

# Facilities - Work Order Process and Service Level Agreement

## General information

The Facilities Service Center processes work requests for building maintenance, housekeeping, furniture moves, landscaping, shipping and receiving, and snow removal. The process detailed below should be followed when submitting your work request:

- **Emergency requests such as fire, medical emergencies, water leaks, broken glass, and hazardous chemical or waste spills should be directed to Public Safety at all times by calling 617-521-1112**
- Non-emergency work requests should be submitted online at [fixit.simmons.edu](http://fixit.simmons.edu)
- Same day work requests (see Work Order Priority Codes below for more information) should be submitted by phone during business hours at 617-521-1000
  - Monday-Friday 8:30am-4:30pm

Technology issues including, computer, printer, copier, phone, classroom/meeting room and media concerns should be directed to the Technology Service Desk.

## Submit a Work Order

The customer will need to provide the following information when submitting a work order online or by phone:

- First Name
- Last Name
- Email
- Phone
- Location (building)
- Area (type of space: classroom, dorm room, office, etc.)
- Area/Room Number
- Problem Type
  - Boiler - *Example: Problems with heat or hot water*
  - Elevators - *Example: Problems with elevator operation*
  - Heating/Ventilation /Air Conditioning - *Example: Temperature issues*
  - Kitchen Equipment - *Example: Freezer alarms, refrigeration equipment, ice machines*
  - Pest Control - *Example: Pest removal*
  - Carpentry - *Example: Requests for hanging pictures/bulletin boards)*
  - Furniture - *Example: Furniture moves, bed bunking*
  - Housekeeping - *Example: Recycling/trash disposal/Paper/Soap/Trash Removal*
  - Lighting - *Example: Light bulb replacement*
  - Plumbing - *Example: Leaks*
  - Doors and Hardware - *Example: Door closers, handles, push bar,screens/glass*
  - General Maintenance - *No other category applies*
  - Inspections
  - Moving - *Example: Furniture or box moves*
  - Records Management - *Example: Floor plan changes, sign changes*

- Electrical - *Example: Power outage, smoke detectors*
- Grounds - *Example: Slippery walkways, leaking grass sprinkler, outdoor signage*
- Key and Lock - *Example: Re keys, locks sticking or loose, card access*
- Painting - *Example: Painting/Patching*
- Shades/Blind - *Example: Requests for window shades/blinds.*
- Detailed description of problem

A work order will be assigned to the appropriate manager and issued a priority code. Priority codes are defined below:

## Work Order Priority Codes

### - Emergency

Items affecting health, safety and property will be responded to **immediately** and completed in the timeliest manner possible. Those items include damages caused by fires, leaks, major outages, utility losses, security issues and/or natural disasters.

**Emergency requests should be directed to Public Safety at all times by calling 617-521-1112.**

Examples of Emergency items:

- Fire
- Fire extinguisher discharge
- Major power outage
- Security issues (locks, ground level screens, card access, automatic door closures, lighting)
- Animals (if they are inside a building or a threat to human safety)
- Insects (bees, hornets only)
- Elevators (entrapments)
- Smoke Detectors (if sounding only)
- Flooding/spills in public areas

### -Same Day

Same day are work requests that should be responded to during the same business day that the request is submitted. Due to the time-sensitivity of these requests, they should be submitted by phone during regular business hours at 617-521-1000 (Monday-Friday from 8:30am-4:30pm) in order to ensure an appropriate response time. If submitted online, response might be delayed.

Examples of Same Day items:

- Leaks
- Campus computer room A/C (including telecommunications areas)
- Refrigeration in Dining Halls
- Broken windows (pane is completely shattered or hole is through both panes of glass)
- Dehumidifiers (special collection areas)
- Tripping Hazards
- Overflowing Trash/Recycling
- Human Wastes (blood, feces, vomit, etc.)
- Exterior Stairs
- Door Hardware
- Heat calls (winter only)

- Scoreboards (during events)
- Treatment for ice on sidewalks
- Clogged toilets/sinks
- Empty restroom supplies

#### - High Priority

Items that affect the immediate operations of building systems will be responded to by next business day and will be completed **within 3 working days dependent upon any lead time required for parts and/or materials**. Examples of High Priority items:

- Lighting (if visuals are impaired)
- Insects (ants, bugs)
- Screens in dorms
- Locks sticking or loose
- Re-keys/combo changes (dorms)
- Automatic door controls
- Overhead doors
- Graffiti
- Overflowing Trash/Recycling
- Window A/C (Summer Months Only)
- Hand railings and stair treads
- Broken restroom dispenser

#### - Medium Priority

Items if not corrected would result in serious and costly repairs, or would lead to item becoming a high priority will be responded to by next business day and will be completed within **7 working days** dependent upon any lead time required for parts and or/materials. ]

Example of Medium Priority items:

- Interior and exterior lighting
- Bathroom fixtures (mirrors, dispensers)
- Dripping faucets
- Floor tiles loose or broken
- Blackboards, movie screens, white boards
- Window blinds and shades
- Mail boxes
- Clock repairs and changes
- Key requests

#### - Low Priority

Items that do not constitute an Emergency, High Priority, or Medium Priority will be responded to by next business day and will be completed within **21 working days**.

Examples of Low Priority items:

- Window A/C units ( Non- Summer Months)

- Floor tiles
- Ceiling repairs
- Exterior stairs
- Room repairs (painting, cove base)
- Door hardware
- Furniture moves / repairs
- Project scheduled work
- Signage
- Office/suite carpet stains

### **Notifications and Progress Updates**

Customer will receive an automatic email notification once the work order is placed together with a work order id number for tracking and follow up purposes. Also, an automatic email notification will be sent once the work order is complete.

Customer can track the progress of the work order online by clicking on “My Requests” tab at [fixit.simmons.edu](http://fixit.simmons.edu) or by calling the Facilities Service Center at 617-521-1000. Any other relevant information will be communicated to the customer by the technician or manager directly via email

After the work order has been completed and closed out, the Facilities Service Center will send out at random, Customer Satisfaction Surveys to help ensure that the customer is receiving quality service in a timely manner.