

	AL NOOR REHABILITATION & WELFARE ASSOCIATION FOR PEOPLE OF DETERMINATION  النور جمعية النور لرعاية وتأهيل أصحاب الهمم			
	POLICY			
	FACILITY & IT MANAGEMENT			
Document No. POL/FM/76	Rev:00	Date Of Issue: 21 September 2026	Page 1 of 3	

FACILITY & IT MANAGEMENT POLICY

Maintenance Request Timelines

1. Purpose

The Centre and its building systems and IT equipment are prone to wear and breakdowns. This policy sets clear timelines for responding to and completing maintenance requests — covering both facility maintenance (building, electrical, plumbing, HVAC, etc.) and IT maintenance (computers, network, printers, software, and related equipment) — so issues are fixed quickly and consistently, whether the work is done in-house, needs a purchase, or must be outsourced.

2. Logging a Request

All maintenance requests — facility or IT — must be submitted through the relevant request system (work order log, helpdesk, or maintenance/IT support form), with a description of the issue and its location. The Facility Management or IT team will review and classify each request within 1 working day of receipt and forward it to the concerned department.

3. Maintenance Request Timelines

The same timelines apply to both facility maintenance and IT maintenance requests. Once a request is logged and classified, it must be resolved within the following timelines:

Request Type	What It Means	Timeline
In-House Repair	Fixed directly by the internal team using materials/tools already on hand (e.g., a leaking tap, a PC or printer fault, a network cable issue)	3 working days

	 POLICY FACILITY & IT MANAGEMENT		
Document No. POL/FM/76	Rev:00	Date Of Issue: 21 September 2026	Page 2 of 3

Request Type	What It Means	Timeline
In-House Repair – Purchase Needed	Fixed by the internal team, but parts, materials, or equipment must be purchased first (e.g., a spare part, a replacement hard drive, a new router)	7 working days
Outsourced Repair	Requires an external contractor or vendor (e.g., a specialist facility contractor, or an IT/software vendor)	Timeline set case-by-case (see Section 4)

Timelines are counted in working days from the date the request is logged and classified. Emergencies (e.g., safety hazards, leaks, power loss, or a total network/system outage) are handled immediately, ahead of these timelines.

4. Outsourced Repairs

Because outsourced work depends on contractor/vendor availability and the scope of repair, a fixed timeline isn't practical. This applies equally to facility contractors and IT/software vendors. Instead, the responsible team (Facility Management or IT) will:

- Confirm within 2 working days that the work needs to be outsourced
- Obtain a contractor quote and schedule within 3 working days of that confirmation
- Set and share a firm completion date with the requester once the contractor confirms scope and parts availability
- Provide a status update at least every 5 working days until the work is completed

5. Escalation

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	POLICY		
	FACILITY & IT MANAGEMENT		
Document No. POL/FM/76	Rev:00	Date Of Issue: 21 September 2026	Page 3 of 3

If a request cannot be completed within its timeline, the person handling it must inform the Facility Manager (for facility requests) or IT Manager (for IT requests) before the deadline, with a reason and a new expected completion date. The requester will then be updated with the revised timeline.

Appendix – Amendment History & Authorisation

Revision No	Description of Change	Issue Date	Authorised By
00	First Issue	21 September 2026	Director