

Service Levels for Building Maintenance

EMERGENCY: Dispatch

Requires an emergency response to reduce to risks of safety and/or health issues, utility service disruption, structural or mechanical damage to building, equipment, or research.

- Broken light covers that could fall and do harm
- Doors and windows that will not secure, which create a security issue
- Motor failures and restoration of power (not noise issues)
- Burning or smoking ballast
- Leaks causing potential damage, stoppages, no water (not lack of hot or cold water), issues in animal care facilities, pump failures (not noise issues or leaking pumps), stools or urinals running continuously
- Broken or cracked glass: immediate hazard
- Fume hood not running, fan not running (not noise issues or ventilation smell issues)
- ADA issues: doors not operating, handicap restroom stall door issues (in restrooms with only one handicap stall)
- Furnace not working
- Loose or falling asbestos
- Haz-mat spills
- Emergency fence or barricade needs
- Any issues with the Transfer Station
- Broken fan belts (if fan is not running)
- Life, health, or safety issues related to masonry
- Gas leaks or odors, steam, or hot water reheat system leaks
- Any leaks from an unknown source, gas leaks, or any other problem in which we cannot determine a leak's source
- Water distribution failure, reports of discolored/bad tasting water throughout the entire building, swimming pool system failure, specialized water system failure
- Pest control involving biting or stinging insects and animals
- Building Card Access not functioning: Locked rooms (including classrooms in frequent use, crafts needing work access, people locked inside a room), broken locks, keys stuck or broken off in lock, broken door closures, hallway/stairwell doors that will not open
- Elevator not running, running erratically, stuck, entrapments, pit retrievals, noises, and smells
- Rain storm leaks, snow storm slides and/or accumulation, large icicles that could do damage or harm if falling

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- Hot areas in labs, computer areas, animal facilities, food storage areas, library areas, volatile storage areas
- Issues with coolers, cold rooms, warm rooms, freezers, and refrigerators
- Humidification associated with critical spaces such as KAM art collections
- Emergency clean-up of bodily fluids
- Offensive graffiti
- Flooding or major water leaks
- Missing traffic signals impacting safety
- Manhole or sewer back-ups
- Computer server rooms overheating
- Fume hood systems (group systems) in alarm
- All fire safety device malfunctions, emergency fire pump repairs
- Plugged AHU drain pans
- Emergency locates
- Hot/cold calls from HVAC systems being down (fans, heat exchanges, air compressors)

HIGH: Immediate (Due in 1-5 Days)

Includes equipment failure and issues that create risk.

- Severe abnormal operating noises from fans/pipes
- Thermostats hissing
- Emergency light requests
- Faucet and toilet batteries
- Broken toilet seat (single stall)
- Faulty toilet replacement (single stall)
- Missing or malfunctioning soap, paper towel, or toilet paper dispensers
- Mold issues
- Broken autoclaves
- Utility locates
- Work orders receipt, estimates, and customer contact
- Graffiti removal (non-offensive)
- Missing ceiling tiles
- Classroom-specific request
- Stuck outside air dampers
- Plugged AHU drain pan
- Flickering light

NORMAL (Due in 1-5 Weeks)

Includes maintenance of building systems and utility infrastructure.

- Operating noises from fans or pipes
- Window A/C units leaking or not working
- Poor air quality in rooms



- Damaged doors that still function
- Slow dripping faucet
- Broken toilet seats (multiple stalls)
- Key cut requests
- Door closers and other door malfunctions
- Washroom stall door or lock issues
- Malfunctioning light fixtures
- Sump pump repairs (non-urgent)
- Furniture/office moves
- Repair window coverings
- Missing downspouts

LOW (Due in 1-5 Months)

Includes maintenance items that are funding/schedule-dependent, and which do not present adverse risk.

- Cleaning fan coils, air vents
- Re-insulation of piping systems
- Functioning water fountain that does not cool

SLIGHT (Due Within 1 Year)

Includes work that is not essential in the near future, or may be deferred for an undetermined period of time.

- Stained ceiling tiles
- Light grid replacement

DEFERRED

Includes postponed building, system, and equipment upkeep due to a lack of funds.

- Replace window coverings
- Aesthetic conditions that are not safety related (driven by available funding)
- Floor replacements (driven by available funding)
- Cracked drywall (driven by available funding)