ABC 2015 Fall Summit

Facilities Management
Services and Maintenance

What can we do for you?

September 9th & 10th, 2015

abc.afd.calpoly.edu
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](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
Lost & Found

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?

Service Requests

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

Facilities Help Center
Your Service Connection!
Want more?

- Information
  - Facilities Web Site
    [https://afd.calpoly.edu/facilities/](https://afd.calpoly.edu/facilities/)
  - Facebook

- Additional Sessions & Training
  - Minor Project Process
  - Facilities Overview
  - Service Requests & Project Portlet
Facilities Overview

Jessica Hunter
Facilities Customer Service Specialist

jhunter@calpoly.edu
756-7568