**WORK REQUEST PROCESS**

Effective 12/1/2017

**DURINGBUSINESS HOURS 8:30 AM TO 5:00 PM Monday –Friday**

All work requests for any Facility Services issues (maintenance, custodial, grounds, pest control) must be submitted through iServiceDesk.

**AFTER BUSINESS HOURS 5:00 PM TO 8:30 AM Monday –Friday and 24 hours a day on weekends**

All work requests for any Facility Services issues (maintenance, custodial, grounds, pest control) must be submitted through iServiceDesk.

**AND**

For Incidents involving the circumstances listed below, a staff member (faculty, administration, staff, RD/GRD/CA) should call Campus Safety 286-8111.

**SITUATIONS WHICH REQUIRE AN AFTER HOURS CALL**

* Flooding or burst pipe --- Water spilling onto floor and not a dripping faucet
* Plugged toilets and no other toilet is available
* Leak causing damage or disruption to area
* Heat below 68° in an occupied student room or entire building cold (<68°)
* Excessive heat (above 78o) in an occupied student room or entire building (>78o)
* Lock broken to student room or building exterior. NOT LOST KEYS
* Live mouse or live bat present in student room or occupied building
* Biohazard in common area – blood, vomit
* Power outage; multiple lights or outlets not working or  the entire room, stairwell or hallway without power
* Fire, smoking or sparking wires
* In an occupied residence hall: No hot water; multiple fixtures without hot water or the entire bathroom room without hot water
* Person or people trapped in an elevator or both elevators out of service in O’Shea or Seton.
* Equipment problems in mechanical or electrical rooms.

**Once a request/call comes in, the issue will be assessed and proper priority will be attached to the work needed resulting in the dispatching of Facility Services in a timely manner.**