



THE UNIVERSITY OF  
TENNESSEE  
KNOXVILLE

---

FACILITIES SERVICES DEPARTMENT

SERVICE GUIDE

---

Updated:  
February 12, 2016

## **Department Overview:**

The Facilities Services Department is the largest non-academic department on the University of Tennessee, Knoxville campus.

Our department is responsible for the basic operation and continuous maintenance of most facilities on the Main and Agricultural campuses of the University of Tennessee.

Campus facilities include approximately 280 buildings, slightly more than 15 million square feet of space, and more than 700 acres of land.

In addition to these facilities, we are also responsible for electrical substations that provide power to most of our campus buildings, and a central steam plant that provides heating and hot water in most campus spaces.

We currently have more than 720 employees distributed through several specialized units in our department. These units are Administration, Administrative & Support Services, Communication & Information Services, Construction Services, Design Services, Facilities Operations, Special Projects, Utilities Services, and Zone Maintenance.

Our specialized subunits include STAR Team, Business Services, Central Supply, Plumbing & Heating Services, Electrical Services, Air Conditioning Services, Steam Plant, Landscape Services, Building Services, Building Finishes, Lock & Key Services, Sanitation Safety, Rapid Response Team, Communications & Public Relations, Employee Training & Development, IT Support & Maintenance, Project Coordination, Construction Team, Estimating, Stormwater Management, Landscape Response, Interior Design, GIS Projects, Archive & Space, Codes Enforcement and Project Management.

Facilities Services staff members also oversee the university's environmental programs, including UT Recycling and The Office of Sustainability.

Key parts of our organization are operating continuously, 24-hours-a-day, 365-days-a-year, and we are always on call.

Anyone on campus can contact Facilities Services 24-hours-a-day using our "One Call" program at 946-7777. Someone is always available to provide customer service and support to the campus community. Our goal is to always enhance and maintain campus environments that are highly conducive to learning and research.

### **One Call:**

The Facilities Services [One Call](#) program was created in 2011 in an effort to expand availability and increase the department's level of customer service.

Over the past three years, "One Call" has resulted in a much faster response time for the UT campus community.

The Facilities "One Call" program is available all day, every day of the year. Customers can call 865-946-7777, or 6-7777 from a campus phone, and speak live with a Facilities Services representative.

## **Changeover from Air Conditioning to Heat:**

Facilities Services personnel change over building on 2 pipe systems from air conditioning to heating each fall. Due to the nature of the equipment installed throughout the campus, buildings must be changed over separately. Facilities Services performs the changeover on the basis of priorities established 1) to maintain required temperatures to protect equipment and research in progress, and 2) to serve the greatest number of individuals and activities.

*Heating changeover may not begin until outside low temperatures have dropped below at least 50 degrees F for a minimum of three consecutive days.*

Consideration is also given to temperature projections. The wide swings in temperature during the fall have made this policy necessary. Special problems or hardships with the policy should be discussed with the Vice Chancellor of [Facilities Services](#).

## **Changeover from Heat to Air Conditioning:**

Facilities Services personnel change over building on 2 pipe systems from heat to air conditioning in the spring. Due to the nature of the equipment installed throughout the campus, buildings must be changed over separately. Facilities Services performs the changeover on the basis of priorities established 1) to maintain required temperatures to protect equipment and research in progress, and 2) to serve the greatest number of individuals and activities.

*Air conditioning changeover may not begin until outside temperatures have reached at least 80 degrees F for three consecutive days.*

Consideration is also given to temperature projections. The wide swings in temperature during the spring have made this policy necessary. Special problems or hardships with the policy should be discussed with the Vice Chancellor of [Facilities Services](#).

## **Services Provided Organized By Subunit:**

### **[Air Conditioning Services](#)**

Air Conditioning Services provides maintenance and repair services for all HVAC (heating, ventilation, and air conditioning) equipment and systems on the main campus, agricultural campus and off-campus buildings. The team's responsibility includes maintaining and repairing all existing equipment, including rebuilding/refurbishing chillers, maintenance/replacement of large motors and fans included in air conditioning systems, and maintenance, repair, and replacement of air conditioning controls. This includes installation of new or replacement components needed to maintain existing systems on campus. All mechanics on the team are EPA certified to recover and handle regulated refrigerant gasses in all systems. Emergency service for air conditioning/heating equipment is available 24 hours a day.

#### **Basic Services:**

Air Conditioning Services maintains existing equipment as well as installation of new and replacement equipment, including rebuilding/refurbishing of chillers, maintenance/replacement

of large motors and fans serving air conditioning systems, and maintenance, repair, and replacement of air conditioning controls (pneumatic, electric, and solid state). Approximately 45,000 tons (12,000 BTU per ton) of cooling capacity is available, provided by the following equipment:

- Over 3,000 window air-conditioners, ranging in size from 5,000 to 32,000 BTU.
- Approximately 3500 chilled water fan coil units
- Approximately 1500 through the wall P-TAC units
- Approximately 500 package & split systems ranging in size from 1 to 60 tons.
- Seventy seven chillers (centrifugal [water cooled] and air cooled units) ranging in size from 20 to 1500 tons.

### **Emergency Services:**

Emergency service for air conditioning equipment is available 24 hours a day.

- To report malfunctions with air conditioning equipment call the Work Order Office, 974-2347.
- After 4:00 p.m. on weekdays, report emergencies to 946-7777.
- After 12:00 a.m. Monday-Friday, on weekends, holidays, and days of administrative closing, report emergencies to 946-7777.

### **Additional Services:**

Additional Services provided by Air Conditioning Services are listed below.

- Provides maintenance, service, and repairs for stationary air compressors serving laboratory buildings on campus.
- Testing and evaluation related to maintenance of fume hoods and associated fan systems.
- Testing and evaluation of supply and exhaust air systems serving all campus buildings.
- Testing, evaluation, repair or replacement of all building BAS control systems on campus.
- Installs, maintains, and repairs all ice machines for food service, laboratories, and campus buildings.
- Installs, maintains, and repairs refrigeration equipment with temperatures ranging from 98.7 degrees F to -180 degrees F.
- Responsible for maintenance and service of food service refrigerators and freezers.
- Responsible for maintenance and service of environmental growth chambers and hot boxes serving laboratories.
- Responsible for the proper operation of building ventilation systems.
- Responsible for central vacuum systems used in laboratories (and some portable systems, upon request).
- Perform chemical analysis on cooling tower systems, building water loops (chilled water and heating systems), and geothermal water loops.
- Repair and maintain pumps serving all water loops on campus.
- Review design and construction for new facilities being built on campus.

### **Heating:**

Air Conditioning Services is responsible for repairing all heating system equipment within buildings on the Main and Agricultural campuses as well as off-campus buildings. Both systems

which use steam from the central steam plant, and those with separate or stand-alone systems. Approximately 100 different heating systems are maintained on campus in addition to the central steam system equipment. Heating systems located in various buildings on the campus include, electric, gas fired boilers and furnaces, and hydronic hot water heating systems.

## **Arena and Building Services Custodial Athletics**

Arena and Building Services Custodial Athletics consists of a group of more than 50 employees who provide the seven-day-a-week coverage of the UT Knoxville athletic facilities. Members of this group are responsible for the general custodial maintenance of athletic buildings including stadiums and Thompson Boling Arena, sound setups on and off campus, event setup and teardown, and football game day support. Arena and Building Services Custodial Athletics also coordinates with Arena Management and outside event staff to ensure all equipment is in place for events. The group also works with outside contractors who are responsible for portions of TBA.

As part of the Building Services subunit, Arena and Building Services Custodial Athletics works closely with UT Recycling which is also encompassed by Building Services. The two groups work together to ensure efficient pickup of recyclable items on game days and during events, as well as setup before and coordination during events.

### **Lost and Found:**

Lost items that are turned in at UT athletic facilities are kept in the Arena Office. To report a lost item at one of UT's athletic facilities, please call or email Sandra Britt at 974-0114 or [sbritt@utk.edu](mailto:sbritt@utk.edu). Stolen items should be reported to [UTPD](#).

## **Service Requests**

### **Non-Chargeable Services**

Snow Removal – Snow and Ice Removal on Athletic Ramps

Building Services Custodial Athletics and Arena crew members assist with the removal of ice and snow from ramps at Thompson Boling Arena. For concerns about other athletic venues, please call the Facilities Services One Call at 946-7777.

### **Chargeable Services**

Podium – Provide Podium

Arena will provide a podium and sound, including speakers and a microphone, to venues on campus. Any combination of these items can be requested, please indicate if microphone and/or speakers are needed, only the podium will be provided if these items are not requested. A member of the Arena team will set up the podium and/or sound at the location and time indicated by the customer. The equipment will be picked up at the time specified by the customer.

Athletic Hospitality – Providing Specified Services

The Arena and Building Services Custodial Athletics subunit provides a variety of services at the campus' various athletic venues. These services include providing sound, electrical hookups, cleanup (before and after) and breakdown at campus athletic venues. These venues include the East and West Neyland Stadium skyboxes, Wolf Kaplan Center, Lauricella Center, and Ray Mears Room. The subunit has an in-house electrician and electrical hookups include TVs/monitors, concert equipment, extension cords, etc. Customers are asked to provide specific details about services requested, as well as contact name and reliable phone number, in the Archibus Work Request.

#### Event Setup – Setup for Events at Arena and Other Campus Venues

The Arena and Building Services Custodial Athletics subunit provides several services for event setup and teardown. The subunit can furnish and set up its stage, load and unload equipment, provide cleaning services before, after and during including recycling, compost and garbage collection, and provide sound and electrical setup. Customers are asked to provide contact name and reliable phone number before the event in the Archibus Work Request.

## **Building Finishes**

Building Finishes provides a diverse range of services directed toward special projects, routine maintenance and upgrading facilities. Services provided include: building or demolishing walls; installing or removing windows and doors; repairing floors, walls, ceilings, windows and doors; installing whiteboards, glass boards, chalkboards and corkboards, forming, pouring and refinishing concrete walls, steps and retaining walls; laying blocks, brick and stone; repairing concrete sidewalks and other walking surfaces; installation and repair of cubicle furniture and work furniture; and the installation of new exterior building signage and Cone Zone signage. Building Finishes also oversees Painting & Sign Services which includes a crew of room painters as well as a crew that is responsible for exterior signage and interior signage through the UT campus.

#### **Accessibility for the Disabled:**

Building Finishes coordinates curb cuts in streets and sidewalks, installation of ramps, lever handles, visual alarm systems and other devices. The team also organizes construction or maintenance services required for appropriate accessibility for the disabled. The Associate Vice Chancellor of Facilities Services is a member of the various campus committees which generally oversee accessibility for disabled individuals. For information about these programs, contact the Associate Vice Chancellor (208 Facilities Services Building, 974-2178).

#### **Painting Services:**

Building Finishes oversees a crew of room painters who perform 99% of the maintenance painting for all public areas in all campus buildings. Painting Services is also responsible for the repair and finish of sheetrock and interior/exterior plaster. The group also sandblasts and pressure washes buildings and hardscape on grounds. For painting questions contact Building Finishes at 974-7764.

#### **Sign Services:**

The Facilities Operations Sign Shop is responsible for exterior signage and interior signage throughout the UT campus. They also specialize in engraving for desk plates and room identification plates. The Sign Shop has the ability to make banners for any occasion. For those specialty jobs, they can also provide customer letters and graphics to fit your needs. For sign questions contact Sign Services at 974-6821.

## **Service Requests**

### **Non-Chargeable Services**

Building Finishes: Repair – Block Wall

Building Finishes removes and replaces block walls on the main and agricultural campuses.

Building Finishes: Repair – Broken Window

The Building Finishes subunit repairs all window seals and frames. For other issues with windows, please contact Zone Maintenance at the Facilities Services One Call Number, 946-7777.

Building Finishes: Repair – Ceiling Leak

Building Finishes repairs ceilings damaged by leaks. Repairs include new drop ceiling tiles, and removing and replacing damaged sheet rock. These repairs are also provided by Construction Services.

Building Finishes: Repair – Door and Door Frame

Doors and frames in need of repair are routed to Building Finishes. If the door and/or frame is damaged beyond repair, the subunit can install and finish a new door or frame for the location.

Building Finishes: Repair – Floor Tile

If a small area of tile is in need of repair or replacement, the work request is routed to Building Finishes. The subunit will remove damaged tiles and install new matching tiles. Installation of a completely new floor is routed to Construction Services.

Building Finishes: Repair – Handrail (wooden)

The Building Finishes subunit repairs and installs existing and new wooden handrails on UT's Main and Agricultural campuses.

Building Finishes: Repair – Marble

Marble on campus can be reset by the Building Finishes subunit.

Building Finishes: Repair – Concrete Stairs and Sidewalks

Concrete stairs and sidewalks that present a possible trip hazard are repaired by Building Finishes. An epoxy patch is used for small repairs, while grinding the pavement addresses

larger repairs. If the damage is too great to repair, Building Finishes will remove and repave the area.

Building Finishes: Repair – Wall: Patch Hole

Building Finishes will patch small holes in walls. Larger projects are routed to Construction Services. This also applies to cutting areas in walls.

Paint – Common Areas

Paint Services provide painting for common areas on campus including hallways, conference rooms, stairwells, etc. Painting of private areas such as an office is a chargeable service that is routed through Construction Services.

### **Chargeable Services**

Signs – Provide Room Sign or Sign Holder

The Sign Services area of Building Finishes can provide and install room signs and holders as needed on the Main and Agricultural campuses. Other signage can be provided as indicated on Archibus work requests. For questions please call 974-6821.

Nameplates/Tags – Provide Name Plates and Tags

Sign Services can create nameplates and tags as requested. Items are then delivered to requester. Nameplate holders are also available for delivery.

## **Building Services**

Building Services provides all professional building service needs to all academic and athletic facilities. This includes “T Cleaning” of all areas, all hard floor care, restroom sanitization, carpet care, and routine rubbish and recycling removal.

Building Services also handles the cleaning of our athletic venues including the 102,000 seat Neyland Stadium. Special requests for services such as window washing, and pressure washing are also coordinated through this operation. Special events at Thompson-Boling Arena are set up using Building Service personnel. This includes, concerts, graduations, men’s and women’s basketball games, and other sporting events. Building Services operates seven-days-a-week, 24-hours-a-day to best serve the University Community.

### **“T Cleaning”**

The University of Tennessee has taken on an aggressive program in order to reach its Vol Vision, taking one step further in its journey to become a Top 25 Research Institution. The University has decided to reverse its outsourcing of custodial work, and take 5 million square feet of cleaning back in-house, phasing out its current contractor, and adding 140 new positions.

“T Cleaning” stands for Total Cleaning and it is through this comprehensive plan that the University will see an overall improvement in custodial services as outsourced buildings are moved back in-house. “T Cleaning” allows in-house custodial staff to deliver professional



custodial services to building occupants. All buildings that UT employees clean are equipped with the proper supplies and tools to provide total services to those buildings. This includes hard-floor care, shampooing, recycling, lavatory scrubbing, and detailed office cleaning. All public areas in these buildings are on a daily cleaning schedule while private areas (such as offices) are scheduled weekly. This enables “T Cleaning” to provide a higher level of service to our customers. Reception, public areas, and common areas receive nightly service, while private offices get detail vacuum, polished desks, trash removal and recycling on the appropriately scheduled night. If trash collection in a private office is needed more often, then the occupant only needs to place his/her can(s) in the hall and they will be serviced that night. Occupants now know what services are provided and when — the key is communication.

Facilities Services began transitioning custodial staff in April, 2012 with a switch-over of 250,000 square feet in the Conference Center Building. The UT Main and Agricultural campuses have now both been fully transitioned to the program. Transition was complete in Fall of 2014.

Building Services stands behind “Total Cleaning” and looks to provide a World Class service that any Top 25 Research Institution should expect. The University of Tennessee family is a close knit organization, and the subunit knows that everyone wishes to put their best foot forward in order to achieve the campus’ Top 25 goals.

If you have any questions or concerns, please call Gordon Nelson, Building Services Assistant Director, at (865) 974-2054.

## **Service Requests**

### **Non-Chargeable Services**

Paper Products – Provide Paper Towels and/or Toilet Paper

Building Services provides rolls of paper towel and rolls of toilet paper to UT’s Main and Agricultural campuses. The subunit has standardized its products and only keeps rolls of paper products in stock.

Paper Products – Repair/Replace Paper Towel or Toilet Paper Dispenser

Building Services replaces, repairs and services all paper towel and toilet paper dispensers on UT’s Main and Agricultural campuses.

Soap – Provide Soap for Dispenser

Building Services supplies standardized soap to all dispensers on the UT’s Main and Agricultural campuses.

Soap – Repair/Replace Soap Dispenser

Building Services replaces, repairs and services all soap dispensers on UT’s Main and Agricultural campuses.

Carpet – Spot Clean and Stain Treat Carpet

Through its Total Cleaning program Building Services maintains equipment in every building and/or zone for carpet treatment. Carpets are vacuumed daily in public areas of campus and private offices are vacuumed weekly.

#### Floors – Sweep, Mop, Clean, Wax

Through its Total Cleaning program Building Services maintains equipment in every building and/or zone for floor cleaning and maintenance. Bathrooms are cleaned and disinfected daily. Floors are swept and mopped daily in public areas of campus and private offices are cleaned weekly.

#### Floors – Clean Up Spill/Provide Hazmat Cleanup

Building Services responds to calls regarding spills including those that require sanitization and disinfectant. For spills please call Facilities Services One Call at 946-7777.

#### Floors – Strip

Building Services strips floors on campus on an as-needed basis. With the inception of Total Cleaning fewer floors on campus require stripping.

#### Flood – Clean Water in Area

Building Services provides cleanup of water caused by flooding on campus. Teams bring in a wet vacuum to remove the water and thoroughly clean the area. Floods caused due to construction are charged to the contractor.

#### General Cleaning – Cleaning Mold

Any mold found on campus is tested by Facilities Services Sanitation Safety. Once the mold is tested, Building Services cleans and disinfects the area.

#### General Cleaning – Clean Restroom As Needed

Building Services cleans and disinfects all restrooms on campus as part of its Total Cleaning program. Concerns about restrooms can be directed to the Facilities Services One Call Number at 946-7777.

#### General Cleaning – Clean Window Blinds in Room

Window blinds are cleaned by Building Services as requested by the occupant.

#### General Cleaning – Provide Window Cleaning (Inside)

Entry glass is cleaned daily by Building Services crews. All other interior glass is cleaned on request.

#### General Cleaning – Vacuum Carpets in Room

Carpets in public areas are vacuumed daily and private offices are vacuumed weekly unless otherwise requested.

## General Cleaning – Rubbish/Recycling Services

Building Services provides receptacles for trash, recycling and compost. These receptacles are also serviced by the subunit and UT Recycling.

## Graffiti – Remove Graffiti

Building Services will remove graffiti located on campus as needed. Customers are asked to place a work request indicating the specific location of the graffiti.

## Restroom Access – Provide Restroom Access As Needed

Building Services will provide restroom access for special and weekend events on campus.

## **Chargeable Services**

### Clean Up – Clean Up After Event

Cleanup after events includes removing trash, removing any leftover catering materials, break down of tables and chairs, resetting the room as indicated, sweeping and vacuuming.

### General Cleaning – Provide Window Cleaning (Outside)

Exterior window cleaning is provided on request and is a chargeable service.

### Athletic Venues – Custodial Support

Building Services provides custodial support for athletic venues on campus. This support includes servicing locker rooms and restrooms, cleanup before and after events, service during events, and rubbish and recycling removal before and during.

## **Construction Services**

The Construction Services Unit assists the campus with construction and renovation activities for projects performed by Facilities Services and is available to assist with projects performed by the Office of Facilities Planning.

### **Project Coordination**

The Project Coordination Group assists the Campus with coordinating construction and renovation activities for contracted projects as well as projects performed by Facilities Services, and the group is also available to assist with projects performed by the Office of Facilities Planning.

Some of their responsibilities include:

- Primary contact for the campus community for renovation projects.
- Work along with Facilities Planning on new capital projects to help control costs, achieve quality and to monitor the campus interests and standards.
- Develop specifications for material and contracts.

- Assist with estimates and design projects to include consulting with architects, engineers and clients concerning the design development of projects.
- Contract and manager the yearly maintenance of campus sculptures.

### Construction Team

The Construction Team aids the campus and department with construction and renovation projects. Since the creation of this subunit, the Construction Unit is able to complete projects in a more timely and efficient manner.

Many projects, such as classroom upgrades, take place over the summer break. These projects require a great deal of planning with the campus departments as well as vendors to ensure everything is completed before the beginning of the fall semester. Some of the Construction Team's responsibilities include:

- New Construction
- Remodeling
- New Loading Docks and Handicap Ramps
- Outdoor Lighting
- Other Major Building Projects

### Estimating Services

Estimating Services is responsible for preparing on-site cost estimates for future projects and updating estimates as revisions are made during a project, as well as communicating project details to the construction coordinator when proposed work becomes an active project.

The Construction Unit's in-house architect also coordinates with Estimating Services to work out specific details of the project before it begins. This helps the flow of the entire project by ensuring the group is proactive vs. reactive.

### Electrical Services

Electrical Services is composed of three units: Electrical, Electronic Low Voltage, and High Voltage. The Electrical Unit maintains secondary voltage power distribution systems, performing such utility functions as: installation of new electrical circuits; maintenance and repair of building switchboards; repair of indoor and outdoor lighting systems; general troubleshooting and repair of electrical distribution systems. The Electronics and Low Voltage Unit installs and maintains permanent systems such as fire alarms, clocks, and bell systems. The High Voltage Unit operates and maintains extensive high voltage power distribution systems. This unit performs such functions as: Repair or replacement of underground or overhead distribution lines; Rerouting of power distribution to back-up circuits during emergencies.

#### **Electrical Distribution System:**

Electrical Services is responsible for the maintenance and operation of all electrical distribution systems owned by the Knoxville Campus. This includes all primary and secondary systems located on the Main and Agricultural Campuses and the secondary systems of rental properties located off campus. Therefore, all power outages required in any university building for

renovation or maintenance work being performed by outside contractors must be scheduled through the Utilities Services unit. The actual discontinuance and restoration of power will be performed by Facilities Services employees with the assistance of the Knoxville Utilities Board as necessary.

### **Electrical Outlets:**

Dedicated electrical outlets can be provided by Electrical Services. Dedicated electrical outlets may or may not be a dedicated circuit for a particular piece of equipment, but the circuit may be dedicated for a particular type of equipment such as computers.

### **Electrical Requirements for Offices, Laboratories, or Special Equipment:**

All standard 120 volt, single-phase circuits are limited to 20 amperes of current capacity. Electrical Services (974-7769) should be consulted to determine the appropriate phase and voltage required for any area in which equipment is to be installed which requires power other than 120 v., single phase, 20 amp. service. Electrical Services also installs new race ways for computer cabling and network connections.

### **Electrical Wiring Changes in Buildings:**

Facilities Services must make, approve, or supervise any changes to the electrical wiring within buildings. This includes installation of wiring for security systems. To obtain service, call the Work Order Office, 946-7777. New installations/changes and general problems with electrical service should be discussed with Electrical Services (974-7769).

### **Security:**

Electrical Services installs and repairs card readers for campus buildings. This unit also installs campus security cameras.

## **Plumbing & Heating Services**

Plumbing & Heating Services performs routine, periodic utility maintenance on domestic water systems (including sewers), low pressure distribution systems within buildings, and storm sewers. It also provides special project services.

### **Services provided include:**

- Responding to emergencies, such as burst pipes.
- Monthly rodding of main sewer lines at University Housing and Food Services.
- Periodic cleaning and lubrication of blending valves.
- Periodic cleaning of steam traps and water reducing stations.
- Periodic maintenance of backflow preventers, sterilizers, autoclaves, and dishwashers.
- Periodic lubrication and operation of fire hydrants, sprinkler, and hose systems.
- Periodic cleaning and maintenance of circulating, condensate return and sump pumps.
- Installation and replacement of restroom fixtures.
- Insulation of pipes within buildings and underground.
- Replacement of large hot water tanks with small instantaneous steam heaters.
- High pressure steam distribution system.

## **Water Fountains:**

Plumbing & Heating Services is responsible for the maintenance of water fountains. All water fountains are tested regularly. No water fountains in university buildings are of the type(s) which have been found to leach heavy metals into the drinking water.

## **Landscape Services**

Landscape Services is responsible for the landscape maintenance and upkeep of the University of Tennessee's Main and Agricultural campuses, as well as the Cherokee Farms site. The total area represents 600 acres of space on the Main and Agricultural campuses and an additional 200 acres at Cherokee Farms.

Four groups make up the Landscape Services subunit: Landscape Management, Arboriculture, Turf Management, and Heavy Equipment Operations.

### **Landscape Management:**

Landscape Management has nine crews. The university is divided into eight zones and each zone is maintained by a separate crew. The group also has one large crew responsible for mowing the turf and leaf removal through the entire university.

The nine maintenance crews are responsible for keeping the campus clean and beautiful. Throughout the year they:

- Prune and trim trees and scrubs
- Control the weeds in the landscape beds
- Apply fresh hardwood and pine straw mulch
- Install seasonal flowers in the spring and fall
- Aerate and over-see turf areas
- Renovate or remove overgrown or dead shrubs
- Install new trees and shrubs
- Create new and renovate old landscape beds
- Integrated Pest Management
- Trash receptacle service and litter removal
- Clean surface drains
- Snow and ice removal

To request Landscape Management service, please call the Facilities Services One Call number at 946-7777.

### **Arboriculture:**

Arboricultural Services was formed in 2015 to provide tree care and maintenance services to the entire University of Tennessee, Knoxville campus.

Services include:

- Preventive Maintenance Pruning
- Clearance of streets, sidewalks, fixtures and buildings
- Removal of dead and defective branches

- Removal of dead and dying trees
- Tree selection and planting
- Insect and disease control
- Tree preservation during construction

To request Arboriculture service, please call 974-3486.

### **Heavy Equipment:**

Landscape Services maintains a variety of heavy equipment through which it provides diverse services. Heavy equipment services include grading, excavating, trenching, demolition, street sweeping, storm sewer clean-out, hauling, asphalt preparation and repair, fence repair, general purpose welding, ice and snow removal, handling and placement of heavy pieces of equipment, and other miscellaneous activities. To request Heavy Equipment Services, please call the Facilities Services One Call number at 946-7777.

### **Ice and Snow Removal:**

Landscape Services provides ice and snow removal services for the Main and Agricultural campuses. These services are provided on a priority basis, with safety of the greatest number of individuals being used to determine the order of service.

## **Service Requests**

### **Non-Chargeable Services**

Trash/Litter – Provide Litter Clean-up:

Landscape Services removes litter on campus while making morning rounds. If litter is seen on campus, please call the Facilities Services One Call Number at 946-7777. Crew members will remove any litter where indicated.

Pest Control – Dead Animal Removal (Exterior)

Landscape Services crew members will remove dead animals found outside of buildings on campus. If a dead animal is present and requires removal, please call the Facilities Services One Call Number at 946-7777. Crew members will remove and dispose of the dead animal.

Landscape & Grounds Maintenance – Clean Ashtrays

Landscape Services empties cigarette urns in outdoor spaces on an as needed basis. If an urn needs attention, please call the Facilities Services One Call Number at 946-7777. Crew members will service the urn where indicated.

Landscape & Grounds Maintenance – Extinguish Mulch Fire

In event of a mulch fire, please call the Facilities Services One Call Number 946-7777 immediately. Landscape Services crews will be dispatched to extinguish the fire.

#### Landscape & Grounds Maintenance – General Landscaping (Mow, Trim, Weed)

Landscape Services provides routine landscape maintenance service to all common areas. If you have a special event date, please submit a work request at [fs.utk.edu](https://fs.utk.edu). If an area is discovered to need immediate attention, please call the Facilities Services One Call Number at 946-7777. Crew members will address areas where indicated.

#### Landscape & Grounds Maintenance – Leaf Removal

Landscape Services provides leaf removal service to all common areas on a routine schedule. If you have a special event date, please submit a work request at [fs.utk.edu](https://fs.utk.edu). If an area is discovered to need attention, please call the Facilities Services One Call Number at 946-7777. Crew members will address areas where indicated.

#### Landscape & Grounds Maintenance – Remove/Replace Bollards

The short vertical posts are removed and replaced as needed on campus. To request removal or repair please call the Facilities Services One Call Number at 946-7777.

#### Landscape & Grounds Maintenance – Tree Pruning

Landscape Services Arboriculture Team provides routine tree maintenance service to all common areas. If you have a special event date, please submit a work request at [fs.utk.edu](https://fs.utk.edu). If an area is discovered to need attention, please call the Facilities Services One Call Number at 946-7777. Crew members will address areas where indicated.

#### Landscape & Grounds Maintenance – Trim Shrubs/Hedges

Landscape Services provides routine landscape maintenance service to all common areas. If you have a special event date, please submit a work request at [fs.utk.edu](https://fs.utk.edu). If an area is discovered to need immediate attention, please call the Facilities Services One Call Number at 946-7777. Crew members will address areas where indicated.

#### Landscape & Grounds Maintenance – Weed Control

Landscape Services provides routine landscape maintenance service to all common areas. If you have a special event date, please submit a work request at [fs.utk.edu](https://fs.utk.edu). If an area is discovered to need immediate attention, please call the Facilities Services One Call Number at 946-7777. Crew members will address areas where indicated.

#### Irrigation – Event Preparation

In preparation for your special event Landscape Services can ensure the irrigation systems are appropriately timed. To request this service, please submit a work request at [fs.utk.edu](https://fs.utk.edu).

#### Asphalt – Repair Potholes

Heavy Equipment personnel provide asphalt pothole repair to campus parking lots, drives and roads. Please submit a work request at [fs.utk.edu](https://fs.utk.edu)

#### Snow Removal – Snow Removal/Salt/Deice



Landscape Services provides snow removal, salt and deice services to campus. If you would like to report an area of concern, please call the Facilities Services One Call Number at 946-7777.

#### Mowing – Mowing of Specific Campus Location

Landscape Services provides mowing service to all common areas on a routine schedule. If you have a special event date, please submit a work request at fs.utk.edu. If an area is discovered to need attention, please call the Facilities Services One Call Number at 946-7777. Crew members will address areas where indicated.

### **Chargeable Services**

#### Landscape & Grounds Maintenance – Emergency Generator Fuel Top-off

Heavy Equipment personnel can assist with top-off of emergency generator fuel. Please submit a work request at fs.utk.edu. The requesting department will be charged the current market rate plus a logistics time.

#### Landscape & Grounds Maintenance – External Fence Repair

Heavy Equipment personnel can assist with exterior fence repair. The requesting department will be charged for materials costs and logistics time. Please submit a work request at fs.utk.edu.

#### Landscape Grounds & Maintenance – Provide Mulch Delivery

Landscape Services can provide mulch delivery to a specific location for organization/departamental use. Please submit a work request at fs.utk.edu. The requesting group will be charged the current market rate.

#### Landscape & Grounds Maintenance – Assist with Landscape Improvements

Landscape Services can assist with landscape improvements including providing shrubs, trees, mulch, benches, tables and other site amenities. The subunit can also provide the set-up of these items. These services can be requested using the PP-28 form.

#### Landscape & Grounds Maintenance – Provide Top Soil Delivery

Landscape Services can provide topsoil delivery to a specific location for organization/departamental use. Please submit a work request at fs.utk.edu. The requesting group will be charged the current market rate.

#### Landscape & Grounds Maintenance – Soil Excavation

Heavy Equipment personnel provide soil excavation for all campus needs. The requesting department/organization will be charged for costs associated with material disposal, equipment, and operator time. Please submit a work request at fs.utk.edu.

#### Landscape & Grounds Maintenance – Transport Heavy Materials (Loading/Unloading/Crane Lifting)

Heavy Equipment personnel provide loading/unloading of heavy materials for campus departments. The requesting department/organization will be charged for costs associated equipment and operator time. Please submit a work request at [fs.utk.edu](http://fs.utk.edu).

#### Landscape & Grounds Maintenance – Tree Removal

Landscape Services Arboriculture Team provides performs dead/hazardous tree removal service to all common areas. Please submit a work request at [fs.utk.edu](http://fs.utk.edu). If tree is discovered to need immediate attention, please call the Facilities Services One Call Number at 946-7777. Crew members will address areas where indicated.

#### Landscape & Grounds Maintenance – Special Events Request

Landscape Services provides mowing, trimming and weeding service before special events on campus.

#### Landscape & Grounds Maintenance – Repair Irrigation System

Landscape Services provides routine maintenance to common area landscape irrigation systems. If you have a private system requiring attention, please submit a work request at [fs.utk.edu](http://fs.utk.edu). If a system is discovered to need immediate attention, please call the Facilities Services One Call Number at 946-7777. Crew members will address areas where indicated.

#### Irrigation – Winterize Irrigation System

Landscape Services provides seasonal maintenance to common area landscape irrigation systems. If you have a private system requiring winterization, please submit a work request at [fs.utk.edu](http://fs.utk.edu).

#### Irrigation – Spring Startup of Irrigation System

Landscape Services provides seasonal maintenance to common area landscape irrigation systems. If you have a private system requiring spring start-up and testing, please submit a work request at [fs.utk.edu](http://fs.utk.edu).

#### Gravel/Rock – Provide Gravel

Heavy Equipment personnel provide gravel to parking areas, drives and roads. The requesting department/organization will be charged for costs associated with material, equipment, and operator time. Please submit a work request at [fs.utk.edu](http://fs.utk.edu).

#### Sand – Provide Recreational Sand

Heavy Equipment personnel provide recreational sand to playgrounds and volleyball courts. The requesting department/organization will be charged for costs associated with materials, equipment, and operator time. Please submit a work request at [fs.utk.edu](http://fs.utk.edu).

#### Snow Removal – Delivery of Salt and Deice Products

Landscape Services provides the delivery of salt and deice products for the customer's use. Please submit a work request at [fs.utk.edu](https://fs.utk.edu).

#### Equipment Repair – Repair Small Engine and Diesel Equipment

Heavy Equipment personnel provide power equipment repair to machinery with gasoline and diesel engines. The requesting department/organization will be charged for costs associated with materials, parts, and technician time. Please submit a work request at [fs.utk.edu](https://fs.utk.edu).  
Swim Meet – Landscape Support

Landscape Services provides assistance with dumpster removal prior to swim meets several times throughout the year. Please submit a work request at [fs.utk.edu](https://fs.utk.edu).

## Lock & Key Services

Lock & Key Services oversees the issuing of all keys and the maintenance of all campus locks.

**For key requests click: “[Request a Key](#),” to report a lost key click: “[Report a Lost Key](#).” Please complete all requested information, then scan or email form(s) to: [keyshop@utk.edu](mailto:keyshop@utk.edu)**

#### **Paper forms may be returned to:**

Lock & Key Services  
Greve Hall, Room G15

#### **Keys:**

Issuance of keys, rekeying of buildings, and general locksmith services are provided by the Facilities Services Lock & Key Services unit. Requests for Lock & Key Services and inquiries about charges for services should be directed to Lock & Key Services at 974-4371 during normal business hours and the Facilities Services One Call Number 946-7777 after hours.

#### **Lock Policy:**

All locks on doors of university buildings, both exterior and interior, must be furnished by Lock & Key Services and be on a master key available to Building Services and Safety personnel. *Occupant installed locks or padlocks will be removed by the Facilities Services Department, with the cost for removal and instillation of university locks billed to the department or entity to which the space is assigned.* Issues with this policy should be discussed with the Lock & Key Services subunit at 974-4371 or the Associate Vice Chancellor of Facilities Services at 974-2178.

#### **Lock Repair:**

Malfunctions of building locks, door hardware, or panic bar hardware should be reported to Facilities Services by calling the Lock & Key Services office at 974-4371 or the One Call Number afterhours at 946-7777. These repairs are building maintenance functions for which no charge is addressed. Changing of locks, issuance of keys and rekeying of rooms or buildings are matters under the administrative responsibility of Lock & Key Services.

## **Service Requests**

Please note that some services are **chargeable** for **Auxiliary** and **non-chargeable** for **Academic**.

### **Non-Chargeable Services**

Keys (**Academic**) – Keys Not Working

Lock & Key Services personnel address issues with non-working keys that include locks sticking and keys not turning in academic rooms, offices, and exterior doors. In these instances the lock and/or key is repaired or replaced.

Keys (**Academic**) – Provide Keys as Needed

Lock & Key Services provides keys for a variety of locks on campus including those on academic, office, housing and exterior doors, desks, safes, and file cabinets. Lock & Key Services also furnishes duplicate keys. Keys for academic offices and exterior doors are requested on key request only. All others are chargeable and requested on work order.

Keys (**Academic**) – Stuck in Door

If a key is stuck in a campus lock a member of the Lock & Key Services crew will first try to remove it, if the key cannot be removed then the core will be replaced.

Locks (**Academic**) – Adjust Lock as Needed

Adjustments can be made to lose locks on a variety of doors across campus.

Locks (**Academic**) – Repair and Replace Locks as Needed

Lock & Key Services repairs broken, jammed, lose and damaged locks on campus including those for academic, office, housing and exterior doors, desks, safes, and file cabinets. If the lock cannot be repaired, crew members will replace the lock. Note: All padlocks are chargeable.

### **Chargeable Services**

Keys (**Auxiliary**) – Keys Not Working

Lock & Key Services personnel address issues with non-working keys that include locks sticking and keys not turning in academic rooms, offices, and exterior doors. In these instances the lock and/or key is repaired or replaced.

Keys (**Auxiliary**) – Provide Keys as Needed

Lock & Key Services provides keys for a variety of locks on campus including those on academic, office, housing and exterior doors, desks, safes, and file cabinets. Lock & Key Services also furnishes duplicate keys. Keys for academic offices and exterior doors are requested on key request only. All others are chargeable and requested on work order.

Keys (**Academic & Auxiliary**) – Recore Building

Lock & Key Services can perform a recore of an entire building after renovations, reorganizations, department moves, or in the instance of a lost master key.

#### Keys (**Academic & Auxiliary**) – Recore Door

Lock & Key Services performs lock changes throughout campus including those for academic, office, housing and exterior doors, desks, safes, and file cabinets. Lock & Key Services also furnishes duplicate keys.

#### Keys (**Academic & Auxiliary**) – Replace Door or Cabinet Locks

Locks are replaced when the hardware is not repairable.

#### Keys (**Auxiliary**) – Stuck in Door

If a key is stuck in a campus lock a member of the Lock & Key Services crew will first try to remove it, if the key cannot be removed then the core will be replaced.

#### Locks (**Auxiliary**) – Adjust Lock as Needed

Adjustments can be made to lose locks on a variety of doors across campus.

#### Locks (**Academic & Auxiliary**) – Provide Padlocks as Needed

Lock & Key Services furnishes commercial and UT keyed padlocks for use on campus.

#### Locks (**Auxiliary**) – Repair and Replace Locks as Needed

Lock & Key Services repairs broken, jammed, lose and damaged locks on campus including those for academic, office, housing and exterior doors, desks, safes, and file cabinets. If the lock cannot be repaired, crew members will replace the lock.

#### Locks (**Academic & Auxiliary**) – Unlock Cabinet as Needed

If a key or combination is changed for a cabinet, the new key and/or combination is given to the person indicated on the request.

#### Locks (**Academic & Auxiliary**) – Change Combination

After a safe combination is changed, the new combination is provided to the person indicated on the request.

#### Safe (**Academic & Auxiliary**) – Repair as Needed

A variety of safe repairs can be completed by Lock & Key Services, up to and including gaining access, replacing parts, and replacing the entire safe.

#### Key Pad (**Academic & Auxiliary**) – Charge Key Code

After a key code is changed, the new code is provided to the person indicated on the request.

Key Pad (**Academic & Auxiliary**) – Repair or Replace

Lock & Key Services crews will repair a key pad if the combination is not working or if there is a hardware malfunction. If the key pad cannot be repaired, crews will replace it.

## Rapid Response Team

The Rapid Response Team (RRT) is responsible for special projects, customer initiatives, crises and emergencies. RRT also oversees transfers and hauling.

Transfer and Hauling Services:

RRT provides transfer and hauling services for the Main and Agricultural campuses. These services include:

- Set up for registration, commencements, SGA elections, classrooms, and special events.
- Pickup and delivery services.
- Arrangement and moving of office furniture and equipment.
- Arrangements with professional moving companies for heavy items and large moves.

Those requesting services from RRT are generally charged for the services of the transfer and hauling unit.

Questions about services provided can be directed to the Rapid Response Team office at 974-7748.

## **Service Requests**

*Please note that some services are **chargeable** for **Auxiliary** and **non-chargeable** for **Academic**.*

### Non-Chargeable Services

Move (**Academic**) – Boxes, Equipment, Freezer(s), Furniture within Cubicle(s), Furniture within Office Suite(s)

The Rapid Response Team moves boxes, various equipment, freezers and refrigerators, cubicle and office suite furniture from one location to another on the UT Knoxville and Agricultural campuses. Customers are asked to specify number of boxes, types of equipment or furniture and details about locations.

Move (**Academic**) – Items to and from Surplus Warehouse

RRT will move items from campus Surplus to specified locations on campus and will also move items from campus locations to Surplus. Customers are asked to indicate the specific items requested for moves in the Archibus Work Request.

Banners (**Academic**) – Hang or Remove Banners

The Rapid Response Team hangs and removes banners on the UT Main and Agricultural campuses. This services includes light post banners and individual building banners.

Risers (**Academic**) – Provide Riser(s)

The Rapid Response Team delivers and picks up risers on the UT Main and Agricultural campuses.

### **Chargeable Services**

Move (**Auxiliary**) – Boxes, Equipment, Freezer(s), Furniture within Cubicle(s), Furniture within Office Suite(s)

The Rapid Response Team moves boxes, various equipment, freezers and refrigerators, cubicle and office suite furniture from one location to another on the UT Knoxville and Agricultural campuses. Customers are asked to specify number of boxes, types of equipment or furniture and details about locations.

Move (**Auxiliary**) – Items to and from Surplus Warehouse

RRT will move items from campus Surplus to specified locations on campus and will also move items from campus locations to Surplus. Customers are asked to indicate the specific items requested for moves in the Archibus Work Request.

Tables/Chairs (**Academic & Auxiliary**) – Provide Tables and Chairs/Provide Chairs Only/Provide Tables Only

The Rapid Response Team will supply, setup and breakdown tables and chairs on the UT Main and Agricultural campuses for special events. RRT also handles requests for tables only and chairs only. A minimum of five tables is required for requests. Customers are ask to provide a contact name and reliable phone number. A member of RRT will call the contact to schedule setup and breakdown times.

Banners (**Auxiliary**) – Hang or Remove Banners

The Rapid Response Team hangs and removes banners on the UT Main and Agricultural campuses. This services includes light post banners and individual building banners.

Risers (**Auxiliary**) – Provide Riser(s)

The Rapid Response Team delivers and picks up risers on the UT Main and Agricultural campuses.

Risers (**Academic & Auxiliary**) – Provide Stage(s)

The Rapid Response Team delivers, assembles and disassembles stages on the UT Main and Agricultural campuses. Customers are ask to provide a contact name and reliable phone number to schedule setup.

## **Sanitation Safety**

Sanitation Safety is responsible for pest control and asbestos abatement.

### **Pest Control:**

Sanitation Safety provides comprehensive pest control services. The unit is headed by a supervisor licensed by the State of Tennessee as a Commercial Pest Control Operator. Two Sanitation Safety technicians are Certified Basic Wildlife Control Operators and Certified Applicators. Services provided include insect, rodent, termite, bird, odor, and biological control. A paging system enables prompt response to trouble calls. To obtain service, please call the Facilities Services One Call Number at 946-7777. If there are conditions or problems requiring special care or procedures, please contact the Superintendent of Sanitation Safety Randy Hamilton at 974-3486.

### **Asbestos Abatement:**

Tests have been conducted in all buildings for friable asbestos. The Sanitation Safety unit coordinates asbestos abatement if asbestos is found during a renovation or maintenance project being conducted by the Facilities Services Department, as needed or as required by regulations. Inquiries about asbestos and asbestos abatement should be directed to the Superintendent of Sanitation Safety Randy Hamilton at 974-3486 or the Director of Facilities Operations Bob Caudill (Room 205 Facilities Services Warehouse Building) at 974-3486.

## **Service Requests**

### **Non-Chargeable Services**

Abatement: Estimates – Asbestos Abatement Estimates

Most estimates provided by and coordinated through Sanitation Safety do not necessitate a charge. The exception is if sampling is required to provide a more accurate estimate, the cost of testing would result in a chargeable service.

Pest Control – Pest Control Services

There are certain laws and restrictions governing the use and application of pesticides. These laws are strictly followed to ensure the safety of our customers by our own State Licensed & Certified Technicians. Therefore, the way a certain situation is handled is up to the licensed, certified technician.

Treatment options vary according to the target pest. When possible, Sanitation Safety follows an Integrated Pest Management System. This simple system is based on the safety of individuals by employing mechanical, and environmental controls in place where possible and time allows. It may include trapping or baiting instead of conventional liquid application.

Pest Control – Requesting Pest Control Service



Customers are asked to provide their full name and contact information when requesting pest control services. Also, please be as descriptive and precise as possible concerning the services desired to ensure the Sanitation Safety team has the necessary information needed. Once a work request has been received, it will be issued to a technician which will then take the information given and investigate the issue(s). Inspection and identification of the target pest is a key component of successfully eradicating any pest issue. Therefore, customer information is vital to this process. Customers are asked to describe the situation to the best of their knowledge.

### **Chargeable Services**

#### Abatement: Testing – Asbestos Testing

Upon requesting this service the Sanitation Safety subunit investigates its records. The subunit maintains a historical archive of more than 7,000 samples and surveys collected over the course of the last 30 years. From this database previous samples can many times be located of the area in question. In the event insufficient data for the area is determined, a state licensed inspector will visually inspect the area. If necessary, samples of the material will be collected and sent to a certified third party testing laboratory to be analyzed. A report of the testing will be provided and the appropriate action will be taken.

#### Abatement: Removal – Asbestos, Mold or Lead Removal

The Sanitation Safety subunit coordinates the removal of asbestos containing material, mold, and/or lead is warranted for repair or renovation purposes. The University of Tennessee has a contract with a state licensed abatement contractor that will complete the removal. Facilities Services also has four inspectors on campus, three supervisors and monitors, and an abatement designer to coordinate with all parties to establish the most convenient time to conduct the abatement project.

A ten day waiting period mandated by NESHAPS may be warranted if the size of the area to be removed is a surface area more than 160 square feet, the combined length of piping insulation is longer than 260 linear feet, or any material that makes up more than 35 cubic feet. During abatement, the area will be sealed developing a containment which would then be placed under negative air pressure. All EPA and OSHA regulations will be followed to ensure the safety of the customers and contractors.

#### Pest Control – Animal Removal

Customers are asked to provide their full name and contact information when requesting pest control services. Also, please be as descriptive and precise as possible concerning the services desired to ensure the Sanitation Safety team has the necessary information needed. Sanitation Safety has two Wildlife Control Operators on staff. Work requests will be issued to these individuals who will use the information provided to investigate the issue. When possible and safe, customers are asked to keep an eye on the animal while staff gathers the appropriate tools for removal. There are laws and regulations which govern the relocation of animals that carry stiff penalties and fine. Relocation is always the first option when possible.

### **Zone Maintenance**

The [Zone Maintenance](#) unit is responsible for maintenance of all systems related to the 250+ buildings on the Main and Agricultural Campuses.

This includes:

- lighting and electrical systems
- heating
- ventilating and air conditioning systems
- plumbing systems
- laboratory systems
- structural and building envelope systems including roofing, walls and windows

With the over 1,500 years of combined experience (>10 year average), the unit has developed a workforce that, along with being very well equipped and adept at handling everyday requirements, is able to quickly respond to and diffuse any emergency situation that may arise. These two characteristics are essential for an educational and heavy research campus as diverse in service and customer needs as UT Knoxville.

With the reorganization of Facilities Services in 2012, more resources have been provided to Zone Maintenance personnel empowering them to perform more tasks without being required to call on others. This has provided more efficient and effective service to the campus community.

### **One Call Program (One Call Shift)**

Zone Maintenance provides maintenance coverage on the UT Knoxville Main and Agricultural campuses 24-hour-a-day, 365-days-a-year. Customers can call the Facilities Services One Call Line and be in touch with someone who is on Campus and will either be able to remedy or stabilize a problem. These people also have the authority to call in additional resources as needed.

### **STAR Team (Special Team to Assist Research)**

The STAR Team is a specialized team responsible for providing a more focused service function to the university research community. This is accomplished by assisting new researchers by renovating their lab space, helping them get acclimated to campus, and installing their lab equipment to ensure they can hit the ground running when they get to campus. The STAR Team also assists existing researchers with changes in programming requirements and with day-to-day problems that may arise, such as issues the lab's HVAC, electrical and plumbing to ensure there are no interruptions to the research.

This team also took over the responsibility for the TVA Energy Road Map, which includes energy auditing of buildings and working with College of Engineering students on senior design projects that benefit campus by conserving energy. The STAR Team also identifies and implements energy saving projects to be used for the green fee revolving loan fund as part of the roadmap.

The STAR Team is leading the way to predictive maintenance techniques with vibration analysis, shaft alignment, and thermal analysis. Zone Maintenance acquired the equipment to do this type of work and is now training Zone Maintenance personnel to use it to balance all the equipment on campus to maximize efficiency.

## **Service Requests**

## **Non-Chargeable Services**

### Temperature – Too Hot/Cold:

Zone Maintenance will check the temperature then troubleshoot the problem and make necessary repairs to the system. If the temperature in your space on campus, please call the Facilities Services One Call Number at 946-7777.

### Lights – Inside:

Zone Maintenance will troubleshoot the problem by checking the power, bulb, switch and ballast then make necessary repairs to the light. If you have a light out on campus, please call the Facilities Services One Call Number at 946-7777.

### Lights – Outside:

Zone Maintenance will check the temperature then troubleshoot the problem and make necessary repairs to the station. If you see a blue light out on campus, please call the Facilities Services One Call Number at 946-7777.

### Lights (Outside) – Pole Light Broken/Missing, Street Lights:

Zone Maintenance will troubleshoot the problem by checking the power, bulb, photocell and ballast then make necessary repairs to the system. If you see an outside light out on campus, please call the Facilities Services One Call Number at 946-7777.

### Electrical Power – Other

Zone Maintenance will troubleshoot the problem by checking the circuit breaker or finding another problem and make the necessary repairs to the system. Zone Maintenance will call the electric shop for assistance if needed. If you have a power issue on campus, please call the Facilities Services One Call Number at 946-7777.

### Electrical Power – Power is Out Inside Entire Building

Zone Maintenance will troubleshoot the problem by checking the main switch gear or by finding another problem and make the necessary repairs to the system. Zone Maintenance will call the electric shop for assistance if needed. If you have the power goes out in your building, please call the Facilities Services One Call Number at 946-7777.

### Generator – Assist with Certification

Zone Maintenance will coordinate getting the inspection and appropriate certifications done on generators. If you need a generator certified on campus, please call the Facilities Services One Call Number at 946-7777.

### Generator – Check with Transfer Problems & Other

Zone Maintenance will troubleshoot the problem and make the necessary repairs to the generator. Zone Maintenance will call an outside contractor for assistance if needed. If you have generator problems, please call the Facilities Services One Call Number at 946-7777.

#### Elevators – General

Zone Maintenance will access the problem or retrieve lost items from the elevator pit. Zone Maintenance will call the elevator contractor for assistance if needed. If you have elevator problems on campus, please call the Facilities Services One Call Number at 946-7777.

#### Fume Hood – Assist with Testing

Zone Maintenance will assist in testing of fume hood flow. If you have problems with fume hoods on campus, please call the Facilities Services One Call Number at 946-7777.

#### Sprinkler – General

Zone Maintenance will access the problem with sprinkler. Zone Maintenance will make the appropriate repairs or call the sprinkler contractor for assistance if needed. If you have sprinkler problems on campus, please call the Facilities Services One Call Number at 946-7777.

#### Leak – General

Zone Maintenance will access the pipes, roof, windows, walls, etc. to find the leak. Zone Maintenance will make the appropriate repairs to stop the leak. If you have a leak on campus, please call the Facilities Services One Call Number at 946-7777.

#### Toilet or Urinal

Zone Maintenance will inspect the toilet/urinal to make sure it's not leaking and flushing properly. Zone Maintenance will make the needed repairs. If you have a problem with a toilet/urinal on campus, please call the Facilities Services One Call Number at 946-7777.

#### Sink – General

Zone Maintenance will check the faucet to ensure its functioning properly, make sure it is not leaking or stopped up. Zone Maintenance will make the needed repairs. If you have a problem with a sink on campus, please call the Facilities Services One Call Number at 946-7777.

#### Water – No Hot/Cold

Zone Maintenance will troubleshoot the problem to find the issue with the water then make necessary repairs to the system and call the other shops if necessary to assist. If you have a problem with water on campus, please call the Facilities Services One Call Number at 946-7777.

#### Water Fountain – General

Zone Maintenance will troubleshoot the problem to find the issue with the water fountain then make necessary repairs to the system and call the other shops if necessary to assist. If you

have a problem with water fountain on campus, please call the Facilities Services One Call Number at 946-7777.

#### Drains – General

Zone Maintenance will troubleshoot the problem by checking to see if the drain is stopped up or leaking then make necessary repairs to the system. If you have a problem with drain on campus, please call the Facilities Services One Call Number at 946-7777.

#### Odor – General

Zone Maintenance will find the source of the odor then make necessary repairs to get rid of the odor problem. If smell an odor on campus, please call the Facilities Services One Call Number at 946-7777.

#### Air Conditioning – General

Zone Maintenance will troubleshoot the problem whether it is a window unit or an air handler then make necessary repairs to the unit and call the other shops if necessary to assist. If you have a problem with air conditioning on campus, please call the Facilities Services One Call Number at 946-7777.

#### Condensate Pump – General

Zone Maintenance will troubleshoot the problem then make necessary repairs to the air condensate pump and call the other shops if necessary to assist. If you have a problem with a condensate pump on campus, please call the Facilities Services One Call Number at 946-7777.

#### Air Compressor – General

Zone Maintenance will troubleshoot the problem then make necessary repairs to the air compressor and call the other shops if necessary to assist. If you have a problem with an air compressor on campus, please call the Facilities Services One Call Number at 946-7777.

#### VFD (Variable Frequency Drive) – General

Zone Maintenance will troubleshoot the problem then make necessary repairs to the VFD and call the other shops if necessary to assist. If you have a problem with a VFD on campus, please call the Facilities Services One Call Number at 946-7777.

#### Locks – Lock/Unlock Doors as Needed

Zone Maintenance will lock or unlock doors as needed. If you need a door locked or unlocked on campus, please call the Facilities Services One Call Number at 946-7777 with contact information, building name and room number.

#### Locks – General

Zone Maintenance will make necessary repairs to the door handle. If you see a broken door handle on campus, please call the Facilities Services One Call Number at 946-7777.

#### Doors/Doorknobs – Change Door Combination

Zone Maintenance will make necessary repairs to the door handle. If you see a broken door handle on campus, please call the Facilities Services One Call Number at 946-7777.

#### Doors/Doorknobs – Door Handle Mechanism Broken

Zone Maintenance will make necessary repairs to the door handle. If you see a broken door handle on campus, please call the Facilities Services One Call Number at 946-7777.

#### Doors/Doorknobs – Door Strike – Electric Door Strike Not Working

Zone Maintenance will troubleshoot the problem then make necessary repairs to the door strike and call the Electric shop if necessary. If you see a problem with a handicap door on campus, please call the Facilities Services One Call Number at 946-7777.

#### Doors/Doorknobs – Handicap Door Repair or Other Problem

Zone Maintenance will troubleshoot the problem and make necessary repairs to the door openers. If you see a problem with a handicap door on campus, please call the Facilities Services One Call Number at 946-7777.

#### Gutters – General

Zone Maintenance will check to see if the gutter is stopped up or damaged then make necessary repairs to the system. If you see any gutter issues on campus, please call the Facilities Services One Call Number at 946-7777.

#### Building Finishes – General

Zone Maintenance will access the problem with the building finishes then make necessary repairs. If you have any problems with the finishes in your building, please call the Facilities Services One Call Number at 946-7777.

#### Glass – Repair/Replace and General

Zone Maintenance will access the problem then make necessary repairs to the glass. If you have any problems with glass on campus, please call the Facilities Services One Call Number at 946-7777.

### **Chargeable Services**

#### Swim Meet – Maintenance Support

Zone Maintenance will provide maintenance support for the event. If you have a swim meet on campus and need maintenance support, please call the Facilities Services One Call Number at 946-7777.