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|----------------------------------|---|------------------------|------------|
| <b>DOCUMENT TYPE</b>             | <input type="checkbox"/> Administrative Directive <input checked="" type="checkbox"/> Operating Procedure<br><input type="checkbox"/> Guideline <input type="checkbox"/> Standard |                        |            |
| <b>DOCUMENT ID/VERSION</b>       | MO-009(1)   | <b>EFFECTIVE DATE:</b> | 06/02/2025 |
| <b>APPLIES TO</b>                | Facilities Development & Operations   |                        |            |
| <b>SUBJECT</b>                   | After Hours Procedure for UHS & FD&O  |                        |            |
| <b>RESPONSIBLE ADMINISTRATOR</b> | Senior Director, Maintenance and Operations   |                        |            |

### **Purpose**

The purpose of this procedure is to provide clear guidance for students, staff, and faculty on how to report and request facility-related services during both normal business hours and after hours. This protocol outlines the specific points of contact and reporting methods based on the nature of the service issue and whether it falls under the responsibility of Facilities Development & Operations (FD&O) or University Housing Services (UHS).

### **Procedure**

#### **Normal Business Hours (8:00 AM – 5:00 PM, Monday–Friday)**

##### **FD&O**

- To request service issues, contact Work Control at (408) 924-1990 or submit a request through the [FD&O Service Request Portal](#).

##### **UHS**

- Fill out [Custodial and Housing Facilities Request](#) form for housing custodial, and appliance repair, maintenance and moving.
- Contact Residential Assistant (RA) or Community Desk Assistant (CDA) of your building to get temporary access to the building in case of temporary lockout.

#### **Outside of normal business hours (Before 8:00 AM and after 5:00 PM Weekdays, Weekends, Holidays)**

##### **FD&O**

- In the event of an emergency to protect life or property, such as fire alarms, elevator entrapments, large flooding events, contact the University Police Department (UPD) at (408) 924-2222.
- For urgent service issues that require prompt attention but do not pose immediate danger to life or property refer to this [guideline](#) to assess which issues warrant after hours callback of FD&O employees and which issues can be deferred until the next business day.
- RLC's in housing have access to a shared folder between FD&O and UPD to access the primary, secondary and tertiary on-call manager.
- To request non-emergency and non-urgent maintenance for an FD&O responsibility, submit a work order through the [FD&O Service Request Portal](#).

## UHS

- Emergency custodial services such as biohazard cleanups (vomit, blood), large spills, and water extraction should be requested and reported to on-duty housing staff for prompt response
- Contact Residential Assistant (RA) or Community Desk Assistant (CDA) of your building to get temporary access to the building in case of temporary lockout.

| ASSOCIATED FORMS        |  |
|-------------------------|--|
| <i>Name of the Form</i> |  |
|                         |  |

| REFERENCE DOCUMENTS   |  |
|---|--|
| <i>Document Title</i>   |  |
| <a href="#">FD&amp;O and UHS Equipment Responsibility Directive</a> |  |
| <a href="#">FD&amp;O After-Hours UHS Support Guidelines</a>         |  |

| VERSION HISTORY |                           |                      |
|-----------------|---------------------------|----------------------|
| <i>Version</i>  | <i>Approved By</i>        | <i>Revision Date</i> |
| (1) Original    | Aaron Klemm, Interim SAVP | N/A                  |
|                 |                           |                      |

### **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.

<https://app.smartsheet.com/b/form/2b6a143125f149718758d29bbd546c65>

