

# Service Request Priorities

## Emergency:

Fire, health and safety items that demand immediate response to protect and save property and lives. There is an immediate response to alleviate the situation, but not necessarily a permanent repair.

- Broken or gushing irrigation device or sprinkler head
- Broken gas, steam or water lines
- Downed electrical lines
- Electrical outages
- Electrical smoke or sparks
- Fire alarms
- Food service related deficiencies that have an immediate impact on sanitation
- Gas leaks or gas odor
- Major HVAC system outages
- Major piping or roof leaks
- Multiple toilets overflowing
- Person trapped in elevator
- Storm water flooding into a building
- Sewage backing up in a building
- Water outages

## High:

Failures that impair a system or component but does not render it inoperative. This work will normally be accomplished with same-day service. These are critical conditions that impair the use of a facility, pose a potential threat of personal injury, might cause equipment damage if not addressed, can cause a loss of research or work product, or can cause a serious disruption of university operations. This work will be given proper attention to determine the scope and to fit the work in among the normal, daily duties of the staff. High priority work orders for the residence halls and foodservice locations will take precedence over others of the same priority.

- ADA compliance issues – inoperative door opener, obstructed route, etc.

- Animal or pest control that poses a harmful, unsafe condition
- Broken glass
- Broken perimeter entrance door
- Fire alarm beeping or trouble
- Loss of frozen or refrigerated storage space
- Inoperative switches, outlets or lights where there is insufficient lighting
- Multiple clogged shower, sink, toilet, tub or urinal
- Non-emergency elevator repairs

### Medium:

Work may be high profile in nature, have a short deadline date, or may affect research or work product. An expedited response shall occur ideally within five days.

- Cracked glass replacement
- Fire Marshal or code compliance corrective actions. Items that need to be corrected as soon as possible to remedy fire marshal inspection discrepancies, code inspector or safety findings, etc.
- Toilets or urinals running constantly
- Temperature adjustments – cold or hot calls

### Low:

Maintenance or service item that does not pose an immediate risk to facilities, systems, equipment or components and can be handled on a planned and scheduled basis.

Advance coordination with the customer is typically required to allow scheduling of personnel and receipt of materials. Routine maintenance is the day-to-day, recurrent, or periodic work required to maintain and preserve a facility or facility's mechanical systems at the optimal working condition. Response time is typically 30 days.

- Ceiling tile damaged, replacement or stained
- Dripping faucets or showers
- General room interior issues, ceilings, floors or walls
- Grounds maintenance requests
- Inoperative lights and/or changing light bulbs where adequate lighting exists
- Inoperative outlets and/or switches
- Paint and patch — minor
- Relocating offices

## **Scheduled:**

These requests enter the job queue and are processed in the order in which they are received — large-scale/multi-trade work orders are treated as projects; they may require several months to complete. Jobs related to specific events require adequate lead-time to be completed on the date requested. Convenience and environmental items not qualifying for higher priority — hanging bulletin boards, coat hooks or pictures, etc. — also fall into this category. While every attempt is made to accomplish all work in a timely manner, there are times when maintenance, a repair, or some other item of work must be deferred. The requesting department or individual will be notified of the reasons for the delay