Work Requests – Info and Guidelines

Maintenance Emergencies

- Report all emergencies by calling Physical Plant Work Control during regular business hours (weekdays from 7:30 am to 4:30 pm) at 315-859-4235, or by calling our main office at 315-859-4500. If Plant is closed, call Campus Safety at 315-859-4141.

- When you see or are advised of an emergency or urgent matter, confirm the urgency (if appropriate). i.e.:
  - check that the entrance door lock is in fact not working
  - examine the reported leak or clog so you can accurately assess its urgency and report relevant details
  - view the broken window so you can specify which window and the part of it that needs repair such as glass vs. screen vs. hardware

- Anything that is a threat to the occupants’ safety is considered an emergency, including power outages and dangerous electrical, fire safety, or structural conditions. Some examples are: outlets sparking, exit signs dangling, broken window glass, water overflowing or pipes leaking, problems with building/room security/access systems, or fire suppression/safety systems, and building-wide heating systems failure. If any room is excessively/dangerously cold, the occupant/resident can call Physical Plant directly to report the issue.

- If you assess that the situation is not an emergency but is urgent and should be completed by the end of the next workday, please note it in an iServiceDesk request to help us efficiently schedule corrective maintenance during regular working hours.

For repair and/or service to the following items, note that requests will be rejected through iServiceDesk and are not serviced by Plant:

- telephone/cable tv/computer/data/network connections and hardware (i.e. equipment, jacks, wired lines, etc.) problems are reported to TAG Solutions at telephon@hamilton.edu
- washer and dryer problems are reported to Auxiliary Services at 315-859-4271. Include the problem, location, and machine ID#.

Using iServiceDesk

For all non-emergency maintenance and repair requests, service requests, and event support:

Submit a work request at the TMA iServiceDesk homepage based on the location of the work, after reviewing these guidelines and the instructions on the iServiceDesk homepage.

- First, select the fields from the dropdown menus, in the following order: select the facility, then the building, then the room/area of the work to be performed. (It won’t save if not entered in this order.)

- Once you use iServiceDesk, your name & email will remain in those fields (unless you clear the computer’s cache). The account number will remain in that field until you delete it, overwrite it, or clear your cache.

- For the Tag# field, it should default to “area”. Keep it at “area” unless we’ve advised you differently.

- For all requests, describe the maintenance or service support needs for that location. Include details for the right technician to arrive with the right tools and materials, at the right time and location. Your details also help us determine exactly which window, door, common room, etc.
- If the iServiceDesk “area” descriptions are incorrect or missing, please include a note in your request so that Work Control can correct/add the area to the database (i.e. if you select Room 100 and it defines it as a bedroom when really it is a common room).

- You must have a valid Hamilton College email address to submit a request, and be a college RA, faculty or employee. Students directly report to their RAs all residential maintenance, repair, and service requests.

- By submitting a work request for a space, you authorize the Physical Plant technician and/or manager to enter (unless otherwise indicated that the occupant would like to be present). If they are to be present, include their full name, college email, and telephone number in the description of your request. Physical Plant staff will not enter student residential rooms before 9:00am unless for emergencies or scheduled appointments.

- When submitting a maintenance-related work request, do not provide departmental account numbers (except when requesting maintenance or service to specialized department-owned equipment and/or specialized projects; see Work Request Types, below). Also note that RAs do not submit account numbers at all, even if for service-related tasks such as adjusting bed frames or providing bed rails.

**We’ve made changes to work request procedures that we hope you’ll find helpful:**

- You can track and review the work order number (WO#) that is now automatically emailed to you when the request is accepted. (Confirm your email and phone are correct to avoid email delivery failures.) You will receive status updates of the WO, and you can reply to the emails with additional information and/or questions regarding that WO#. On iServiceDesk, you can view the status of your WO# and view any charges to it.

- Multiple tasks needed in one location can be noted on one work request; Work Control will route the resulting WOs to the appropriate shops (electrical, plumbing, HVAC, carpentry-masonry, paint, custodial, locksmith, automotive, and all grounds shops).

- Recurring event support needed in one location can be noted on one work request if it is the same setup/reset in the same location over multiple dates; include the event name and the dates, the setup/reset times for each date, and describe the support requested.

- If the same type of maintenance work or service support is needed in multiple locations (such as maintenance needed for multiple rooms or floors within a building, or for an event using multiple campus buildings/grounds), you can submit just one request by selecting one location from the dropdown menus and listing the others in your description. Work Control will route the WOs to all applicable shops for all applicable locations.

**Additional Tips**

**Pest Control**
For pest problems in any buildings, submit a detailed work request, including any observations that could help us determine points of entry. RAs should address their residents with observed issues of improperly stored food or waste in student rooms; both will attract rodents into the building. Damp towels in hampers and window screens intentionally removed will attract bugs of all types.

**Fire Safety**
In all buildings, make sure bikes are stored in the proper provided racks. Make sure corridors and exits are unobstructed. For electrical items, use power strips, not extension cords! In residence halls, make sure beds and other items aren’t blocking the heater under the window. These are just a few safety and fire code requirements we need help to monitor. Submit work requests for assistance in removing unsafe items or reporting unsafe conditions.
**Personal Items**
All missing or found items in any building are directed to Campus Safety. Please call them with reports or inquiries. Note that Physical Plant does not keep a “lost and found” nor do we store items including abandoned or illegally-placed bicycles; items are reported and delivered to Campus Safety.

**Recycling and Waste Reduction**
We appreciate all efforts across campus to support the recycling and sustainability missions of the college, and invite you to visit links available on Physical Plant’s webpage. Please make sure recycling bins and trash cans remain in their assigned locations for their intended purpose (RAs – advise your students of consequences of misuse). In all buildings, submit a work request for any special assistance with trash/recycling areas or items.

**Custodial Support**
- In residential halls, we clean general lounges, hallways, public restrooms, and trash and recycling rooms. Please do not allow residents to store personal belongings in any of these places. Physical Plant does not clean in student bedrooms, private baths, kitchens, etc., for the duration of residency, except certain areas over college breaks as specified in the residential contract. Upon request, Custodians will supply RAs with toilet paper, assist with problems with the vacuum cleaner supplied to RAs, and assist with special requests for other items (brooms, dustpans, various cleaning supplies).

- In all buildings, please do not report maintenance requests through your custodian; instead, detail the problem in your iServiceDesk request. While custodial staff may have noticed and reported the maintenance issue, we still value your reporting of it. If it is a duplicate request we may reject it through iServiceDesk, but we add your notes to the work order in progress.

**Student Damage in Residential Halls**
- RAs are always responsible for reporting student damage found in their corridors and rooms, as well as at building entrances and outside perimeters. Note that Campus Safety or Physical Plant employees may have already submitted a work request based on their own separate observation; if it is a duplicate request we may reject it through iServiceDesk, but we add your notes to the work order in progress.

- Student damage includes your residents using the toilet as a paper towel disposal, knocking out ceiling tiles in corridors, tampering with exit signs, fire extinguishers, smoke alarms, and room signs, breaking room fixtures and furnishings through negligence or intent, and other antics which are considered chargeable vandalism. This damage can significantly impact building and public safety, as well as our workflow and our efficiency in meeting the mission of Physical Plant – which does not mention repair work due to student residents’ intentionally careless acts that often require urgent and costly corrective maintenance.

- Non-damaging adhesive products are required for all approved wall hangings. Many adhesives, including duct tape, as well as all nails, screws, and similar hardware, will create undue damage; these types of wall damage are reported as a student damage charge.

- Physical Plant cannot remove furniture assigned to student residential spaces, and students cannot relocate furniture within suites/corridors/buildings/etc. Any assigned items missing from their location, from furniture to recycling bins, will be considered missing inventory and will be reported to Residential Life for replacement costs to be charged to the resident(s). Any items found outside of their assigned location will be removed by Physical Plant and be reported as a student damage charge.

**Scheduling Work Orders**
Please note that our technicians’ workdays are fully scheduled with daily repair and service tasks, including emergency, corrective, and preventive maintenance tasks, and multiple types of support services and projects for college departments. Non-urgent issues will be addressed as time allows; feel free to contact us with any scheduling/completion concerns for non-urgent work that is still pending.

We appreciate all you do to help monitor and report maintenance needs in all campus buildings and grounds. Thank you for your awareness and efforts!
Work Requests - Types

- **Maintenance and Repair Requests:**
  These include non-emergency tasks necessary for the operation and preservation of college-owned buildings, grounds, and vehicles.

  - From the dropdown menus, select the location (facility > building > area). Verify your contact info.
  - In the notes, describe the maintenance/repair needs for that location. Include details that help us arrive at the right location, with the right tools, materials, and technicians, at the right time.

- **Service-related Requests:**
  Our crews assist with planned service-related tasks to departments and auxiliaries, such as:

  - Moving / delivering / removing departmental/office items
  - Installing/ modifying / servicing departmental furnishings and specialized equipment (includes furniture, bookshelves, pictures/plaques, nameplates, etc.)

  Service requests will often require varying degrees of scheduling/planning, and will typically utilize account lines provided by the requesting department/organization.

  - From the dropdown menus, select the location (facility > building > area). Provide the account line for any material/labor costs (verify the account number field; it retains your last entry until you overwrite or remove it). In the notes, specify the services to be scheduled and any required completion dates.

  - Your request becomes a trackable WO#s with details to effectively plan for, perform, and track the service work and any associated material/labor costs.

- **Room/Area Setup-Takedown Requests and Event Support:**
  Whether your department needs a table in a room or you are preparing a campus-wide party, use iServiceDesk to submit your planning details, so we can schedule technicians and resources for the specified location(s).

  - We deliver; setup and install; takedown and reset; we provide staff for event support; we assist with other unique resource needs for events and rooms/areas (electrical, customized staging, signage, etc).

  - From the dropdown menus, select the location (facility > building > area). Verify your contact info. Provide the account line for any material/labor costs. (verify the account number field; it retains your last entry until you overwrite or remove it).

  - In the notes, give the event name, date(s), and setup/reset times, and describe the assistance needed. Note times you will need technicians on site (if any). Email any corresponding documents (pictures, setup diagrams and memos, etc) to workcntrl@hamilton.edu and they will be attached to your WO.

  - You can note multiple tasks/resources needed for that location, provided it is charged to the same organizational account number (i.e., delivery of chairs and tables; custodial services; setup/reset services; podiums, whiteboards, coat racks, signs, etc.)

  - If your event’s location will be reserved in 25Live and a WO# has already been generated from your iServiceDesk request, you can simply reference your WO# in your 25Live request; no need to re-input what is written in your work request (we will transfer this info into 25Live for you).

  - If you’ve already reserved your event’s location in 25Live, but did not identify support requirements for Physical Plant, submit a work request -- noting your 25Live event reference number -- and we will generate a WO and update your 25Live event to reflect your work request. If there are changes to your Plant support requirements, email them to workcntrl@hamilton.edu (note your WO# and your 25Live reference #). If they are urgent changes, call Work Control at 315-859-4235.