked drains from a building - contact approved contractor

JOINERY/EMERGENCY GLAZING - contact approved contractor

LOCKSMITH - contact approved contractor

PORTERING

Service lecture rooms	At least once each weekday
Remove confidential waste	At least once each weekday as requested
Move office furniture	Ideally at least five days notice required
Move printed matter	Ideally at least five days notice required
Set out examinations	Ideally at least five days notice required
Set out rooms for conferences or societies	Ideally at least five days notice required

CLEANING

Offices	- Cleaned and vacuumed to specified standard	Weekly
	- Clear waste	Weekly
Toilets	- Mop floor	At least once daily
	- Clean	At least once daily
Corridors/staircases/ public areas	- Clean to specified standard	Daily
General hard floor surfaces	- Wash and mop	Daily
Vinyl / wood floors	- Spray buffed	Weekly
	- Strip and seal	As required
Clean glass in entrance areas	- Spot cleaned	Daily
Exterior windows	- Clean	Twice annually

GROUNDS

Sweep and litter pick grounds	- Daily	
Snow and Ice clearing	- As required	
Gritting of paths and roads	- Coventry City Council grits the main Campus roads. In-house staff grit footpaths and minor roads/car parks	As required As the gritting/ snow clearing procedure

ESTATES OFFICE STRUCTURE

Bob Wilson is the Director of Estates and he delivers the various Services through the following Senior Managers;

Mike Stacey is Head of Estate Services

Mike Stacey is responsible for the operations and maintenance of the estate that includes the following services;

The Operations and Maintenance of Engineering Services
Post and portering services, Brendan Cassidy.
Energy Manager Joel Cardinal.
Environmental issues Nick Hillard.
Transport, university fleet Graham Hine.
Asbestos Manager is Kevin Manning.
H&S advisor Julie Brannon

David Wilson is responsible for the University building fabric maintenance, Grounds and Cleaning.

Roger Boxall is responsible for Grounds Maintenance

Caroline Hall is responsible for the Cleaning Services within Academic and support areas.

Gavin Cumberland is responsible for the Commercial Group Estates issues including the Residential estate.

Wellesbourne campus David Trevethick.

Chris Carrington is Head of Projects

Chris Carrington is responsible for new Capital developments and the minor works improvement of the estate.

Small works are managed by David Mace

Pippa Glover is Head of Finance (Estates)

Pippa Glover is responsible for financial administration, budgets, orders and invoices.

Finance Manager, Manjit Ubhi
Purchasing Manager, Adrian Gurney