

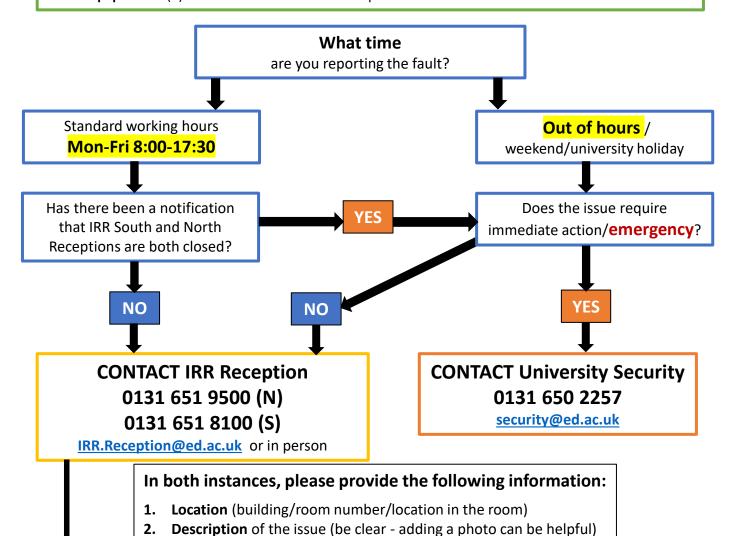


Reporting a Building Fault in IRR

Building faults e.g. toilets/sinks/lifts/heating/lighting/doors/plumbing or ceiling leaks/power/pest control/damage to the building/flooring/windows/showers

NB The examples below are **NOT** building faults

- IRR lab equipment faults, please report to IRR.LabManagement@ed.ac.uk
- Breakout/kitchenette area equipment issues, please report to IRR Technical Manager, Steve McLean (Steven.McLean@ed.ac.uk)
- **AV equipment** (9) 0131 242 6393 Mon-Fri 9am-5pm



NB: If information is unclear, then resolution may be delayed

Please also inform the IRR Buildings Manager, Rebecca Aucott (raucott@exseed.ed.ac.uk) of any contact with Security to allow for follow-up, taking note of any out of office automatic replies.

Request will be raised by IRR Reception with estates and a work number generated.

3. Urgency, and please detail why

IRR Reception will email the work number to the person who raised (only if requested) to confirm reported. For follow up queries/updates, please quote this work number.

Levels of Urgency - Examples

Blocked sink, others available - NOT URGENT Blocked sink and water overflowing causing damage - URGENT

Power socket not working but others available – **NOT URGENT** All power sockets in an IRR freezer room not working – **URGENT**

1 light out in a lab - NOT URGENT All lights out in a lab/room with no windows – **URGENT**