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| DOCUMENT ID/VERSION | MO-010(1) | EFFECTIVE DATE: | 06/02/2025 |
| APPLIES TO | Facilities Development & Operations | | |
| SUBJECT | FD&O After-Hours UHS Support Guidelines | | |
| RESPONSIBLE ADMINISTRATOR | Senior Director, Maintenance and Operations | | |

Purpose

The purpose of this guideline is to assist UHS and FD&O on-call managers in making informed, consistent decisions regarding after-hours responses to maintenance issues in University Housing Services (UHS). This guideline establishes the criteria for determining which service requests require immediate attention versus those that can be deferred until the next business day. The intent is to support residential life safety, maintain operational continuity, and ensure responsible allocation of FD&O and UHS resources during evenings, weekends, and holidays.

Procedure

The following categories outline common after-hours service issues. On-call staff should use their judgment in situations that fall outside these examples and escalate when necessary.

Issues Requiring Certain Callback (Immediate After-Hours Response)

The following service issues must be addressed promptly by FD&O after-hours staff:

- Toilet backups or clogs (with overflow risk or no other in room toilet available)
- Water leaks or flooding (active or spreading leaks)
- No electrical power
- Elevator outages that impair accessibility
- No hot water (building-wide or unit-wide with no alternative source)
- No water pressure (building-wide or unit-wide)
- Housing gate or lock malfunctions (resulting in access control issues)
- Broken windows (shattered or compromised glass presenting safety/security hazard)
- Fire alarm activations
- Door will not latch, close or open (compromising room security)
- Lockouts requiring specialized access (e.g., internal mechanism failure)

Issues That Can be deferred until the next business day

These issues do not require immediate intervention and should be documented for follow-up during business hours:

- Slow drains
- Elevator outage that does not affect accessibility
- Leaky faucets, tub spouts, or showers (slow drips only, not active flooding)
- Toilet continuously running (no overflow or backup)
- Broken toilet seats
- Fan or blower noise (non-critical comfort issues)
- Dirty HVAC filters
- Cracked windows (no immediate safety risk)
- Single light out (with secondary lighting or natural light available)
- No hot water in one fixture only (e.g., shower, with other hot water sources available in the same unit)

| ASSOCIATED FORMS | |
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| <i>Name of the Form</i> | |
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| REFERENCE DOCUMENTS | |
|---|--|
| <i>Document Title</i> | |
| FD&O and UHS Equipment Responsibility Directive | |
| FD&O and UHS After Hours Procedure | |

| VERSION HISTORY | | |
|-----------------|---------------------------|----------------------|
| <i>Version</i> | <i>Approved By</i> | <i>Revision Date</i> |
| (1) Original | Aaron Klemm, Interim SAVP | N/A |
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FD&O's commitment to process improvement

FD&O is committed to continuous improvement and providing facilities, development & operations services to the campus. Every Administrative Directive, Standard Operating Procedure, Guideline, and Standard accepts feedback from customers, FD&O employees, and leadership to facilitate continuous improvement.

FD&O accepts feedback continuously and conducts reviews when a particular procedure receives substantial feedback and periodic reviews.

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