



Building Maintenance FAQ

I recently heard that there are some services that the requesting party would need to pay for. What type of services are those?

- Installation of new items (an electrical outlet is a good example)
- Assembling a piece of furniture or equipment
- Painting that is not considered routine
- Building/fabricating something from scratch
- Removing a white board and installing it somewhere else resulting in the need for patching and painting

Is there one specific mechanic assigned to work in my building? The work gets done but I never seem to see anyone.

- All of our mechanics are assigned to specific buildings. If you would like to have the mechanic check in with you prior to performing the work, be sure to indicate this on your work request. In general, we expect each mechanic to touch base with the building managers at least once a month.

Can I ask my assigned mechanic directly to perform a task?

- You can, but unless it is something VERY simple that can be performed right then and there without disrupting his daily tasks, it is always best to contact Facilities Customer Service and place a work request. Mechanics post their time at the end of each day to their assigned work orders so if they perform a task without a work order it can become problematic.