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August 20, 2012
Work Request/Work Orders Procedures

The purpose of the work order system is to provide a structured method to properly respond to the maintenance needs of the University community. Listed below is a brief synopsis of the work order system for your information so that you may have a better understanding of the system and how it works.

- Residential Life staff or resident turns in a work request to the Area Desk or Housing Facilities Office
- Housing Facilities Office contacts the Facilities Services Department Work Order Office by E-mail (FSWORKORDER@MTSU.EDU), or phone (2308). For an emergency request turned in after the regular hours of 8:00 a.m. – 4:30 p.m. Monday-Friday, the Central Plant should be notified at 2434.
- Each request is assigned a priority code:
  - **Emergency** – Any condition which left unattended may cause bodily injury or property damage; creates safety issues; unbearable environmental conditions in any occupied area; loss of electrical, heating/cooling or water/sewage service to a building or a major portion of a building; loss of essential services or equipment in housing unit areas.
  - **Priority** – Repair required within three working days to provide essential services, prevent excessive property damage, correct unsafe conditions, and cover emergency conditions which are not severe enough to be classified as immediate emergency work requests.
  - **Routine** – All other requests are classified as routine and will be completed as soon as scheduling constraints and availability of resources will allow.

After a work request is received, the work order staff inputs the information in their computer system. A printed work order is produced and given to the appropriate supervisor. The supervisor schedules the work. The completed work order is given back to the supervisor, who turns it into the work order office. The work order office staff reviews the information; enters labor and materials and closes the work order.
Building Safety System Cautions

PLEASE

DON’T throw objects such as balls and Frisbees in hallways. They can damage fire sprinkler heads and smoke detectors causing a water flow and fire alarm.

DON’T “bump” sprinkler heads because they can be easily damaged causing a water flow and fire alarm.

DON’T hang any clothing, clothes hangers, objects, or decorations from smoke detectors, sprinkler heads, and pipes because the plastic and metal castings can break causing a water flow and fire alarm.

DON’T use aerosol sprays or smoke near smoke detectors.

DON’T block open bathroom doors near smoke detectors because the steam from the shower may cause a fire alarm.

DON’T paint smoke detectors and sprinkler heads.

THANK YOU
Construction Administration and Capital Maintenance

Construction Administration is responsible for overseeing the capital construction on campus. These projects have included the College of Education & Behavioral Science building and the new Student Union Building. Major renovations and additions such as the Nursing Building, Corlew Hall and Cummings Hall as well as new parking lots and road work are also handled by this group. These projects can result in road and parking lot closings and restricted walkways around the construction sites.

Prior to any of these types of closings taking place, the campus community will be notified through subscriber e-mail.
Area 1

<table>
<thead>
<tr>
<th>Building</th>
<th>Characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lyon</td>
<td>The Heating/Air Conditioning (HVAC) is controlled with the thermostats in each individual room.</td>
</tr>
<tr>
<td>McHenry</td>
<td>The common areas, lobbies and study rooms, have separate heating and air conditioning controls.</td>
</tr>
<tr>
<td>Mary</td>
<td></td>
</tr>
<tr>
<td>Schardt</td>
<td></td>
</tr>
<tr>
<td>Monohan</td>
<td></td>
</tr>
<tr>
<td>Reynolds</td>
<td></td>
</tr>
<tr>
<td>Rutledge</td>
<td></td>
</tr>
</tbody>
</table>

Please refer to the following checklist prior to calling in work requests:

8:00 a.m. – 4:30 p.m.  Monday-Friday  904-8443  Area Coordinator  (See duty schedule)
4:30 p.m. – 8:00 a.m.  Monday-Friday & Weekends

**Heating & Air Conditioning (HVAC)**

Possible Problem:  Air conditioning unit will not turn on or off.
First Try:  Check the switch for proper setting.
If that fails:  Initiate a Work Request or Call the Area Desk

Possible Problem:  Fan unit making loud noise, i.e. humming or clanking.
First Try:  Adjust the fan speed
If that fails:  Initiate a Work Request or Call the Area Desk

Possible Problem:  Room temperature is too hot (above 80 degrees when the outside temperature is 85° or above) or too cold (below 65 degrees when the outside temperature is 35° or below)
First Try:  Adjust the thermostat, if applicable.
If that fails:  Initiate a Work Request or Call the Area Desk

During steam or chilled water outages it may take as much as 4-10 hours for the heat or air conditioning to return to normal. These hours depend on how severe the outage is, what the outside temperature is, what time of the day or night the hot water or air conditioning is being brought back up.
**Electrical**

Possible Problem: All electrical service is out to a building or portion of a building.
Solution: Initiate a Work Request or Call the Area Desk and they will contact Facilities Services Work Orders.

Possible Problem: Large areas of campus are dark due to area lights being out.
Solution: Initiate a Work Request or Call the Area Desk

Possible Problem: Fire or smoke indicating possible hazardous condition with electrical equipment.
Solution: **Call Public Safety 898-2424 or 911 from campus phone**

**Elevators and Chairlifts**

Possible Problem: Inoperative or malfunctioning elevators or Chairlifts.
Solution: **If someone is in the elevator, advise them to use the emergency phone located inside the elevator to contact the Public Safety Dispatcher at 898-2424.**
Then: Initiate a Work Request or Call the Area Desk

**Exit Lights and Emergency Lights**

Possible Problem: Building exit signs vandalized or missing. (Report lamps or bulbs out as routine)
Solution: Initiate a Work Request or Call the Area Desk

Possible Problem: Emergency lights non-operational.
Solution: Initiate a Work Request or Call the Area Desk

**General Maintenance**

**Natural Gas**

When there is a strong odor of natural gas call Atmos Gas, 1-888-824-3434, 24 hours per day

Possible Problem: Strong odor of natural gas
Solution: Contact Atmos Gas Immediately at 1-888-824-3434, 24 hours per day, seven days per week. The Gas Company will determine whether the Fire Department or any other emergency agencies need to be called.

**Caution:** **DO NOT TURN ON OR OFF ANY ELECTRICITY**
General Maintenance (Cont.)

Broken Windows

Possible Problem: Broken windows (this is considered a safety issue)
Solution: Immediately call Smith Hall Basement, Residential Life Maintenance Office @ 898-4116 between the hours of 8:00 a.m. – 4:30 p.m. Monday – Friday. After hours call your Area Desk.

Plumbing

Facilities Services is responsible for maintaining water and sewer lines up to the residential buildings. Residential Life Maintenance is responsible for maintenance of all lines within these buildings. Prior to requesting Facilities Services assistance, try to locate the origin of the problem.

Possible Problems: 
- Water leaks which will cause building damage or flooding.
- Hot water extremely hot.
- Sewage lines not draining.
- Stopped up drains needed to drain an area.
- Hot water in cold water lines.
- Valuable property lost in drains (cost may be charged for retrieval of personal property)

Solution: Initiate a Work Request or Call the Area Desk and they might need to contact Facilities Services Work Orders for assistance.

Roof Leaks

Roof leaks left unattended may cause serious structural damage as well as damage to personal belongings. Any leaks, which may be roof leaks, should be reported at the time it is leaking in order to better identify the location. Roof repair would most likely require contracting with an outside contractor.

Solution: Initiate a Work Request or Call the Area Desk

Caution – Sprinkler Heads & Smoke Detectors

Sprinkler Heads and Smoke Detectors are located in many areas of the buildings. Please exercise caution around Smoke Detectors and Sprinkler Heads.

Steps/Handrails, Etc.

Possible Problem: Steps, handrails, handicap ramps and walkways having serious safety defects or damage should be reported to Facilities Services.
Solution: Initiate a Work Request or Call the Area Desk and they will contact Facilities Services Work Orders.
Maintenance ••••

General Maintenance (Cont.)

Waste Collection

Possible Problem: Overflowing dumpsters should be reported to the Housing Facilities Office
Solution: Initiate a Work Request or Call the Housing Facilities Office during regular business hours.
Please Note: Facilities Services will position large “roll offs” at the beginning of the Fall Semester and the end of the Spring Semester.

Disabled Students

The needs of disabled students are quite varied depending upon the extent of their individual disability. Should Facilities Services assistance be needed, please advise us that this is a disabled student. Disabled Student Services, 898-2783, should be brought into the communications loop.
Area 2

<table>
<thead>
<tr>
<th>Building</th>
<th>Characteristics</th>
</tr>
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<tbody>
<tr>
<td>Smith</td>
<td>The Heating/Air Conditioning (HVAC) is controlled with the thermostats in each individual room.</td>
</tr>
<tr>
<td>Beasley</td>
<td>The common areas, lobbies and study rooms, have separate heating and air conditioning controls.</td>
</tr>
<tr>
<td>Sims</td>
<td></td>
</tr>
<tr>
<td>Judd</td>
<td></td>
</tr>
<tr>
<td>Gracy</td>
<td></td>
</tr>
</tbody>
</table>

Please refer to the following checklist prior to calling in work requests:

8:00 a.m.-4:30 p.m. Monday - Friday 904-8443
4:30 p.m.-8:00 a.m. Monday - Friday & Weekends Area Coordinator (see duty schedule)

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Possible Problem: Air conditioning unit will not turn on or off.
First Try: Check the switch for proper setting.
If that fails: Initiate a Work Request or Call the Area Desk

Possible Problem: Fan unit making loud noise, i.e. humming or clanking.
First Try: Adjust the fan speed
If that fails: Initiate a Work Request or Call the Area Desk

Possible Problem: Room temperature is too hot (above 80 degrees when the outside temperature is 85° or above) or too cold (below 65 degrees when the outside temperature is 35° or below)
First Try: Adjust the thermostat, if applicable.
If that fails: Initiate a Work Request or Call the Area Desk

During steam or chilled water outages it may take as much as 4-10 hours for the heat or air conditioning to return to normal. These hours depend on how severe the outage is, what the outside temperature is, what time of the day or night the hot water or air conditioning is being brought back up.

August 20, 2012
**Electrical**

Possible Problem: All electrical service is out to a building or portion of a building.
Solution: Initiate a Work Request or Call the Area Desk and they will contact Facilities Services Work Orders.

Possible Problem: Large areas of campus are dark due to area lights being out.
Solution: Initiate a Work Request or Call the Area Desk

Possible Problem: Fire or smoke indicating possible hazardous condition with electrical equipment.
Solution: **Call Public Safety 898-2424 or 911 from campus phone**

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**Elevators and Chairlifts**

Possible Problem: Inoperative or malfunctioning elevators or Chairlifts.
Solution: **If someone is in the elevator, advise them to use the emergency phone located inside the elevator to contact the Public Safety Dispatcher at 898-2424.**
Then: Initiate a Work Request or Call the Area Desk

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**Exit Lights and Emergency Lights**

Possible Problem: Building exit signs vandalized or missing. (Report lamps or bulbs out as routine)
Solution: Initiate a Work Request or Call the Area Desk

Possible Problem: Emergency lights non-operational.
Solution: Initiate a Work Request or Call the Area Desk

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**General Maintenance**

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**Natural Gas**

Possible Problem: Strong odor of natural gas
Solution: Contact Atmos Gas Immediately at 1-888-824-3434, 24 hours per day, seven days per week. The Gas Company will determine whether the Fire Department or any other emergency agencies need to be called.

**Caution:** **DO NOT TURN ON OR OFF ANY ELECTRICITY**

August 20, 2012
General Maintenance (cont.)

Broken Windows

Possible Problem: Broken windows (this is considered a safety issue)
Solution: **Immediately** call Smith Hall Basement, Residential Life Maintenance Office @ 898-4116 between the hours of 8:00 a.m – 4:30 p.m. Monday – Friday. After hours call your Area Desk.

Plumbing

Facilities Services is responsible for maintaining water and sewer lines up to the residential buildings. Residential Life Maintenance is responsible for maintenance of all lines within these buildings. Prior to requesting Facilities Services assistance, try to locate the origin of the problem.

Possible Problems:
- Water leaks which will cause building damage or flooding.
- Hot water extremely hot.
- Sewage lines not draining.
- Stopped up drains needed to drain an area.
- Hot water in cold water lines.
- Valuable property lost in drains (cost may be charged for retrieval of personal property)

Solution: Initiate a Work Request or Call the Area Desk and they might need to contact Facilities Services Work Orders for assistance.

Roof Leaks

Roof leaks left unattended may cause serious structural damage as well as damage to personal belongings. Any leaks, which may be roof leaks, should be reported at the time it is leaking in order to better identify the location. Roof repair would most likely require contracting with a private vendor.

Solution: Initiate a Work Request or Call the Area Desk

Caution – Sprinkler Heads & Smoke Detectors

Sprinkler Heads and Smoke Detectors are located in many areas of the buildings. Please exercise caution around Smoke Detectors and Sprinkler Heads.

Steps/Handrails, Etc.

Possible Problem: Steps, handrails, handicap ramps and walkways having serious safety defects or damage.
Solution: Initiate a Work Request or Call the Area Desk and they will contact Facilities Services Work Orders.

August 20, 2012
General Maintenance (cont.)

Waste Collection

Possible Problem: Overflowing dumpsters should be reported to the Housing Facilities Office
Solution: Initiate a Work Request or Call the Housing Facilities Office during regular business hours.
Please Note: Facilities Services will position large “roll offs” at the beginning of the Fall Semester and the end of the Spring Semester.

Disabled Students

The needs of disabled students are quite varied depending upon the extent of their individual disability. Should Facilities Services assistance be needed please advise us that this is a disabled student. Disabled Student Services, 898-2783, should be brought into the communications loop.
Area 3

<table>
<thead>
<tr>
<th>Building</th>
<th>Characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corlew</td>
<td>The HEATING &amp; AIR CONDITIONING (HVAC) is centrally controlled and each room has fan controls.</td>
</tr>
<tr>
<td>Cummings</td>
<td>The common areas, lobbies and study rooms, have separate heating and air conditioning controls</td>
</tr>
</tbody>
</table>

Please refer to the following checklist prior to calling in work requests:

- **8:00 a.m.-4:30 p.m.** Monday - Friday 904-8443
- **4:30 p.m.-8:00 a.m.** Monday - Friday & Weekends Area Coordinator (see duty schedule)

**Heating & Air Conditioning (HVAC)**

Possible Problem: Air conditioning unit will not turn on or off.
First Try: Check the switch for proper setting.
If that fails: Initiate a Work Request or Call the Area Desk

Possible Problem: Fan unit making loud noise, i.e. humming or clanking.
First Try: Adjust the fan speed
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Possible Problem: Room temperature is too hot (above 80 degrees when the outside temperature is 85° or above) or too cold (below 65 degrees when the outside temperature is 35° or below)
First Try: Adjust the thermostat, if applicable.
If that fails: Initiate a Work Request or Call the Area Desk

During steam or chilled water outages it may take as much as 4-10 hours for the heat or air conditioning to return to normal. These hours depend on how severe the outage is, what the outside temperature is, what time of the day or night the hot water or air conditioning is being brought back up.

August 20, 2012

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**Electrical**

Possible Problem: All electrical service is out to a building or portion of a building.
Solution: Initiate a Work Request or Call the Area Desk and they will contact Facilities Services Work Orders.

Possible Problem: Large areas of campus are dark due to area lights being out.
Solution: Initiate a Work Request or Call the Area Desk

Possible Problem: Fire or smoke indicating possible hazardous condition with electrical equipment.
Solution: Call Public Safety 898-2424 or 911 from campus phone

**Elevators and Chairlifts**

Possible Problem: Inoperative or malfunctioning elevators or Chairlifts.
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**Exit Lights and Emergency Lights**

Possible Problem: Building exit signs vandalized or missing. (Report lamps or bulbs out as routine)
Solution: Initiate a Work Request or Call the Area Desk

Possible Problem: Emergency lights non-operational.
Solution: Initiate a Work Request or Call the Area Desk

**General Maintenance**

**Natural Gas**

Possible Problem: Strong odor of natural gas
Solution: Contact Atmos Gas Immediately at 1-888-824-3434, 24 hours per day, seven days per week. The Gas Company will determine whether the Fire Department or any other emergency agencies need to be called.

Caution: DO NOT TURN ON OR OFF ANY ELECTRICITY

August 20, 2012 13
General Maintenance (cont.)

**Broken Windows**

Possible Problem: Broken windows (this is considered a safety issue)
Solution: **Immediately** call Smith Hall Basement, Residential Life Maintenance Office @ 898-4116 between the hours of 8:00 a.m – 4:30 p.m. Monday – Friday. After hours call your Area Desk.

**Plumbing**

Facilities Services is responsible for maintaining water and sewer lines up to the residential buildings. Residential Life Maintenance is responsible for maintenance of all lines within these buildings. Prior to requesting Facilities Services assistance, try to locate the origin of the problem.

Possible Problems: Water leaks which will cause building damage or flooding.
- Hot water extremely hot.
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Roof leaks left unattended may cause serious structural damage as well as damage to personal belongings. Any leaks, which may be roof leaks, should be reported at the time it is leaking in order to better identify the location. Roof repair would most likely require contracting with a private vendor.

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Sprinkler Heads and Smoke Detectors are located in many areas of the buildings. Please **exercise caution** around Smoke Detectors and Sprinkler Heads.

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Possible Problem: Steps, handrails, handicap ramps and walkways having serious safety defects or damage.
Solution: Initiate a Work Request or Call the Area Desk and they will contact Facilities Services Work Orders.

August 20, 2012
General Maintenance (cont.)

**Waste Collection**

Possible Problem: Overflowing dumpsters should be reported to the Housing Facilities Office
Solution: Initiate a Work Request or Call the Housing Facilities Office during regular business hours.
Please Note: Facilities Services will position large “roll offs” at the beginning of the Fall Semester and the end of the Spring Semester.

**Disabled Students**

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Area 4

<table>
<thead>
<tr>
<th>Building</th>
<th>Characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deere</td>
<td>The Heating &amp; Air Conditioning (HVAC) is centrally controlled</td>
</tr>
<tr>
<td>Nicks</td>
<td>The common areas, lobbies and study rooms, have separate heating and air conditioning controls</td>
</tr>
</tbody>
</table>

Please refer to the following checklist prior to calling in work requests:

<table>
<thead>
<tr>
<th>Time</th>
<th>Days</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 a.m.- 4:30 p.m.</td>
<td>Monday-Friday</td>
<td>904-8443 Area coordinator (see duty schedule)</td>
</tr>
<tr>
<td>4:30 p.m.- 8:00 a.m.</td>
<td>Monday-Friday &amp; Weekends</td>
<td></td>
</tr>
</tbody>
</table>

**Heating & Air Conditioning (HVAC)**

Possible Problem: Air conditioning unit will not turn on or off.
First Try: Check the switch for proper setting.
If that fails: Initiate a Work Request or Call the Area Desk

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First Try: Adjust the fan speed
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August 20, 2012
### Electrical

<table>
<thead>
<tr>
<th>Possible Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>All electrical service is out to a building or portion of a building.</td>
<td>Initiate a Work Request or Call the Area Desk and they will contact Facilities Services Work Orders.</td>
</tr>
<tr>
<td>Large areas of campus are dark due to area lights being out.</td>
<td>Initiate a Work Request or Call the Area Desk</td>
</tr>
<tr>
<td>Fire or smoke indicating possible hazardous condition with electrical equipment.</td>
<td><strong>Call Public Safety 898-2424 or 911 from campus phone</strong></td>
</tr>
</tbody>
</table>

#### Exit Lights and Emergency Lights

<table>
<thead>
<tr>
<th>Possible Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building exit signs vandalized or missing.</td>
<td>Initiate a Work Request or Call the Area Desk</td>
</tr>
<tr>
<td>Emergency lights non-operational.</td>
<td>Initiate a Work Request or Call the Area Desk</td>
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</table>

### General Maintenance

#### Natural Gas

<table>
<thead>
<tr>
<th>Possible Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strong odor of natural gas</td>
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**Caution:** **DO NOT TURN ON OR OFF ANY ELECTRICITY**

### Broken Windows

<table>
<thead>
<tr>
<th>Possible Problem</th>
<th>Solution</th>
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<tbody>
<tr>
<td>Broken windows (this is considered a safety issue)</td>
<td><strong>Immediately</strong> call Smith Hall Basement, Residential Life Maintenance Office @ 898-4116 between the hours of 8:00 a.m – 4:30 p.m. Monday – Friday. After hours call your Area Desk.</td>
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General Maintenance (cont.)

Plumbing

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Possible Problems: Water leaks which will cause building damage or flooding.
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Stopped up drains needed to drain an area.
Hot water in cold water lines.
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General Maintenance (cont.)

Waste Collection

Possible Problem: Overflowing dumpsters should be reported to the Housing Facilities Office Solution: Initiate a Work Request or Call the Housing Facilities Office during business hours.
Please Note: Facilities Services will position large "roll offs" at the beginning of the Semester and the end of the Spring Semester.

Disabled Students

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Area 5

<table>
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<tr>
<th>Building</th>
<th>Characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Womack Lane Apts.</td>
<td>Window air conditioning units are provided by Housing &amp; Residential Life. Problems should be reported to Residential Life Maintenance by phoning 898-4116 to place a work request. The heat is electric and is maintained by Residential Life Maintenance.</td>
</tr>
</tbody>
</table>

Please refer to the following checklist prior to calling in work requests:

8:00 a.m.-4:30 p.m.    Monday - Friday                          904-8443
4:30 p.m.-8:00 a.m.    Monday - Friday & Weekends       Area Coordinator (see Duty Schedule)

**Electrical**

Possible Problem: All electrical service is out to a building or portion of a building. Solution: Initiate a Work Request or Call the Area Desk and they will contact Facilities Services Work Orders.

Possible Problem: Large areas of campus are dark due to area lights being out. Solution: Initiate a Work Request or Call the Area Desk

Possible Problem: Fire or smoke indicating possible hazardous condition with electrical equipment. Solution: Call Public Safety 898-2424 or 911 from campus phone

**Exit Lights and Emergency Lights**

Possible Problem: Building exit signs vandalized or missing. (Report lamps or bulbs out as routine) Solution: Initiate a Work Request or Call the Area Desk

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General Maintenance

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Possible Problem: Strong odor of natural gas
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August 20, 2012
General Maintenance (cont.)

Caution – Sprinkler Heads & Smoke Detectors

Sprinkler Heads and Smoke Detectors are located in many areas of the buildings. Please exercise caution around Smoke Detectors and Sprinkler Heads.

Steps/Handrails, Etc.

Possible Problem: Steps, handrails, handicap ramps and walkways having serious safety defects or damage.
Solution: Initiate a Work Request or Call the Area Desk and they will contact Facilities Services Work Orders.

Waste Collection

Possible Problem: Overflowing dumpsters should be reported to the Housing Facilities Office
Solution: Initiate a Work Request or Call the Housing Facilities Office during regular business hours.

Disabled Students

The needs of disabled students are quite varied depending upon the extent of their individual disability. Should Facilities Services assistance be needed please advise us that this is a disabled student. Disabled Student Services, 898-2783, should be brought into the communications loop.
## Area 6

<table>
<thead>
<tr>
<th>Building</th>
<th>Characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scarlett Commons</td>
<td>The Heating/Air conditioning (HVAC) is controlled by the thermostats located in the kitchen area beside the electrical panel. We request that the fan control be placed in the auto position and never set thermostat below 70° in cooling. If set below 70°, it could “freeze the unit up” and would have to be “thawed” and necessary repairs be made resulting in loss of cooling for a period of time. Do not place anything in front of return grill located right below the thermostat, obstruction would cause a loss of Heating/Cooling and could result in unit failure.</td>
</tr>
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</table>

Please refer to the following checklist prior to calling in work requests:

<table>
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<th>Time Period</th>
<th>Contact Information</th>
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<tr>
<td>8:00a.m. - 4:30p.m. Monday-Friday</td>
<td>904-8443</td>
</tr>
<tr>
<td>4:30p.m. - 8:00a.m. Monday-Friday &amp; Weekends</td>
<td>Area Coordinator (See duty schedule)</td>
</tr>
</tbody>
</table>

### Electrical

**Possible Problem:** All electrical service is out to a building or portion of a building.  
**Solution:** Initiate a Work Request or Call the Area Desk and they will contact Facilities Services Work Orders.

**Possible Problem:** Large areas of campus are dark due to area lights being out.  
**Solution:** Initiate a Work Request or Call the Area Desk

**Possible Problem:** Fire or smoke indicating possible hazardous condition with electrical equipment.  
**Solution:** Call Public Safety 898-2424 or 911 from a campus phone.

### Exit Lights and Emergency Lights

**Possible Problem:** Building exit signs vandalized or missing. (Report lamps or bulbs out as routine)  
**Solution:** Initiate a Work Request or Call the Area Desk

**Possible Problem:** Emergency lights non-operational.  
**Solution:** Initiate a Work Request or Call the Area Desk

August 20, 2012
General Maintenance

Natural Gas

Possible Problem: Strong odor of natural gas
Solution: Contact Atmos Gas Immediately at 1-888-824-3434, 24 hours per day, seven days per week. The Gas Company will determine whether the Fire Department or any other emergency agencies need to be called.
Caution: DO NOT TURN ON OR OFF ANY ELECTRICITY

Broken Windows

Possible Problem: Broken windows (this is considered a safety issue)
Solution: Immediately call Smith Hall Basement, Residential Life Maintenance Office @ 898-4116 between the hours of 8:00 a.m – 4:30 p.m. Monday –Friday. After hours call your Area Desk.

Plumbing

Facilities Services is responsible for maintaining water and sewer lines up to the residential buildings. Residential Life Maintenance is responsible for maintenance of all lines within these buildings. Prior to requesting Facilities Services assistance, try to locate the origin of the problem.

Possible Problems: Water leaks which will cause building damage or flooding. Hot water extremely hot. Sewage lines not draining. Stopped up drains needed to drain an area. Hot water in cold water lines. Valuable property lost in drains (cost may be charged for retrieval of personal property)
Solution: Initiate a Work Request or Call the Area Desk and they might need to contact Facilities Services Work Orders for assistance.

Roof Leaks

Roof leaks left unattended may cause serious structural damage as well as damage to personal belongings. Any leaks, which may be roof leaks, should be reported at the time it is leaking in order to better identify the location. Roof repair would most likely require contracting with a private vendor.

Solution: Initiate a Work Request or Call the Area Desk

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Waste Collection

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<td>Overflowing dumpsters should be reported to the Housing Facilities Office</td>
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<td>Please Note: Facilities Services will position large “roll offs” at the beginning of the Fall Semester and the end of the Spring Semester.</td>
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Disabled Students

The needs of disabled students are quite varied depending upon the extent of their individual disability. Should Facilities Services assistance be needed please advise us that this is a disabled student. Disabled Student Services, 898-2783, should be brought into the communications loop.