

## For Schools under SEMS

### Contacting the Property Service Centre (PSC)

There are three ways to contact the PSC

1: Fix-My QR Code

2: [psc@vincifacilities.com](mailto:psc@vincifacilities.com)

3: 01522 555 555 and select the option for the Property Service Centre

Do not use Fix-My or the PSC e-mail address, in an emergency situation, please call the PSC.

Please note, any work, that is not classified as repairs and maintenance, anything services specific or any work as a result of misuse, abuse or vandalism is chargeable and we will require a cost code.



### Minor Improvements

Minor improvements to a property are classed as service specific, if you would like to request an improvement, please either e-mail the PSC or use FixMy (please press the quote button)

Please note if the improvement is authorised by Corporate Property, a cost code from your service area will be required for the works to proceed.

If you have not received an acknowledgement email within 48 hours, please contact the PSC at [psc@vincifacilities.com](mailto:psc@vincifacilities.com).

Hard FM Reactive Maintenance SLA Times			
Priority	Definition	Response	Completion / Resolution
P0	Emergency response i.e. Lift entrapment etc.	1 hour	2 hours
P1	Urgent situation / imminent building closure	3 hours	27 hours
P2	Could result in building closure / service interruption	24 hours	96 hours
P3	Priority maintenance task – reduced service. Areas of a building affected	72 hours (3 working days)	6 working days
P4	General maintenance task – non urgent.  Little / low impact	10 working days	20 working days
P5	Request for quote	10 working days	20 working days
P6	Planned works following P5 quote and acceptance	10 working days	20 working days
Working Days are Monday - Friday			