



Estates and Facilities | Our Values

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