

Facilities Management Frequently Asked Questions

A. Service Requests FAQ's

- 1) Who do I call to get toilet paper in a washroom?
Who do I call to fix a clogged or broken toilet?
Who do I call if the ceiling is leaking?
Who do I call to get a spill cleaned up?
Who do I call to change a light bulb?
Who do I call to get broken glass picked up outside?

For these, and all other Service Requests, call our Facilities Management Service Request line at 5240. Urgent calls are handled immediately.

Call University Police at 4100 for any off hours (4:30 p.m. – 8:00 a.m.) life or building threatening emergency.

- 2) What temperature range are the buildings maintained at? What do I do if it is too hot or cold in my work area?

72° - 78° during summer operations (from approximately May 15th through September 30th) and 70° - 76° during the rest of the year*. These ranges may be changed depending on energy conservation needs. Call 5240 and specify what building & room is too hot / cold, and a Plant Operating Engineer (POE) will correct the temperature as needed.

- 3) How can I get a picture hung?

Send an e-mail to Supervisor of Building Crafts: s-beller1@neu.edu for this and other carpentry requests. Specify exact location and instructions.

- 4) How do I get my lock changed?

Public Safety (not Facilities Management) must be contacted for all key control issues.

B. Janitorial FAQ's

- 1) How do I schedule additional pick-ups for my trash & recycling containers?

All such requests can be made by calling the service request line at extension 5240.

- 2) How do I handle recyclable paper and cardboard?

Paper and cardboard should be placed in the blue recycle containers located in the hallways. Call 5240 if the containers are full or if you need additional containers. Do not block hallways, which could result in a potential fire hazard.

- 3) Can pop cans and plastic containers be placed into these blue bins?

No.

C. Heating Plant FAQ's

- 1) Why do the fire extinguishers have an old date on the inspection tag 2007?

Fire extinguishers are inspected each Fall. An extinguisher inspected in Oct 2007 will have an inspection tag dated Oct 2007, meaning it is valid until Oct 2008.

- 2) Who do we call to install our new equipment?

Before the equipment is even ordered, the Department's Unit Head should call our Service Request line (5240). We can then determine if we have the tools and skills to install the new equipment.

Please check the Facilities Management Purchase Review policy (in our "Yellow Pages" publication) before ordering any equipment.

- 3) Why is our lab hood not working?

In many cases the lab hood is actually working, but the indicator light is too dim or needs to be repaired. In any case, call the Service Request line (5240) and a POE will determine the problem.

- 4) Can the University in house personnel repair our lab equipment?

Our in-house personnel can perform routine maintenance in some cases. However, if your equipment is specialized, you will need to contract a vendor. If in doubt, have your department's Unit Head call 5240.

- 5) Where are the eyewash stations & do they work?

Eyewash stations are located in the prep rooms, in some labs, and yes, they do work. They are inspected monthly.

- 6) Should there be a fire extinguisher in this room?

Not all rooms are required to have Fire Extinguishers. Each room is evaluated by the Fire Department and our Insurance Company to determine the needs.

- 7) Why are the birds so noisy on top of Building H?

There are no birds on top of Building H! What you hear is an automated sound system replicating the calls of predator birds. These sounds discourage birds from flying into our HVAC equipment.

D. Grounds Maintenance FAQ's

- 1) What do I do if I see a dead animal on campus?

Call our Service Request line (5240). Facilities Management disposes of dead animals found both inside and outside. Also, our exterminator services the University the 4th Friday of each month.

- 2) What do I do if I see a live animal inside of a building on campus?

Call University Police (4100), who will call the Animal Control Department to remove the animal.

D. Grounds Maintenance FAQ's (continued)

- 3) How can I find out the name/species of a flower, plant, or tree on campus?

Call our Service Request line (5240), and we will do our best to find out!

- 4) What are the blue tags nailed into the trees around the campus?

These tags help us to identify, and store data (type, date of purchase etc.) on trees.

- 5) How does the Grounds Department dispose of landscape debris?

Grass clippings are left on the ground to be recycled back into the soil. We have a mulcher, and use it to mulch small tree and shrub debris as much as possible.

E. Property Control FAQ's

- 1) How do I get rid of a piece of equipment that I no longer use, or is beyond repair?

All equipment that belongs to NEIU also belongs to the State of Illinois, and must be disposed of in accordance with their policies. Fiscal Agents must complete a Property Change Notice form (which can be found on line, see link below) and send it to Property Control. Property Control will then remove the property from the departmental inventory, and arrange with Facilities Management to remove from the area. All moves are done on Wednesdays.

http://www.neiu.edu/~finanaff/property_change_notice.html

- 2) Can my department just drop off equipment at Property Control?

No. All equipment must go through the channels so that proper inventory moving, storage and disposal procedures can be maintained. The Department may be financially responsible for damages resulting from not following procedures.

- 3) What happens if a piece of equipment to be moved from the department contains or is suspected of containing hazardous material?

The Property Control Form has a space to indicate whether or not the equipment being moved or disposed of contains any hazardous material. If you believe it contains hazardous material, the department must have a trained specialist remove the material and dispose of it in accordance with the Illinois Environmental Protection Agency policies. Once the equipment has been certified that it is free of hazardous waste, the procedures as outlined in number 1 are followed.

- 4) What happens if my department sends a piece of equipment to Property Control that contains hazardous material?

Your department will be billed for any costs related to the removal and /or cleanup of the hazardous material.