

**1. Anyone within ECS who is arranging works across any University site must initially contact key building contact(s)**

The colleague organising the work needs to liaise with the customer and explain nature of work, agree dates that will work for the building users and inform of potential disruption. Typically this contact would be an Operations Manager / Building Safety Supervisor. If you are unsure who to contact, the Service Desk can provide these details.

**2. ECS colleague informs ECS Service Desk of works**

As soon as the work has been agreed and arranged the Service Desk must be informed. They require relevant information in case of queries during the works and can send out an official notification to building users with key details and information.

**Suitable notice is required**

Please inform the Service Desk as soon as the work has been agreed. We would aim to send the customer a formal notification a minimum of 2 days' before the start of any works. The Service Desk must be given at least 5 working days' notice before the start of any works in order to process and send out the communication.

It is inevitable that some work will come unexpected as an emergency and a communication will need to be sent at late notice. In order to deal with these instances effectively it is important that all planned work is processed as soon as possible within the above timeframe.

**Detailed information is required**

The notification must include clear details of how the work will impact the building user, as well as dates, times and location of work. Please see Notification of Work Template which lists the information required. This can be filled out and sent to the Service Desk or details given to the Service Desk separately. Please make sure all the details needed are included to prevent delays in sending out a notification.

**3. Service Desk send out the notification of work to relevant contacts**

The Service Desk keep a record of relevant contacts in buildings across campus. The notification will be sent to those in the areas impacted by the works.

**4. ECS colleague managing the works must update Service Desk of any changes**

If the work takes longer than expected or it's cancelled/ rearranged, the Service Desk must be kept informed so that they can update the customer and deal with any queries efficiently.

**5. ECS Service Desk will contact the organiser with any queries**

If queries come through from customers requiring additional information, the Service Desk will go back to the organiser for details.

**All communications of works must be sent via the ECS Service Desk**

**E: [ECS-Service@le.ac.uk](mailto:ECS-Service@le.ac.uk) T: 0116 252 2319.**