



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

# Estates & Facilities Customer Service Charter

## 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.

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.

# What We Do

## Our department comprises seven operating areas:

1

The **Safety Office** 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

**Capital Projects & Planning** provides a planning and project management service that identifies, prioritises and executes major investment in our built environment in alignment with Trinity College's strategic goals and objectives for a sustainable University community.

3

The **Space Management and Workplace Strategy** Team manages space requests from across the University, working to resolve new and evolving space needs associated with growth and new activities. We manage the University's space data, undertaking space and utilisation surveys to help identify opportunities to improve our space and use it more effectively to meet University needs. We assist senior leadership in strategic space planning and master-planning activities.

4

The **Facilities Management** Team delivers wide-ranging Facilities Management Services to the College Community. Our team of dedicated personnel support the ever-changing operational needs of staff, students and visitors across a wide variety of facilities. We are committed to the delivery of a quality support service and sustainable product, across our main campus and satellite locations, from laboratory and teaching environments to libraries, museums, residential buildings and the external environment.

5

The **Engineering and Maintenance Services** Team provides technical expertise to ensure that the University is maintained in an efficient and cost-effective manner, and the mechanical, electrical and building systems throughout the campus are maintained in accordance with best practice and in compliance with our statutory obligations. We carry out minor and major capital improvements for the campus, and actively work towards reducing our Energy usage in line with government policies.

6

The **Business Support** function provides the primary point of contact and customer service for students, staff and visitors availing of the many and diverse services provided by Estates and Facilities. We facilitate the execution of administrative duties for the Directorate, oversee the financial activity of the department and manage the University's insurance needs.

7

**Business Continuity** Management. Our primary aim is assisting Trinity College and its Faculties, Schools, Research Centres and Service & Support Departments to prepare for how prioritised activities and services will be maintained after a disruptive incident. Business Continuity is the process of developing plans that enable Trinity to respond to any disruption in such a manner that priority activities and services can continue with minimum impact and the University can return to normal operations as quickly as possible.

# Our Values

	What you can expect	Help us to help you
	<b>Excellence in Delivery</b> <ul style="list-style-type: none"><li>• We will respond to your contact within an appropriate time frame and will provide regular updates.</li><li>• We will do our utmost to make every interaction as constructive as possible.</li><li>• We will offer a range of means of communicating with us.</li><li>• We will aim to continuously improve our services to maximise our effectiveness and efficiency.</li></ul>	<ul style="list-style-type: none"><li>• Always use the E&amp;F Service Centre as your first point of contact.</li><li>• Contact us as early as possible about an issue and keep us informed if circumstances change.</li><li>• Allow us sufficient time to respond to your requests.</li></ul>
	<b>Building Trusting Relationships</b> <ul style="list-style-type: none"><li>• We will work in partnership with you and build effective working relationships.</li></ul>	<ul style="list-style-type: none"><li>• Provide us with accurate and timely information.</li></ul>
	<b>Responsibility &amp; Leadership</b> <ul style="list-style-type: none"><li>• We are individually and collectively accountable for delivering on our commitments to you, our customer.</li><li>• We will provide subject matter expertise and deliver considered and appropriate solutions</li></ul>	<ul style="list-style-type: none"><li>• Be open in your dealings with us.</li><li>• Understand our shared responsibility to operate within University policies and legislation.</li></ul>
	<b>Dignity &amp; Respect</b> <ul style="list-style-type: none"><li>• We will make ourselves available to listen to and understand your needs.</li><li>• We will always treat our colleagues and our customers with courtesy and respect.</li><li>• We are always 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>Diversity &amp; Inclusion</b> <ul style="list-style-type: none"><li>• We respect diversity and we offer all of 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>

# 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](mailto: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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