ABC 2015 Fall Summit

Facilities Management Services and Maintenance

What can we do for you?

September 9th & 10th, 2015

Agenda

- Maintenance versus Chargeback
  - What do I pay for?
  - What do you pay for?
- Service Requests
  - What can I ask for?
- Timelines
  - How long will it take?
- Lost & Found
- Contact Information
- Questions
Who pays for what?

- Maintenance
  - My light bulb burned out!

- Chargeback
  - I want a different light bulb!

Basic Maintenance and Repairs:
- We do not charge for maintenance services of state facilities.
- Why is this work no charge? Facilities is funded to maintain state buildings, landscaping, and the campus wide road and utility infrastructure.

Minor Requests (Chargeback):
- Facilities charges for non-maintenance requests such as keyboard tray installation or hanging a picture.
- Why is this work for a charge? Facilities is not funded for this type of work.

More info? https://afd.calpoly.edu/facilities/maintenance_defs.asp
Service Requests

- Custodial
  https://afd.calpoly.edu/facilities/services_custodialservices.asp
  - Maintenance Services
  - Chargeback Services

Service Requests

- Events
  - Tables & Chairs
  - Electrical
  - Outdoor Space
  - Podiums
Service Requests

- **Surplus & Moving**
  - Need Furniture moved?
  - Looking to get rid of old office furniture or equipment?
  - Looking for something? Did you know you can request items?

Service Requests

- **Minor Requests**
  - Fabricate and install signage
  - Re-key a door
  - Attach new furniture to wall
  - Install keyboard tray
  - Install electrical outlet
  - Hang pictures
  - Paint (non-maintenance)
  - *And more!*
Service Requests

- **Basic Maintenance**
  - Replace Lightbulbs
  - Repair clogged or leaking sinks
  - Adjust the temperature
  - Repair broken windows
  - Oil door hinges and closers
  - Refresh paint (10 years)

Timelines

*Why does it take so long?*

- **Scheduling**
  - Coordination and Communication
  - Access to Facility
  - Neighbors
  - Design & Plan Check
  - Prioritization
Timelines

Did you know Facilities is the Official Campus Lost & Found?

- Report a lost item
  - Contact Information – Name, Phone, Email
  - Description
  - Date, Time & Location Item was Lost
- Turn in a lost item
  - Date, Time & Location Item was Found
- What happens to unclaimed items?

How do I submit a Service Request?

- Portal – my.calpoly.edu
- Form - https://afd.calpoly.edu/facilities/services_request.asp
- Email – facilities-cbs@calpoly.edu
- Call! - 756-5555

Information

- Facilities Web Site https://afd.calpoly.edu/facilities/
- Facebook

Additional Sessions & Training

- Minor Project Process
- Facilities Overview
- Service Requests & Project Portlet
Facilities Overview

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