Dear

Freedom of Information Response (Our Ref: K/21/131)


Your request read:

“In the last calendar year (2020) how many times did you have to call out a plumber (who was not employed directly by the university) for an emergency call?

For each call, please state the reason for the call, where the problem was and what the cost of the call-out was to the university.”

The University of Leeds does not hold this information.

For the majority of the Estate, on-call provision across all trades is provided by a directly employed team of trade staff including both Mechanical and Electrical disciplines. There are two specific exceptions; the residential estate and the University’s buildings within the LTHT St James Hospital estate.

Within both the residential estate, and the University owned or operated buildings at the St James Hospital site, a hard services facilities management contract is utilised and they provide both planned and reactive maintenance services. Neither the contractor, nor the University record call-outs or incidents by specific trade, and call-outs are not defined as requiring a “plumber.” As such, we cannot isolate calls which fall within the scope of your request.

We hope this information is helpful. If you have any questions about this email, however, please do not hesitate to contact us on foi@leeds.ac.uk

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you can request an Internal Review. Requests for Internal Review should be made in writing using the following contact information:

Post: Mr D Wardle
Deputy Secretary
The University of Leeds
Leeds
LS2 9JT

Email: foi@leeds.ac.uk
Requests for Internal Review should be submitted within 40 working days of receiving the University’s response to your request. Further information about how the University manages Freedom of Information requests and about our complaints procedure is also available on our website (www.leeds.ac.uk).

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review/complaints procedure provided by the University. The Information Commissioner can be contacted at: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Chloe Wilkins
Freedom of Information Officer

Secretariat
University of Leeds