Campus Buildings

We will provide clean, well maintained buildings

We will provide buildings and facilities that meet our customer needs

People First

Our services will be delivered by skilled people who are friendly, knowledgeable and helpful

We will communicate openly and honestly with our customers

Financial Sustainability and Efficiency

We consider our customers needs when we review our services, to ensure we deliver value for money

Estates and Facilities Customer Service Promises



We will procure goods and services using local suppliers when possible and work to support local business, enterprise and the wider community

Inspiring and Diverse

We will inspire our customers by providing high quality and highly functional work and study spaces

> We will work to understand the diverse needs of our customers and provide services that meet their needs



Campus Services

We will ensure that an exceptional campus experience remains at the heart of all we deliver

We will provide a safe campus environment

Sustainability and Innovation

We will be forward-looking to stay in front of trends, to ensure we are efficient and provide the best experience possible

We will develop sustainable practice and take the lead in developing the University's sustainability agenda







Scan here for our short feedback form to let us know how we did!