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Facilities Maintenance Mission Statement

We of the Facilities section are dedicated to achieving quality customer service by providing clean and well-maintained buildings and equipment. Through teamwork, diversity, and the efficient use of resources, we are constantly striving to promote an environment which enhances learning for students, faculty and staff.

Mision del Departamento de Mantenimiento

Nosotros de el Departamento de Mantenimiento nos dedicamos a dar un trato esmerado a nuestros clientes al proveerles de edificios y equipo limpios y en buen estado. A traves del trabajo en equipo, la diversidad, y el uso eficiente de los recursos, constantemente afanamos para mantener un ambiente que ayude al aprendizaje de nuestros estudiantes, maestros, y personal administrativo.
FACILITIES SECTION

The Facilities section is one of six sections of the Division of Housing and Food Service. The Division is committed to providing first class housing and food service and to providing a positive living and learning experience for residents and staff at The University of Texas at Austin.

The staff of the Facilities section is dedicated to achieving quality customer service by providing clean and well-maintained buildings and equipment. Approximately 150 professional, administrative, skilled-trades, custodial and grounds maintenance employees service 12 residence halls with 6,500 students, 700 apartments, the Living Learning Halls and 3 Dining Centers. A total of 2.3 million square feet of area is maintained and cleaned.

Maintenance

The 75 Facilities Maintenance employees in the electrical, HVAC, plumbing, carpentry, locks, painting and grounds maintenance trades perform comprehensive daily and preventative maintenance services. Approximately 25,000 work orders are worked, along with approximately $2 million per year in small projects and renovations.

The Maintenance section is divided into three shops. The two on-campus shops service the residence halls, the Living Learning Halls, and the dining centers. The shops are staffed on a zone maintenance concept. The South Zone is located in Buford H. Jester Center. The South Zone is responsible for maintenance in Jester, San Jacinto, Brackenridge, Roberts, Prather, and Moore-Hill Halls. The Lock Shop located in San Jacinto Hall and services all campus mechanical and electrical locks and keys. The North Zone is located in Kinsolving Residence Hall. The North Zone is responsible for maintenance in Kinsolving, Andrews, Blanton, Carothers, Littlefield, Living Learning Halls and Simkins. Each shop has carpentry, painting, electrical, HVAC, and plumbing trades assigned to it.

The Lake Shop is located off-campus at Brackenridge Apartments. The shop services 700 family and graduate apartments in three apartment complexes. Two complexes are located on Lake Austin Boulevard and the other is located on West Sixth Street. The Lake Shop has carpentry, locks, painting, electrical, HVAC, plumbing and grounds maintenance trades assigned to it.

The Maintenance section also runs a second shift that works from 3:30 pm to Midnight, 7 days a week. This crew is housed in the North Zone and handles emergency and routine maintenance on campus and at the apartments during these hours. The Second Shift is dispatched from the Roberts Hall 24-hour desk by Residence Life staff via hand held radio or cellular phone. Additionally, the Maintenance section has a locksmith, an electrician, and a plumber on call for campus after hours and emergency maintenance. The Lake Shop has one multicrafted technician on call. These employees are contacted by pager and each carries a cellular phone.
The Maintenance Section works closely with other campus departments that perform specialized maintenance services in the residence halls. The Physical Plant provides HVAC services in selected areas, refrigeration services in the dining centers, electrical, plumbing, and mechanical services in the mechanical rooms, roof maintenance, grounds maintenance for on-campus residence halls and other specified services. The Utilities Department provides electrical, plumbing and mechanical utilities to the residence halls. They also provide interface with the elevator service contractor. Other departments that interface with Facilities Maintenance include Telecommunications for telephone services and ITS for Internet Services.

Building Services

The 87 Building Services employees perform comprehensive custodial services for all on-campus housing. This includes the seven-day a week cleaning of public areas and community bathrooms and carpet and floor care. This staff also prepares on-campus housing for occupancy by residents and summer conferences. Summer conferences include Freshman Orientation, professional conferences, and sport camps. Approximately 16,000 conference attendees are serviced in hotel-style accommodations. The Building Services section is responsible for inspections of all on-campus residential areas for maintenance needs, entering of work requests into the work order system, and coordination of access to facilities by vendors and contractors.

Building Services is divided into three areas. Jester Building Services performs custodial services in the residential sections of Buford H. Jester Center and is located in the basement of Jester Academic Section. WRH Building Services performs custodial services for the Whitis Residence Halls residential area and is located in Littlefield Hall. The buildings serviced include Andrews, Blanton, Carothers, Littlefield, and Kinsolving Residence Halls and the Living Learning Halls and Simkins. WCR Building Services performs custodial services for the Waller Creek Residence Halls residential area and is located in Roberts Hall. The buildings serviced include Brackenridge, Roberts, Prather, Moore-Hill, and San Jacinto Hall.

University Apartments

The administration of the University Apartments is managed by the Facilities section. This includes community development, office administration, and billing, as well as facility management.
Additional Services

The Facilities section also administers several other services for residents and staff. An Architect manages approximately $4 million of capital projects per year and all interior design work, which includes furniture purchasing and maintenance and carpet replacement. An Environmental Safety and Training Coordinator manages the safety and training program in Housing and Food Service. This includes hazardous materials coordination and mandated safety training. Administrative functions of the Facilities section are coordinated through the office of the Assistant Director for Support Services. These functions include work order and time record processing, coordination with other campus departments, and purchasing of maintenance supplies and equipment. The Facilities section also administers the maintenance and capital improvement budgets, utility usage, transportation services and recycling services for paper products and aluminum cans.
FACILITIES STAFF

Senior Associate Director for Facilities and University Apartments  
Phone: 475-7288

Manager University Apartments  
232-5349

Architect/Interior Design/Project Manager  
Phone: 475-8426

South Zone  
Manager  
Phone: 232-5348

Crafts Trade Leader-Area Maintenance  
Phone: 232-5016

North Zone  
Manager  
Phone: 471-1696

2nd Shift  
Cellular Phone: 496-3012

Locks  
Supervisor  
Phone: 232-9045

Facilities Maintenance – University Apartments – Carpentry/Locks, Painting, Plumbing, Electrical, HVAC, Grounds  
Phone: 232-5351

Manager  
Phone: 232-5337

Crafts Trade Leader  
Phone: 232-2528

Building Services – Jester Center  
Assistant Manager  
Phone: 232-5603

Building Services – Whitis Residence Halls (WRH)  
Assistant Manager  
Phone: 232-5589

Assistant Building Services Supervisor  
Kinsolving, Whitis Court  
Phone: 471-7303

Assistant Director for Facilities Operations  
Phone: 475-9595

Environmental Safety & Training Coordinator  
Phone: 232-5354

Supervisor  
Phone: 232-4287

Supervisor  
Phone: 232-4288

Supervisor  
Phone: 471-4317

Supervisor  
Phone: 471-3321

Supervisor  
Phone: 232-9045

Supervisor  
Phone: 232-5610

Building Services Supervisor  
Phone: 232-5606

Assistant Building Services Supervisor Jester East  
Phone: 471-1065

Assistant Building Services Supervisor ACBL (Quad), Simkins  
Phone: 471-1055

Assistant Building Services Supervisor Kinsolving, Whitis Court  
Phone: 471-7303

Assistant Building Services Supervisor  
Phone: 471-1941

Assistant Building Services Supervisor  
Phone: 471-1055
STAFF IDENTIFICATION

All our full time service staff wear a Facilities uniform. While uniform types vary, the shirt or top piece of clothing is usually a light color and a patch bearing our department logo and their name are present. All facilities employees must carry on their person a facilities ID card with their name and picture.
BUILDING SERVICES

Staffing
Our staff is split into three areas and are assigned to buildings. How and when staff accomplish their daily and weekly assignments will vary in each style of building we have.

Each group is supported by a supervisor who assists in making work assignments based on attendance, unusual work requirements and planned projects.

Our building services staff is broken down into work teams by buildings:

**Jester Center:** Jester East and Jester West

**Waller Creek Resident Halls:** San Jacinto Hall, Prather Hall, Roberts Hall, Brackenridge Hall, Moore-Hill Hall

**Whitis Resident Halls:** Kinsolving, Littlefield, Blanton, Andrews, Carothers, Living Learning Halls, Simkins Hall

**Residence Halls**
The assignments in the halls may require several staff to work in more than one building each day. Since residence halls vary in size, staff can be seen frequently walking between buildings to complete their daily duties.

**Common Areas**
Staff also maintain common areas in their buildings. This includes laundry facilities, study lounges, and computer areas.

**Support Staff**
Cleaning products, trash can liners, and more are ferried into each community by our staff through out every day.

Cleaning Our Buildings Daily
Our workers are on every floor of our halls several times a day. Daily tasks vary as certain assignments happen once a week, and others daily.

Even though our schedules vary between buildings you can tell if your hallway, bathroom, or lounge is or isn’t receiving attention. If you believe areas of your living units aren’t being maintained adequately, contact the Building Services Supervisor in your area for follow up.

Our staff is assigned by floor area with a list of prescribed tasks (below) to be performed on each floor.

<table>
<thead>
<tr>
<th>Monday through Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bathroom</strong></td>
</tr>
<tr>
<td>• disinfected daily</td>
</tr>
<tr>
<td>• paper products restocked on a daily basis</td>
</tr>
<tr>
<td>• cleaned and picked up once a week or as needed</td>
</tr>
</tbody>
</table>

| **Stairways**          |
|• maintained on a daily basis |
|• cleaned once a week or as needed |

| **Hallway**            |
|• carpets vacuumed daily |
|• carpets extracted four times a year |
|• elevator landings cleaned once a week |
|• water fountains disinfected daily |

| **Trash Cans**         |
|• emptied on a daily basis |
|• because of trash can liners, thoroughly cleaned as needed |
Lobby, Study Rooms, Lounges
Basements, Laundry Rooms
- cleaned daily
- maintained as needed

Porches, Patios & Dumpster Pads
- cleaned daily
- maintained as needed

Weekends
Saturday – Target areas maintained as needed
Sunday – Target areas maintained as needed

Recycling Activities
- Aluminum cans, newspapers, all other paper products that tear, including food boxes without food

Work In the Summer
While our staff wishes they could take the summers off like most residents, we are here and are scheduled to thoroughly clean all of our buildings for your return in the fall. Our campus also hosts thousands of summer guests who typically occupy over half of our space each summer.

In addition to more extensive cleaning in the public areas of each floor, our summer work in student bedrooms to prepare for returning residents in August includes these tasks:
- Wipe down every desk and dresser top with disinfectant
- Wipe out every desk and dresser drawer and closet shelf
- Apply new floor finish
- Remove decals, stickers, tape and poster squares
- Spot clean walls, window glass, closet doors

Pest Control
“Bugs on the Run!!”
To minimize and/or eliminate insect and rodent infestation in our buildings, a systematic and continuous program of spraying, dusting and efficient baiting with pest control chemicals, in compliance with all State, Federal and local laws, is in place.

The Division has contracted a commercial pest control company to treat all residence halls and University owned apartments.

Indoor treatments include resident rooms, apartments, public areas, storage areas, attics, crawl spaces and pipe chases. Outdoor treatments include twenty feet outside the perimeter of buildings.

Pest control dates are determined by the Building Services Supervisors. A notice will be posted forty eight hours prior to scheduled treatments. In a situation that presents imminent danger to residents, an emergency waiver can be used. In this situation, appropriate notification to residents must be posted.

Carpet Care Tips
Here are a few carpet care tips to help keep our carpets looking clean and sanitary:

Act now – otherwise you let the carpet fibers absorb stain-producing substances.
Blot, don’t wipe or rub a stain as the first step. Wiping causes the stain to be further pushed into the carpet fibers or could spread the stain over a larger area.

Carpets and upholstery cleaners and dry cleaning solvent products are usually effective and safe for many spills and stains when you follow the label directions. Or, make your own.

Whether you spill a drink on your carpet or ours, here are a few tips from us.

**Fruit and Juices, Soft Drinks, Tea, Wine**
1. Mix one teaspoon of liquid dishwashing detergent with a cup of lukewarm water. Blot several times with paper towels or soft cloth.
2. Mix one-third cup of household white vinegar with two-thirds cup of water. Blot.
3. Repeat step one.
4. Sponge with clean water. Blot several times with paper towels or soft cloth and pat dry after each rinse.

**Catsup, Chocolate, Earth, Egg (raw)**
1. Mix one teaspoon of liquid dishwashing detergent with a cup of lukewarm water. Blot several times with paper towels or soft cloth.
2. Mix one tablespoon of household ammonia with a half-cup of water. Blot.
3. Repeat step one with the detergent.
4. Sponge with clean water. Blot several times with paper towels or soft cloth and pat dry after each rinse.

**Beer**
1. Mix one teaspoon of liquid dishwashing detergent with a cup of lukewarm water. Blot several times with paper towels or soft cloth.
2. Mix one-third cup of household white vinegar with two-thirds cup of water. Blot.
3. Sponge with clean water. Blot several times with paper towels or soft cloth and pat dry after each rinse.

**CAUTION**
- Never use a stronger concentration than above.
- Check the dishwashing detergent to be sure it includes no alkalies or bleach.
- Never use: a laundry detergent of any type since most contain additives that can affect carpet dyes or automatic dishwasher detergent since many contain bleaching agents that can affect dyes and some fibers.
- Always use care when handling ammonia and vinegar. Add either to water before stirring.

**Products We Use**
Cleaning agents and disinfectants are but a few products which our staff uses.

All of our operations must comply with regulations and work methods approved by the different regulatory agencies, whether at the federal, state or campus level.

New products acquired for use by our employees are required to be reviewed to assure the safety of workers and residents alike. Consistent with federal regulations, our staff will review, often in concert with other campus safety staff, the manufacturer’s Material Safety Data Sheet which explains its contents, safe use and disposal methods, and steps to be taken in case of personal exposure to the product. As required by law, the Material Safety Data Sheets for products are available from supervisors upon request.
Cleaners and Disinfectants

Our housekeeping staff is responsible for completely disinfecting all sinks, urinals and toilets daily. All other restroom surfaces are cleaned and disinfected at least once a week. The products used are selected for their effectiveness as well as their ability to be used safely by our staff. Nevertheless, many products often require personal protection to be worn by our service workers (e.g., gloves, goggles or rubber-soled boots). For this and other reasons, bathrooms or portions of bathrooms will be closed to the public while cleaning occurs.
MAINTENANCE

Staff has been assigned to three zones:
- South Zone in Jester Center
- North Zone in Kinsolving Hall
- Lock Shop in San Jacinto Hall
- Apartments Zone in Brackenridge Apartments

This approach provides experts who have become familiar with the systems, fixtures, and uniqueness of your residence halls.

Plumbers
Plumbers attend to the plumbing needs in bathroom, sinks, showers, toilets, urinals, and other plumbing necessities.

Electricians
Electricians attend to electrical outlets and fixtures, light fixtures and bulbs, wiring and exit signs, and other electrical needs.

Carpenters
Carpenters attend to doors, windows and window screens, closet doors and shelves, student room furniture, window blinds, bulletin boards, vinyl floor tile, ceramic wall and floor tile, and other carpentry needs.

Painters
Painters paint surfaces, student rooms, all public areas, exterior buildings, and all other painting needs.

Room Painting and Wall Damages
We paint student spaces as needed, usually every 5 years. Residents are not permitted to paint their own spaces.

Avoid billing for wall and paint damage! We want your room or apartment to be your home, but not all commercially available products to put up decorations are allowable.

The use of some adhesive wall putties can minimize damage to paint finishes or drywall surfaces. Read the manufacturer's instructions carefully and make certain the product is safe for paint and wall surfaces.

Push pins or thumb tacks are not acceptable in drywall. Certain tape products work, while others won’t work, including regular masking tape. Consider drafting tape (similar to masking tape) that says it won’t affect painted surfaces and removes easily. Many double-sided adhesive “poster squares” are very difficult to remove after two semesters and can even tear off the top paper surface of drywall. These tapes should not be used.
In no spaces may residents drill into walls to attach plastic or lead wall anchors.

Another problem is the glow-in-the-dark stickers. Hundreds of these small decals have been found on ceilings. Paying us for removal will be expensive. Remember, residents will be charged for damages to wall surfaces and for removal of adhesives.

**Area Maintenance**
Area Maintenance workers attend to routine maintenance requests.

**Work In the Summer**
Facilities Maintenance staff work all summer to prepare our halls for fall semester residents and summer guests. Each crew assesses room and building conditions after residents leave each May and attempt to prioritize and complete all essential repairs possible in the time permitted in our summer crew work schedule.

We regularly use the summer months to concentrate on projects that would be too disruptive to residents during the academic year. New carpets, furniture and mattresses are installed, rooms and lounges are painted, and light bulbs and faucet washers are replaced along with dozens of other individual tasks which are repeated as our full-time and summer staff pass through the halls.

Avoid billing for wall and paint damage!
SECOND SHIFT

Second Shift is available Monday through Sunday 3:30 pm until 12:00 am to assist with emergency calls that would normally be handled by our on-call staff. For emergencies before 4:30 pm use your normal procedures for reporting calls through the Jester, WRH, WCR and Apartments office’s. Between 5:00 pm and 12:00 am contact the Robert’s Hall 24 hour desk at 471-3714 and they will notify the second shift staff. Please do not directly make contact with the second shift staff unless you receive no response at the Robert’s Hall 24 hour desk.

Instructions for the second shift are as follows:

1. For emergencies on campus and apartments contact the second shift as outlined above. The Robert’s 24 hour desk will fill out the single part Maintenance Request Form and contact the second shift staff by radio or pager at 603-1969. All second shift maintenance requests will be picked up by WCR office the next working day and they will input the work order for all areas. The maintenance requests will then be forwarded to each appropriate area office to be filed. Be sure to leave the name and phone number of the staff requesting the work so the second shift staff can contact you with questions and status. The second shift staff will keep the Robert’s Hall 24 hour desk updated of work in progress.

2. Second shift is on duty to handle emergency situations. They will be glad to assist in non-emergency needs as time allows. They may decide that the work request is not an emergency and let the day shift handle the problem. In the event that there are no emergencies the second shift will work routine work orders that have previously been sent to each area. Work requests will be worked in the order they are received.

3. A three part form will need to be filled out if the second shift staff makes the determination that this needs to be given to the on call pager staff. This must be filled out and authorized by the coordinator on duty or by the second shift staff. In either event the form will need to be left at the 24 hour desk for the on call staff to sign and receive a copy. The remaining copy/copies will be sent to the Jester, WRH, or WCR office so the appropriate work order can be generated the next working day. Do not use the three part form for second shift staff during their regular working hours.

4. The second shift is not on call to clean up water spills, pick up trash, or any routine building maintenance repairs that can wait until the next working day without causing a large inconvenience to the residents. In the event a drain line overflows the second shift will attempt to clean the area but may require support from the Residence Life staff. In some causes the second shift may have several emergencies and will require more support from Residence Life staff to assist in cleaning, room checks for additional problems, and etc.
PROCESS FOR WORK ORDERS/MRFs

Maintenance
Fill out a Service Request on line or Maintenance Request Form (MRF) at the area office or residence hall desk to report needed repairs (Appendix 1). Every effort will be made to expedite the work. Since the residence halls are self-supporting, funds are available only for routine maintenance and replacement. Therefore, if a resident is responsible for damages to the building, furniture or equipment, damage charges will be assessed.

Staff and students initiate work orders by completing Maintenance Request Forms and turning them in to the residence hall desks or the area offices. You can also, enter a service request form online.

A computerized version of the service request is available on the Housing and Food Service website.

All staff observing needed repairs submit a Maintenance Request Form or notify their supervisors.

Emergency situations must be reported immediately and follow the procedures in the Emergency Work Section of this guide.

Additions to maintenance requests that are related to the original request can be made only by those authorized to approve the initial work or the maintenance staff member working on the problem.

Now We Know Your Problem, What’s Next?

Depending upon the urgency of each problem, staff will contact maintenance staff in the field, or, in certain extreme instances, contact emergency duty staff at home.

When We Enter Your Room
By entering a request, we are being given implicit permission to enter a living space. Every effort will be made to minimize this inconvenience. We train our staff to understand that private living spaces may only be entered for just cause, almost always with a work order or in response to an emergency.

There may be times when we have to enter a room but still need to return if we couldn’t finish our work in one visit. Our staff fills out a card to leave behind in the room to let the resident know why we were there and, if we know, when we plan to return (Appendix 2).

Health, Fire and Life Safety Inspections
To ensure that life safety policies are followed, the Division of Housing and Food Service conducts monthly health, fire, and life safety inspections of all residence hall rooms. Inspections will be conducted by the Residence Life staff, Building Service personnel, or the UT Fire Marshal.
Inspections will look for the following:
- prohibited items
- tampering with fire equipment
- mold, trash and debris
- proper functioning of fire equipment
- maintenance related items
- Obstructed route of egress
- Safety related signage

- Inoperative smoke detector
- Candle/incense/open flame
- Halogen lamp wattage
- Cooking appliances
- Extension cords
- Electrical wall receptacles (extension cords/power strips)
- Evacuation diagram
- Housekeeping concerns that may promote in unhealthy environment.

Any above cited violations must be corrected within 48 hours of the receipt of a notice. A follow up inspection visit will be made to verify that any above listed violations have been corrected. A system of imposing fines for violations is administered by Residence Life Staff.

Entering Rooms Over a Semester Breaks
Over fall and spring breaks, our staff is still at work. While much of this time is spent on work in the public areas of the buildings such as hallways and lounges, we do still respond to service requests we have previously received for less serious problems in student rooms. At a resident’s request, we may also return during the break period to complete our work when we’re less likely to inconvenience someone.

Notification
Sometimes work is planned that may require access to a series of student spaces. Scheduled work like this will be announced by placing notices on the affected floors or through individual letters.

We’ll describe the reason for and nature of the work, any steps that should be taken to assist us in completing the work (such as moving personal items away from windows), and the dates when the work is planned.

Although rare, there are times when unplanned work was necessary in one or a series of student bedrooms or apartments and no prior notice could be given.
We Expect Our Staff To:
- knock and announce themselves as “Facilities”, “Maintenance” or “Housekeeping”
- tell why they’ve come
- identify themselves personally if asked
- tell if they have to return
- answer any questions
- leave the space in the condition it was found, cleaning up any mess we create
- provide a card if no one was present in the room.

Interruptions of Utilities
Almost every utility outage to an entire building can be restored within a few hours.

However, some interruptions or combinations of problems may affect the continual supply of a utility. The outage may last into the evening hours, weekends, early mornings, or, even more rare, last over several days.

When outages begin to go beyond a reasonably short time, we attempt to communicate status information.

Our maintenance staff will contact Area desks or Area offices when utility disruptions are known in advance. When possible, notices will be posted in the halls alerting residents of planned, scheduled outages.

Emergency Work
For emergencies, staff members authorized to submit emergency work orders must verify the emergency to make sure that the location and description are correct and that the problem is indeed an emergency. An emergency is defined as a problem that is a threat to safety or security or has potential for substantial loss of property.

For emergencies during regular work hours, only the area office personnel and Food Service offices are authorized to call the Facilities Maintenance shops. Staff members who identify emergencies during these times should report them to their offices. The University Apartments Office prints emergency work orders for the apartments and submits them to the appropriate shop. For emergencies from 5 pm-midnight Thursday through Sunday, the second shift should be contacted by radio or digital pager. Please reference the second shift procedures.

For emergencies after regular and second shift hours and during the lunch hour, authorized staff members page a worker on call to correct the problem. Pager phone numbers are listed on the Emergency Call Card. Calls should be directed to the appropriate craft. The caller’s phone number must be entered when paging a worker so the worker can call back to determine the problem and location. If the worker on call does not call back in 5 minutes, the call is repeated. After regular and second shift hours if the second call does not get a response, one of the people on the list is called. A numbered Maintenance Request Form must be filled out, signed, and ready for the worker. The original is given to the worker and a copy is given to the person authorized to enter work orders. At the apartments the worker is given 2 copies; one is left at the Apartments Office and the other is returned to the worker’s supervisor. The work order must be entered to the computer system by 9:00 am on the next working day. The Maintenance Request
Form number must be included on the work order.

The emergency response worker is responsible for:

1. Immediately returning calls

2. Reviewing the nature of the emergency with the caller to determine if the matter is truly an emergency. The caller has the final decision on whether the worker should respond.

3. The emergency response worker will be in route to the University within 15 minutes of the call.

**Routine Work**

Routine requests are turned into work orders and are printed at our shops. These become part of the work load each section is assigned. Our supervisors prioritize work daily so that residents receive the best, most timely services as resources permit.

At the start of each semester, repairs frequently take longer when more residents choose to report problems. Toward the end of each semester, most routine problems receive a response within 3 to 10 days.

**Fall Opening**

During opening weekend of the fall semester, many Facilities staff are on hand to respond to both emergency and routine requests.

**Responses to Typical Repairs**

Here’s an idea of frequent response times during most of the year, after the rush of check-in has passed, including services provided by staff outside Residential Facilities.

<table>
<thead>
<tr>
<th>Emergency Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Using the next available staff or within the same day or 24-hour period</td>
</tr>
<tr>
<td>- power out entire room</td>
</tr>
<tr>
<td>- no a/c</td>
</tr>
<tr>
<td>- person stuck in elevator</td>
</tr>
<tr>
<td>- no lights at all</td>
</tr>
<tr>
<td>- no heat</td>
</tr>
<tr>
<td>- resident locked out</td>
</tr>
<tr>
<td>- no hot or no cold water</td>
</tr>
<tr>
<td>- floods</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Routine Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Short</strong>: a matter of a few days up to a week</td>
</tr>
<tr>
<td>- clogged sink/toilet</td>
</tr>
<tr>
<td>- pipe dripping water</td>
</tr>
<tr>
<td>- lock core changes (could be an emergency in certain cases)</td>
</tr>
<tr>
<td>- low heat</td>
</tr>
<tr>
<td>- clogged shower/tub</td>
</tr>
<tr>
<td>- mailbox repairs</td>
</tr>
<tr>
<td>- site lighting</td>
</tr>
<tr>
<td>- insects in rooms</td>
</tr>
<tr>
<td><strong>Moderate</strong>: a week to several weeks or longer</td>
</tr>
<tr>
<td>- replace broken mirror</td>
</tr>
<tr>
<td>- loose toilet partition</td>
</tr>
<tr>
<td>- vending machines</td>
</tr>
<tr>
<td>- toilet paper holders</td>
</tr>
<tr>
<td>- closet problems</td>
</tr>
<tr>
<td><strong>Long</strong>: delayed until semester breaks, summer, longer</td>
</tr>
<tr>
<td>- room or area painting</td>
</tr>
<tr>
<td>- sidewalk repairs</td>
</tr>
<tr>
<td>- carpet replacement</td>
</tr>
<tr>
<td>- exterior painting</td>
</tr>
</tbody>
</table>

| Examples of Services or Items Not Provided |
- orthopedic backboards
- curtain rods and curtains in student rooms
- installing locks on closet doors
- repairs to or storage of personal property
- running new electrical service into existing rooms
- installing additional telephone jacks beyond those already provided
- provide extra furniture or remove standard furniture
EMERGENCY PAGER NUMBERS

CAMPUS:
Carpentry-Locksmith: 603-1967
If no answer, call one of these pager numbers
603-1953
603-1952
603-1936

Electrical Heating & A/C: 603-1968
If no answer, call one of these pager numbers
603-1969
603-1928

Plumbing: 603-1966
If no answer, call one of these pager numbers
603-1969
603-1928

If none of the above answer, call:
603-1942
603-1943
603-1940

UNIVERSITY APARTMENTS:
All Crafts: 603-3232
If no answer, call one of these pager numbers
603-1926
603-1935
603-1939

PROJECTS:
603-1923

SAFETY:
603-1938

IF NONE OF THE ABOVE ANSWER CALL:
603-1955

Emergency Call Card List:
To call Maintenance Personnel after hours and on weekends, dial 9 and the pager number if you are on campus. For off campus, just dial the number. At the prompt, enter your phone number. If no response is received within 5 minutes, page again. Then, if no response, begin to call the pager numbers listed. The pre-numbered Maintenance Request Form must be filled out, signed and ready for the worker.
CARE OF FACILITIES

Students are responsible for maintaining their rooms in a neat and orderly fashion at all times. Neat and orderly includes maintaining an acceptable level of cleanliness and a room free of mold, trash, and debris. Residence Life and Building Service staff will conduct monthly health, fire and life safety room inspections. Students found in violation will be given 48 hours to remedy the situation. Failure to take corrective actions will result in disciplinary action, including a room cleaning fee of at least $25.

Students are encouraged to personalize their residence hall room. When personalizing your room, please take into account the following guidelines:

1) Students should not drill or nail holes in walls, ceilings, doors or furniture.
2) Tack strips, bulletin boards or removable adhesive should be used to mount items on walls, doors, and furniture.
3) Students may not paint rooms. (paint requests can be submitted through your area desk)
4) As a rule of thumb, no more than 20% of any wall should be covered with posters or any other type of flammable materials.
5) Cloth or paper materials should not be used to cover lightning.
6) Furniture may not be disassembled unless specifically designed for this purpose.
7) Stickers should not be adhered to furniture, walls, doors and ceilings.

Residence hall rooms must be returned to their original condition upon check-out, including removal of adhesive tape and cleaning. Failure to do so will result in charges.
KEYS AND ID CARDS

Staff Keys
All Division employees who are entrusted with keys and ID cards that provide access through secured doors must safeguard them and ensure that they are not used indiscriminately. Loss or misuse of a key or card is a serious offense and could result in disciplinary action. Under no circumstances should keys and cards be used to admit persons into rooms, offices, or buildings unless those persons are performing specifically assigned duties.

All departmental supervisors are responsible for issuing keys to their employees. Keys are stored in secure locations. They are duplicated only by work order and with proper approval. Master keys are not regularly carried and are not taken from the University campus. They are kept in locked areas and removed only when situations require. A signature is required for all keys issued. ID cards are issued to employees by the University ID center and they allow entrance to work areas. Cards are activated for specific days and hours. They may be taken home by employees.

Employees are responsible for the keys and cards issued to them. All keys and cards issued to employees must be secured while in their possession. The supervisor issuing the key will determine the best method for securing keys based on the potential for loss. If keys are lost, the loss must be reported immediately to the supervisor so the area can be secured.

Resident Room Keys
Residents who lose their room key should report the loss immediately. A work order will be entered, the lock core charged, and new keys will be issued. The resident will be assessed a standard $50 charge. Once a work order is entered for a core charge, the charge cannot be reversed. Damaged keys must be turned in with the MRF and will be replaced at no charge provided there is no evidence of vandalism.
OTHER DEPARTMENTS AND SERVICES

Physical Plant
The Physical Plant Department performs preventative maintenance functions, as well as routine services for common types of equipment and fixtures in all halls, such as exhaust fans, motors and belts, sump pumps, fan coil units. Other jobs include central steam supply making heat and hot water campus-wide, fire alarm and sprinkler systems, campus grounds maintenance, and roofing.

For any services needed, contact 475-7288. If you are not able to contact anyone there, call 475-9595. Once the information is taken, it will be passed along to the appropriate personnel.

Utilities
The Utilities Department provides services that involve water, sewer, steam, chilled water, and some electricity (that is not provided by the City of Austin) to all of our residence halls.

They provide services to utilities outside our buildings. Utilities maintains the electrical distribution in some University Apartments that are not maintained by the City of Austin. They also maintain some areas of the mechanical rooms on campus.

For any services needed, contact 475-7288. If you are not able to contact anyone there, call 475-9595. Once the information is taken, it will be passed along to the appropriate personnel.

Telecommunications
The Telecommunications Department is responsible for on-campus telephones, data writing and telecommunication equipment.

For any services needed, contact 475-7288. If you are not able to contact anyone there, call 475-9595. Once the information is taken, it will be passed along to the appropriate personnel.

Cable Television
The Division of Housing and Food Service provides cable television to the residence halls through a division owned system. Programming is provided by a local vendor. A movie channel and information channel are also provided on the DHFS cable TV network. For cable TV service problems, turn in an MRF at the area desk.
Contractors
Occasionally, private contractors are hired to provide services or pursue renovations within residence hall space. Much of this work will be scheduled in the summer or may be limited to specific projects or repairs requested at our direction that happen during the regular academic year. Notice will be provided to affected residents should this be necessary.

Vendors
Housing and Food has a number of vendors such as laundry and vending machines for the convenience of students.

There are machines such as soda machines, candy machines and laundry machines. These machines are serviced according to a schedule or serviced daily as needed by outside contractors.

Laundry Facilities
Coin-operated washers and dryers (75 cents per load to wash and 75 cents per load to dry) as well as ironing boards are provided in each residence hall.

Report inoperative machines and losses to the area desk.

Laundry Instructions
For the best results, please observe the following:
• Do not overload the machines.
• Check water temperature desired.
• Check dryer heat desired.
• No dyeing of clothes permitted.
• Do not wash rugs in machines.
• Please leave machines clean.
• Clean lint trap inside dryer door before and after use. Lint build up may prevent adequate drying.
• Most of todays garments are made of synthetic material and are easily damaged by improper laundering.
• Clothes washed in water that is too hot or over dried in dryer may shrink, melt, or change color.
• For best results use liquid detergent. If powder detergent is used it must be low-sudsing. Use only ¼ cup detergent (2 ounces). Suds may remain in clothes when more detergent than recommended is used.
• We are not responsible for lost or unattended clothes.

Service
To report problems use the following procedures. You must have the building, room number where possible, and the unit number.
• Complete a maintenance request form and turn in at the area desk or report problem directly to the 24 hour desk in your area.
• Contact Building Services Monday-Friday, 8am to 4:30pm at the following:
  o Jester: 471-1383
  o WCR: 471-4236
  o WRH: 471-1941

Refund Requests
For any refund requests, go to the area desk and fill out a refund request card. The card is then sent to Division Accounting. They will then reimburse for losses, through Centralized Receivables (applied to student account).

Damage Claims
All damage claims should be turned in to the Assistant Building Services Manager. An information report should be filled out. A form provided by the laundry vendor will be filled out and a technician will take the items and attempt to have them professionally cleaned or have repairs made. If this is unsuccessful, the vendor will directly reimburse the resident.
ENVIRONMENTAL HEALTH AND SAFETY OFFICE

The Environmental Health and Safety (EHS) office on The University of Texas at Austin campus, is responsible for planning, implementing and administering the university’s health and safety program, and for providing supportive technical consultation, training, investigation, and inspection to ensure compliance with guidelines set forth by federal, state and local laws and regulations. Its primary functions are to assist the university community in meeting health and safety responsibilities, to prevent or reduce accidents and to identify and eliminate environmental hazards and dangerous conditions.

Prevention
EHS is organized into four sections: Occupational Health & Campus Safety, Chemical & Laboratory Safety, Radiation, and Fire Prevention. The Occupational Health & Campus Safety section has four areas of responsibilities: Asbestos, Environmental Health & Industrial Hygiene, Occupational Safety, and Training; the Chemical & Laboratory Safety section has two areas: Biological & Laboratory Safety and Chemical Safety & Waste Management. The Radiation section manages radiological uses on campus. The Fire Prevention section manages fire safety initiatives and responds to fire related emergencies. Each area is coordinated by a professional staff member.
The Utilities Department contracts for elevator service in the residence halls. Only personnel who are issued an Emergency Call Card by Facilities are authorized to call the elevator companies for service. During normal service hours the Assistant Building Services Manager, the Building Services Supervisor or the Assistant Building Services Supervisor will contact the elevator company. Normal service hours are Monday through Friday between the hours of 7:30 am and 4:30 pm, except on holidays.

After normal working hours and on holidays authorized Residence Life staff will contact the vendor. The staff member making the request for emergency service must verify that the work has been completed and submit the signed elevator service ticket to the Area Office by 9:00 am on the next business day. An elevator call on-call list is maintained at all 24-hour desks.

**Elevator Inspections**
University and state inspectors conduct formal inspections on all elevators. Multiple inspections are conducted by both university inspectors and three qualified/certified state inspectors. However, UT has final jurisdiction on all inspections. Inspections are done on an annual, 5-year, etc. basis.

**Trapped in Elevator**
1.) Call the appropriate elevator company in your area.
2.) Insist on having an ETA (estimated time of arrival)
3.) Insist on having the mechanic call you to let you know he/she has received the call.
4.) If you have not received verification in 15 minutes contact 1-2020 and ask them to contact proper authority.
5.) Ask them to call you back with verification that they have been contacted.
6.) If you are unsuccessful with getting responses that you can work with call UTPD or AFD.
Living Safely With Electricity

Electrical fires can happen more often than you might think. Electrical fires have been caused by short circuits in electrical cords that ignited nearby clothing, bedding, notebooks, trashcans, or other personal items.

Another problem occurs when you plug power cords into a wall outlet and then shove furniture against the plugs, causing the cords to be badly bent. Doing this frequently can damage the insulation around the power cord’s wires, leading to a short circuit.

Anytime you find a damaged power cord, or one that is hot to the touch, unplug the device immediately and have it checked, repaired or replaced.

Power Strips

If multiplug devices such as power strips are used, they must be constructed from heavy-duty materials, consisting of 12-, 14- or 16-gauge wire. They must be UL approved three-wire grounded units. Multiplug devices must also be rated for a maximum of 15 amps and 1875 watts, and must have a built-in circuit breaker. No other devices, including extension cords, are allowed. The use of unprotected multiplug devices presents a possible fire hazard.

Always check the product label on power strips before you buy to make certain they can handle the electrical load of the equipment you know will be in your room. Our policy states only one power strip per outlet.

It’s All About How Much You Use…!

You can safely use electrical equipment and approved appliances as long as you don’t overload the circuit breaker or fuse. As you plug in and use each lamp, stereo, hair dryer, and coffee pot, the total energy consumed at the same time will determine whether the circuit breaker trips and cuts off the electrical supply on the circuit. Once you exceed the rated capacity of the circuit breaker, you’ll lose power. Should this happen to the circuit when you are using your computer, you could lose what you are working on.

Unfortunately, in many of our buildings, rooms are electrically linked to one or more neighbors, so you may not know how close a circuit breaker or fuse is to being tripped. It is not uncommon in some locations to have a single receptacle in three, four or even five rooms wired to the same circuit breaker.

So Watts Up???

The principle amp-eating culprits are hair dryers, coffee pots, refrigerators (when the cooling unit kicks on), and microwaves. The number of amps each electrical device uses will appear on each product’s case and is usually stated as the maximum amount consumed during peak operation. Many devices don’t necessarily use the number of amps shown except when, for example, they are first switched on, when heating
elements reach their maximum, or when motors turn on.

**Microfridge**
Your Microfridge requires only a single plug, so there is no problem with outlets. Its patented circuitry automatically cuts off power to the refrigerator/freezer whenever the microwave is turned on so it never draws more than 10 amps or overloads a circuit.

**Microwave:**
- Cook (600 watts) and Defrost (300 watts) settings
- Easy-to-operate timer dial sets cooking time for up to 30 minutes
- Chime signals end-of-cooking-cycle
- Turnable system design provides superior, even cooking.

**Freezer:**
- Separate doors for refrigeration and freezer areas
- Real freezer keeps ice cubes, frozen foods, ice cream frozen

**Refrigerator:**
- Automatic defrost refrigerator with adjustable temperature control
- Door storage for package, eggs, and bottles

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**When Circuit Breakers or Fuses Blow**
Call your Area Desk and someone will respond.

<table>
<thead>
<tr>
<th>Typical Maximum Amp Ratings:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Amps</strong></td>
</tr>
<tr>
<td>9-15 hair dryer</td>
</tr>
<tr>
<td>3-5 Mac or PC</td>
</tr>
<tr>
<td>1-5 printer</td>
</tr>
<tr>
<td>6 4 cup coffeemaker</td>
</tr>
<tr>
<td>8 10 cup coffeemaker</td>
</tr>
<tr>
<td>2-4 19” color television</td>
</tr>
<tr>
<td>1-2 VCR</td>
</tr>
<tr>
<td>1 100 watt lamp</td>
</tr>
<tr>
<td>2-6 mid-sized stereo</td>
</tr>
</tbody>
</table>

Check your own products for actual ratings.
ENERGY CONSERVATION

UT Austin Is a Small City
up to 70,000 staff, students, residents
and visitors are on campus each day.

Millions of square feet of building space
are air conditioned and/or heated.

Several thousand exterior security light
poles and fixtures along roadways,
walkways and on buildings are scattered
across campus.

Tens of thousands of light and plumbing
fixtures are inside our buildings.

As users of our campus buildings and
grounds, we conduct research, do class
work, have parties, sleep, eat, study,
attend movies, swim and exercise, attend
club events, and pursue literally
hundreds of other choices with almost all
of them calling for some form of energy.
Each of us contributes to our campus’
ergy bills, which are a growing
portion of your tuition and fees and your
room and board changes.

The Division of Housing and Food
Service is committed to short-and long-
term energy conservation. We appreciate
the support and ideas from staff and
students in accomplishing our goal.

Conserve water. Report leaks
immediately
Due to the increasing scarcity of water
resources in Texas in Texas and the
associated increased price of water, it is
important that residents report water
leaks to the Apartments Office
immediately. Though the water loss may
seem small, over time, the amount of
wasted water can be significant. The
following table from the Texas Water
Development Board indicates how much
is wasted for a single leaking faucet:

<table>
<thead>
<tr>
<th>Type of Leak</th>
<th>Water Wasted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Slow, steady leak</td>
<td>350 gals/ month</td>
</tr>
<tr>
<td>(~100 drops/ min.)</td>
<td></td>
</tr>
<tr>
<td>Fast drip</td>
<td>600 gals/ month</td>
</tr>
<tr>
<td>Small stream</td>
<td>2000-2700 gals/ month</td>
</tr>
<tr>
<td>Large stream</td>
<td>4600 gals/month</td>
</tr>
</tbody>
</table>

Here’s What You Can Do To Reduce
Energy Consumption!

In Your Room…
• Turn it off when you’re not in!!!
  Room lights, lamps, PCs, TVs,
  radios and all other equipment.
• Buy and use a desk lamp with a
  fluorescent bulb when studying.
• Set window blinds properly. Open or
  partially open the blinds in an
  upward position to keep the room
  cool during hot days.
• Configure your computer to go into
  low power or sleep mode when not
  in use.
• Do not use screensavers since this
defeats the sleep mode.
• Conserve water by taking shorter showers. Where possible, adjust the water pressure downward.

• Keep sink faucets and shower fixtures from dripping and report those that do.

• Most lights can be turned off in lounges and bathrooms when the last person leaves since many of these spaces have one light fixture on at all times for safety.

• Submit work orders for dripping faucets.

• Make sure low-flow aerators are on all sinks and low-flow showerheads have not been removed. Submit a work order if your aerator is missing.

• Do not leave the water running while brushing your teeth, as you can use several gallons of water at one time.

While these examples are relatively insignificant when we look at individual areas or student rooms, when we multiply this by the number of residents and the amount of water, electricity, heating and cooling costs that can be saved, we see an enormous impact on utility expenses. saved, we see an enormous impact on utility expenses.
The Division of Housing and Food Service provides a recycling program for all residence halls and apartments. We need your support to make this a success. Please place your recyclable material in the containers provided in your rooms. Trash collection areas have been set up with recycling containers for you. Place in the appropriate container and we will do the rest.

Paper Products:
- Any thing that tears
- Plain paper
- Colored paper
- Folders
- Cardboard
- Newspaper
- Magazines
- Pizza boxes (remove food)
- No products with food waste!

Aluminum:
- Aluminum cans (remove drink product)
- All small aluminum products
HEALTH & SAFETY HAZARDS

Asbestos in Residence Halls
Asbestos was one of the most common building materials in the USA until the late 1970’s. Asbestos is a small fiber mineral that is mined on six continents. It is prized for its ability to add strength and heat resistance to a variety of materials. Asbestos dust has caused high rates of cancer in miners and workers who made and installed asbestos products with insufficient precautions. The dangers of asbestos depend on amount and duration of exposure.

Once products with asbestos are installed, so few fibers are released that the air inside even the most asbestos-rich building is indistinguishable from the air outdoors. Once installed, asbestos rarely causes problems to a building’s users. In everyday life, breathing asbestos is unavoidable. Asbestos is a natural mineral released into the air by wind and erosion.

In 1979, the EPA published a book of guidance on asbestos. At that time, the EPA stated that removal was the only permanent solution to asbestos. In 1985, the EPA’s updated book emphasized managing asbestos. The latest book, published in 1990, states that asbestos removal could increase exposure.

The University of Texas at Austin has an asbestos management program which centers along a twofold approach. Intact asbestos containing materials are left alone. Friable asbestos, asbestos that is deteriorated, crumbled or dusty, is either removed or encapsulated. Encapsulation of asbestos materials ensures that the material is enclosed in another material, such as paint or plaster.

A professional asbestos firm has completed a comprehensive asbestos survey and located all accessible friable and non-friable asbestos in our buildings. At this point, we are doing everything we can to ensure our buildings are safe so our staff and students will feel comfortable.

Some areas in the residence halls have asbestos containing materials (ACM) present. Jester, the Living Learning Halls and the Co-ops have a low percentage of ACM present in the ceiling texture. Most of the other residence halls have intact ACM associated with floor tile and pipe insulation. These materials are managed by The University Environmental Health and Safety Office’s Operation and Maintenance Program. Students should not disturb sprayed-on ceiling materials, drill holes in walls or ceiling, or otherwise disturb rooms finishes and should not disturb pipe insulation. If cracked or deteriorated materials are present in a room, turn in a Maintenance Request Form. It will be determined if asbestos is present, and if so, what measures are needed to correct the situation. Any questions concerning asbestos materials, locations and hazards should be referred to the University’s EHS Office at 471-3511.

Pipe Coverings
In our residence halls, heating and hot water pipes often run horizontally near ceilings or rise vertically in the corners of bedrooms or in closets. Pipes may either be uninsulated bare metal or
covered with fiberglass or asbestos insulation. Either insulating material is contained inside a canvas cover which is usually painted.

CAUTION

The location of every piece of pipe insulation containing asbestos is not known. So we ask that residents and staff assume that all insulation on pipes should not be disturbed.

Accordingly, residents should not hang, suspend, drape, tape or apply anything to the insulation covering pipes to avoid damaging the outer jacket and exposing the materials inside.

Should you notice damage to pipe coverings, report locations to your Area Desk immediately.

Fire Doors

Wooden fire doors between hallways and stairwells in older buildings sometimes have a mineral core containing some asbestos. Anytime the white core is visible or exposed, please report the door to your Area Desk for repair or replacement.

Mechanical Rooms

Main mechanical rooms in basements or other mechanical spaces located on upper floors or in rooftop penthouses are restricted areas where residents are not permitted. Mechanical rooms are more likely to contain asbestos insulating materials.

CAUTION

Residents should not drill into the wall panels under the windows in bedrooms and living rooms.

Floor Tile

Much of the floor tile found nationwide in buildings built before the 1980s is vinyl asbestos tile. Unlike pipe coverings, vinyl asbestos tile is considered far less hazardous even under normal or heavy wear by foot traffic if it is intact and maintained properly.

CAUTION

Residents should not drill into or sand floor tiles to avoid turning the core material into dust.

When floor tiles are loose or have cracked into pieces, report it to your Area Desk immediately. Staff will respond to remove and repair the floor surface.

Lead In Residence Halls
Lead In Paint
Lead has received national attention for problems in young children, most notably those who have ingested paint chips. More recently, the media has carried research reports describing possible effects on adults. The maintenance of painted surfaces containing lead is covered by various federal and state regulations to minimize exposure to persons of all ages. Our procedures and those used by painting contractors are required to comply with these applicable regulations.

Lead pigments were used in some but not all paints through the early 1970s. In fact, the vast majority of interior surfaces tested within the residence halls continue to be lead-free.

Our staff knows when and how to test for the presence of lead in previously painted surfaces. Painting of lead-containing surfaces will likely be delayed until proper abatement procedures can be followed. Lead-free surfaces are scraped and painted without any special precautions.

Blood and Other Potentially Infectious Materials – Spill and Handling Procedure

All Bloodborne and OPIM material should be dealt with immediately and be assumed to be infectious. When handling or cleaning up spills, safety of the residents and the individual doing the cleaning should be the first priority. In cases of large spills contact the Area Desk.

A BIOSAFETY kit is supplied for your use. This kit will be on the cart provided in your area. Please contact Building Services if one is not on the cart in your area.

Clean-up Procedure
1. Start by putting on single use disposable latex gloves and other personal protective equipment such as aprons, safety glasses, etc. Dispose gloves in the red biohazard bag when contaminated material pickup is complete. If other personal protective equipment is of a disposable type, dispose of it in the biohazard bag when the pickup is complete. If the personal protective equipment is not disposable, clean thoroughly with a quaternary cleaner and wash thoroughly with soap and water. Vomit and fecal material can be disposed of by flushing down the toilet.

2. Blood spills (more than 100ml) contact EHS office. Blood spills (less than 100 ml) will need to be disinfected with a TB effective disinfectant cleaner. Spray the TB disinfectant cleaner on the contaminated material with a contact time of at least 10 minutes. Blot with paper towel or absorbent as above and place material in the biohazard bag.
**Disinfecting After Removal**
For disinfecting we currently use ready-to-use disinfectant deodorizing cleaner with tuberculocidal, virucide, and fungicide.

1. After all the material has been removed and placed in a biohazard bag, spray affected area with the cleaner and let stand for 10 minutes contact time. Use a mop and cleaner to remove remaining small material. Disinfect the mop in clean cleaner and place the mop head in a plastic bag for proper cleaning by housekeeping. Dispose of water from mop bucket in a sanitary drain such as a commode or mop sink and clean the mop bucket with clean cleaner.

2. After the material has been removed and properly disposed of, it is important to place the biohazard bag and mop in a specified location in housekeeping. This location should be verified for each area. Housekeeping will dispose of properly when they return to work.

3. Wash your hands immediately upon completion with soap and hot water for at least 30 seconds.

**Mold And Mildew**
Humidity inside buildings in Central Texas is often too high for good health and comfort. It needs to be controlled you may feel hot and sticky or cold and clammy. You may see water vapor condensing on cold surfaces (e.g., on mirrors and windows). High humidity encourages the growth of mold and mildew.

If you have mold or mildew problem, contact your area desk immediately. Residents whose lifestyles contribute to the presence of mold and mildew are subject to damage charges (for cleaning).
SECURITY AND YOU

Security & You

You are the KEY to security in your residence hall...

Building security is a responsibility we share with each resident.

Nevertheless, personal choices can do as much, if not more, to jeopardize the safety of fellow building occupants.

Follow simple common sense and don’t let people you don’t know into your building.

If you approach your hall and see people who appear to be our staff or other campus staff near the entrance door, don’t hold the door open for us. Under normal circumstances, our staff should not just “slip in” to your residence hall or pass through locked interior doors when someone else opens the door.

Persons, including fellow students, not known to you shouldn’t be let into your building – the safety of our residents and your own safety is at stake!!

Call the University Police, 911, to report emergency situations.

Call the University Police, 1-4441, to report any crime in the residence halls.

Provide them with whatever details, facts, and suspicions you have.

If you suspect an employee... call the University Police. Be as clear as you can in describing the person seen on the floor, including physical traits, clothing style and color, tools and other distinguishing features. If a university employee is suspected, the police will contact us or other service departments on campus to assist them in gathering information concerning employees, keys issued to your hall, or other details as may be helpful.

You should also create an Information Report (Appendix 3).
Sorry. We won’t hold doors open since most of our staff won’t be able to identify where students live.

TO HELP RESIDENTS FEEL SECURE, HERE’S WHAT WE KNOW WE NEED TO DO:

**At the door**
- We will knock and announce ourselves before attempting to enter a room.  
- When someone is present, we will identify who we are, why we’ve come, and make certain our presence is not an undue inconvenience. We will offer to lock the room door or apartment entry door when we leave.  
- When no one is present, we will leave behind a card to describe why we came or what we did. We’ll lock the door behind us.  
- Unless the work we are doing requires otherwise, we will always leave the room door open when we’re in the room. Should we need to leave the room for parts, we’ll lock the door if no one else is present.

**At an entrance door to a building**
- We won’t hold exterior doors open, since most of our staff won’t be able to identify who lives where.  
- When entering through secured entrances, we won’t allow students to enter with us.  
- We will not prop open exterior entrance doors. When our work requires an entrance door to be open, we will ask residents to show us they have entrance keys that operate the building’s locks or we will redirect students to other entrances.

**At all times**
- We will always be in uniform or wear our ID cards.  
- We will respond promptly to reports of building deficiencies that affect the safety and security of residents and their property.  
- We will use the keys and access cards assigned to us carefully and safeguard against their loss and inappropriate use.  
- We will report to University Police individuals who we believe are not residents of the building and who are acting suspiciously.
REPORTS AND FORMS

Information Report
To document information regarding incidents in the residence halls, an information report is filed (Appendix 3). This form is used primarily by Residence Life Staff to document violations that may occur in the residence halls. It may be used to document any emergency situations such as flooding or fire alarms going off.

Forward the form (within 24 hours or sooner, if possible) to the building’s hall coordinator. If needed, may be forwarded to the Dean of Students.

Preliminary Summary Report (Incident Report)
Whenever there is an injury or damage to an individual’s property who is not an employee of the University, a Preliminary Summary Report (Incident Report) is filed (Appendix 4). The report consists of questions asking who was involved, witnesses known, a detailed account of the incident, and any legal information pertaining to the incident.

Forward the form (within the same day) to:

Division of Housing and Food Director’s Office
Attn: Assoc. Director, Facilities
Campus Mail Code: E-1800

The form must be received in the Vice President for Business Affairs Office, Main 102 within three (3) days of the reported incident.

Set-Up Request Form
For any and all events that require an area be set-up within the Division, a Set-Up Request Form is filled out (Appendix 5). The form will ask for detailed information about the set-up, including who is requesting the set-up, the function time, date, and location of set-up, the type of set-up, and a layout of the set-up for detailed arrangements.

Forward the form to the Assistant Building Services Supervisor of your residential area. They will then forward it to the Assistant Manager for Building Services. The form must be submitted at least two (2) weeks prior to the event.
1. Can I ask a repair person to come back if it’s inconvenient for me?
Possibly. Except for emergencies, routine work is normally performed in resident rooms after 9 AM so that any chance of disturbance is minimized. But, if our unannounced arrival simply cannot be accommodated, please provide the worker with a reasonable idea of when to return, preferably the same day.

2. Someone tried to change my lock, but I didn’t order a core change. Can I refuse to let the lock be changed?
There are several reasons why a lock core change would be requested:
- You may not know it needed to be changed; your roommate lost the room key.
- If you (or your roommate) borrowed the desk’s spare key and kept it past the time it was due back, the desk staff will assume that you have lost your original key and order a core change on your behalf.
- The desk may have ordered an administrative core change at no charge to you.
If we have already arrived to complete the core change, let the worker finish. If it was erroneously requested, you won’t be charged. You will need to follow up with your area desk.

3. I live on an all-female floor, so why do we now have a male housekeeper working here???
The majority of the housekeeping workforce has traditionally been composed of women, but more men have been added to our workforce. We do try to assign female housekeepers to all-female floors but may not be able to always do so. We may also assign men to temporarily fill assignments on women’s floors when the regular service worker takes vacation or uses sick leave. When we do need to place a man on a woman’s floor, our work schedule will be sensitive to the floor residents’ needs.

4. What is your Top 10 for the most frequently requested services you provide?
- lights and bulbs
- lock core changes
- problems with doors
- problems with locks
- problems with closet doors
- problems with bathroom sinks
- problems with toilets
- problems with showers
- problems with air conditioning
- problems with heat

5. The trash truck picks up trash from my dumpster at 7:30 AM. But I have a friend in another hall, and it isn’t done there until after 11AM. Can we get the route changed?
Our halls are serviced by trucks which must travel predetermined routes and make one or more trips daily to the landfill during the hours when the local landfills are open. So, unfortunately, no. The trucks must start early at some halls to arrive at the landfill when it opens and maintain the rest of the daily route schedule.
6. I stored my stereo boxes in the hall closet and now they’re gone. Can I get them back?
Someone else may have commandeered them, or we may have responded to a request to empty the closet of debris. Cardboard does provide roaches with a happy home, so it isn’t wise to keep them in unoccupied closets. We will remove any material if there is a problem in the room.

7. I want more space in my room. I want to put my desk in the floor lounge. Will anything happen to it?
Yes. Any other resident in your hall can take them almost at will. And there is almost no way for you to learn where they went if they are moved or stolen. By year’s end, you’ll be billed.

Because we sometimes have been requested to clean out a storage closet or remove items blocking our housekeeping closets, we similarly have no way of determining who they belong to, if anyone.

Residence hall policies require your furnishings to be kept within your assigned space. Look around at what others do with their furniture to get ideas for how to personalize your space and not risk losing your furniture.

Well, first, it’s not extra. Rooms are set up with a standard number of pieces per resident. Residents are not authorized to remove state property from campus, in particular, residence hall furnishings. Doing so can lead to arrest and conviction on charges of theft.

9. I was billed for dorm damage and it wasn’t repaired over the summer. Why not?
Residents are charged for unnecessary cleaning or the earlier-than-anticipated repair or replacement of furnishings, fixtures, and other items in residence halls. But we don’t always have the resources or it is not always the best use of money to repair everything we bill for within the same year. Money collected during one year can either be applied to work scheduled for that year or be carried forward. We make those decisions based on how to optimally manage our budgets.

10. If there is a prolonged hot water outage, will I receive a refund on my housing fee?
No. Fees collected from residents go toward paying utility bills and ongoing or unexpected maintenance costs when they arise. In many instances, the costs for emergency breakdown repairs exceed the normal utility charges for the short period that each outage lasts.

11. Who makes the inspections on the elevators?
University and state inspectors conduct formal inspections on all elevators. Multiple inspections are conducted by both university inspectors and qualified/certified state inspectors.

The inspectors visit the campus frequently and observe repairs and other elevator projects. The elevator maintenance contractors are outside contractors who are professional companies that maintain all elevators on campus.
12. Who has keys to my room and are they well controlled?
Individual copies of room keys are managed by your Area Desk. Division staff use building or floor master keys to respond to hall emergencies, perform Fire and Life Safety Inspections, and respond to routine work requests. The Facilities Lockshop maintains our master keys and issues them to our staff who responds to do work. Other campus staff also have emergency key rings, such as the Campus Police and Environmental Safety. These key rings access most spaces on campus.

All departments are required by DHFS policy to follow appropriate key issuance and management procedures for these keys. For our keys, a strict sign-out system is maintained and key issuance records are kept for each request to borrow any key from our centralized key boxes.

13. I heard about things being stolen from a locked student room in the building. All of our employees have master keys, don’t they?
Of all the employees we have, very few carry master keys. All master keys are accounted for through a daily key sign-out and sign-in process and a process of keybox audits to physically inventory these keys.

Even in other departments on campus where master keys have been assigned, departments are expected to maintain positive control of these key rings and be able to demonstrate when and to whom they are issued.

University Police issue campus key rings to their officers at the start of their shifts, and these are returned at the end of their shifts.

For any incident where theft of property from a resident space appears to have been possible by use of a key, we will provide our key issuance information to the police upon their request.

14. Who can enter my building, and who can be issued keys?
The only people permitted beyond the exterior entrance doors of any residence hall are:
- you, if you are assigned to live there or if you are a guest of someone else;
- your guests, if you escort them into your building;
- Residence Life live-in and professional staff;
- fire and rescue personnel responding to emergencies;
- academic program directors and faculty and invited speakers at hall/floor functions, when and if their presence on a resident floor is appropriate;
- our department’s service staff, their supervisors, other managers, or other university staff in pursuit of appropriate university business;
- off-campus contractor or vendor personnel on business that is part of their service agreement or contract with the university; and,
- other agents or guests as may be escorted by our staff or other university staff.

Not everyone mentioned above can sign out a key. Guests must always be escorted, including non-resident faculty and speakers. Most university staff, except service, maintenance, emergency and safety personnel, will usually be escorted.
Some but not all contractors, vendors, and other agents may be issued keys and, in each instance, a university manager in the sponsoring department must authorize that a key be issued. Individual room keys or master keys for numerous rooms are seldom issued when the halls are occupied.

We are here to assist you in the Residence Halls.
TROUBLESHOOTING MAINTENANCE PROBLEMS

Below is a listing of possible maintenance problems that might arise after Facilities regular work hours. The Residence Life Staff is the first response on many maintenance problems and should attempt to correct or stabilize the problem if possible. In case of emergency, you will also make the determination if an on-call worker is needed. On-call workers are instructed to help you stabilize the problem until regular work hours over the phone if possible. However, under no circumstances will an on-call worker refuse to respond if you feel that the situation warrants emergency action.

With each problem listed below, there is a suggested procedure for trying to correct the problem. Please attempt to correct the problem before calling emergency personnel. Some points to remember:

1. Never jeopardize the safety of others or yourself.
2. If you are unable to correct the problem and you feel that an on-call worker is needed, contact the appropriate staff IMMEDIATELY.
3. MRF refers to Maintenance Request Form
4. Maintenance and Custodial regular and 2nd shift hours are listed below.
   • For Maintenance emergencies 8:00AM-4:30PM Monday-Friday, you can call the Facilities office at 475-7288 or call the shop directly
   • For 2nd Shift maintenance emergencies 4:30PM-Midnight Monday-Friday, you will call 471-3714 or call the digital pager.
   • For maintenance emergencies at all other hours, call the appropriate on-call shop pager.
   • For custodial emergencies 7:30AM-4:30PM Monday-Friday, you may call the Jester, WRH, or WCR Area Office or contact the Custodial Supervisor’s office directly.
   • For custodial emergencies 7:30AM-4:30PM Saturday and Sunday, you may call the weekend pager.
   • For custodial emergencies after these hours, call the home number of the Assistant Building Service Manager in your area or the Assistant Director for Facilities Operations.

<table>
<thead>
<tr>
<th>PROBLEM</th>
<th>TOOLS/SUPPLIES NEEDED</th>
<th>ACTION(S)</th>
</tr>
</thead>
</table>
| Bed falls on floor    | None                           | 1. Put bed frame back.  
                          |                                 | 2. Put mattress on floor to sleep.  
                          |                                 | 3. Fill out MRF- specify which bed and the problem.               |
| Bed will not pull out | None                           | 1. Check to see if latch works.  
                          |                                 | 2. If latch is broken, fill out MRF- specify which bed and the problem. |
| Electricity out to room | Key to electrical closet | 1. Check electrical receptacles and remove high load or suspicious electrical fixture/unit.  
<pre><code>                      |                                 | 2. Check breaker box for power to room.                             |
</code></pre>
<table>
<thead>
<tr>
<th>Situation</th>
<th>Tool</th>
<th>Actions</th>
</tr>
</thead>
</table>
| Elevator stuck with passengers                | None         | 1. Acknowledge passengers and provide them reassurance awaiting rescue. Keep a staff member talking to them, as needed.  
2. Contact appropriate elevator company using the on-call list at the 24-hour desk. |
| Elevator will not move (door closed)          | Screw driver | 1. Go to floor on which elevator is installed.  
2. Attempt to push elevator exterior and interior doors open.  
3. If doors will open check tracks for trash preventing doors from closing completely. Remove trash (use screwdriver if necessary) then check for door tracking correctly.  
4. If there is no trash in tracks, check rubber bumpers in door frame; if they project, push them to proper position.  
5. If still no elevator movement, call appropriate staff. |
<p>| Elevator will not move (door open)            | None         | 1. Contact appropriate staff.                                             |
| Lights buzz                                   | None         | 1. Fill out MRF                                                           |</p>
<table>
<thead>
<tr>
<th>Issue</th>
<th>Tool</th>
<th>Instructions</th>
</tr>
</thead>
</table>
| Lights flash sparks                        | Key to electrical closet | 1. Cut power to room off at electrical closet breaker box.  
2. Fill out MRF.  
3. Contact appropriate staff. |
| Lights go off                              | None                  | 1. If there is otherwise power to room, turn light switch “OFF”.  
2. Replace burned out bulb.  
3. If light still will not come on, fill out MRF. |
| Lights will not turn off                   | None                  | 1. If necessary to have lights OFF, carefully unscrew bulb; otherwise,  
2. Leave light on and fill out MRF. |
| Lights will not turn on                    | Key to electrical closet | 1. Check breaker box for power.  
2. Fill out MRF. |
| Shower handle broken off or shower running continuously | Screwdriver | 1. Open pipe chase door with screwdriver (in commode stall with connecting bath; in hallway by shower with community bath).  
2. Shut hot and cold water valves off.  
3. Post “OUT OF ORDER” signs.  
4. Fill out MRF-specify which shower and if it is the hot or cold water.  
5. Contact appropriate staff. |
| Shower stopped up                          | 1. Screwdriver  
2. Plunger | 1. Remove drain grill with screwdriver. |
2. Run water and force it through drain with plunger.
3. If this doesn’t clear blockage, attempt to remove hair in drain with screwdriver.
4. If drain is still blocked, fill out MRF-specify which shower.

| Sink backs up (fills up from drain) | Water Vac | 1. If sink overflows use water vac to suck up water.
2. If practical, advise residents in same room number on higher floors to not drain water from their sinks, as this water could overflow.
3. Fill out MRF-specify which sink.
4. Contact appropriate staff. |

| Sink stopped up | 1. Plunger  
2. Plunge sink drain.
3. Fill out MRF if this doesn’t correct the situation-specify which sink. |

| Sink faucets will not shut off | None | 1. Shut off water valves under sink.
2. Fill out MRF-specify which sink and if it is cold or hot water. |

| Smoke Detector “beeps” | | 1. Turn in routine MRF or call 2nd shift. |

<p>| Toilet handle leaks | None | 1. Fill out MRF-Specify which toilet |</p>
<table>
<thead>
<tr>
<th>Problem</th>
<th>Item 1</th>
<th>Item 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toilet runs continuously</td>
<td>Crescent wrench</td>
<td>Remove cap to shut off valve opposite handle with crescent wrench.</td>
</tr>
<tr>
<td></td>
<td>Screwdriver</td>
<td>2. Use screwdriver to shutoff valve by turning it clockwise.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Use screwdriver to turn valve to full-on then full-on several times.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. If this doesn’t correct the problem turn valve to full-off and replace cap with crescent wrench.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5. Post OUT OF ORDER sign(s) in Bathroom</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6. Fill out MRF-specify which toilet</td>
</tr>
<tr>
<td>Toilet stopped up</td>
<td>Plunger</td>
<td>1. Plunge toilet.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Force approximately 75% of water in bowl out with plunger.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Flush toilet to ensure blockage has been removed.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Fill out MRF-specify which toilet</td>
</tr>
<tr>
<td>Toilet will not flush</td>
<td>None</td>
<td>1. Put OUT OF ORDER sign(s) in bathroom.</td>
</tr>
<tr>
<td>(no movement of water in bowl)</td>
<td></td>
<td>2. Fill out MRF if stop-up recurs-specify which toilet</td>
</tr>
<tr>
<td>Water leaks from hall ceiling</td>
<td>Trash can</td>
<td>1. Place trash can under leak</td>
</tr>
<tr>
<td></td>
<td>Water vacuum</td>
<td>2. Check to see where leak is coming from.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Use water vac to pick up any excess water on floor areas</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Fill out MRF.</td>
</tr>
<tr>
<td>Issue</td>
<td>Item</td>
<td>Action</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>-----------------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Water leaks from under sink</td>
<td>None</td>
<td>1. Turn off water valve under sink.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Put OUT OF ORDER sign over sink</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Fill out MRF-specified which sink</td>
</tr>
<tr>
<td>Window broken</td>
<td>Pre-cut plywood</td>
<td>1. Get pre-cut Plywood from Emergency closet</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Place over broken window</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Fill out MRF indicating “upper” or “lower” window</td>
</tr>
<tr>
<td>Window open</td>
<td>Allen wrench</td>
<td>1. Lock window using Allen wrench</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. If window will not lock, fill out MRF</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Contact appropriate staff if closing window is essential</td>
</tr>
</tbody>
</table>
APPENDIX

Appendix 1: Maintenance Request Form (MRF)

Appendix 2: Service Cards

Appendix 3: Information Report

Appendix 4: Preliminary Summary Report (Incident Report)

Appendix 5: Set-Up Request Form
MAINTENANCE REQUEST (PLEASE PRINT)

DATE       TIME

Location of Building________________________________________________________

Building                                                                 Room#/Apt.#

Repairs needed-Be specific as to nature of problem and location in room:

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

If repairs requested previously, indicate when and to whom:

__________________________________________________________________________

SUBMITTED BY:____________________________________________________________

Name (Please Print)          Your Phone #

OFFICE USE ONLY

Vandalism: check here if yes: ___ Charge to: Name:________________________ SSN:____________________

Date received:________ Date entered:________ Entered by:_____________ W.O. #__________

Route to:        Housekeeping_____ Handyman_____ R & M_____ A/C_____ PP_____

Project #:________________________ Craft:________________________ Authorization Initials:____________

Workman’s Signature:________________________________________________________ Date Completed:____________
**A SERVICE CALL WAS MADE TO YOUR ROOM FOR THE FOLLOWING:**

<table>
<thead>
<tr>
<th>Work Order Request</th>
<th>Building</th>
<th>Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintenance Inspection</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Routine Service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**OVERALL EVALUATION OF SERVICE:**

<table>
<thead>
<tr>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
</table>

**SERVICE PROVIDED WAS:**

<table>
<thead>
<tr>
<th>Carpentery</th>
<th>Plumbing</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Electrical</td>
<td>Painting</td>
<td></td>
</tr>
<tr>
<td>Pest Control</td>
<td>A/C-Heat</td>
<td></td>
</tr>
<tr>
<td>Housekeeping</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Comment:**

**Staff**

<table>
<thead>
<tr>
<th>Comment</th>
<th>Date</th>
</tr>
</thead>
</table>

**Resident**

<table>
<thead>
<tr>
<th>Comment</th>
<th>Date</th>
</tr>
</thead>
</table>

Deposit in Campus Mail, at the Residence Hall Desk or at the Site Supervisor’s box at the University Apartments.

---

**A routine inspection by Building Service staff was made in your room. We conduct these inspections to help us maintain the facilities. If you have any questions or comments, please notify the Building Services Supervisor in your area.**

- **A work order has been entered to correct:**
  - 
  - 
  - 

- **No work orders have been entered.**
### INFORMATION REPORT

<table>
<thead>
<tr>
<th>Person(s) involved:</th>
<th>Last Name</th>
<th>First Name</th>
<th>MI</th>
<th>Social Security #</th>
<th>Room</th>
<th>Hall</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

Date of Incident ___/___/___  Time _____ am   pm  Incident Location_____________________

Type of Incident
- Policy Violation
- Injury
- Theft
- Other____________________________

UT Personnel Contacted:
- Emergency Medical Service
- Counseling Support
- UT Police
- Coordinator
- Other____________________________

Name_________________   Badge or ID_________   Name__________________   Badge or ID________

Description of Incident:
______________________________________________________________________________________
______________________________________________________________________________________
______________________________________________________________________________________
______________________________________________________________________________________
______________________________________________________________________________________
______________________________________________________________________________________

(if more space is needed, continue on back)

Signature of Person Reporting  Position   Phone  Social Security #

Witnesses/Other Persons Involved
______________________________________________________________________________________
______________________________________________________________________________________

Names
______________________________________________________________________________________

FOR POLICY VIOLATION ONLY:

I acknowledge and understand the information reported.

Signature of person involved   Date
PRELIMINARY SUMMARY REPORT
POSSIBLE CLAIM UNDER TEXAS TORT CLAIMS ACT
(Chapter 292, Acts of 61st Legislature, Regular Session, 1969

1. U.T. Institution ____________________________ Report No. _________
2. Date of incident causing possible claim ________________ Time _______
3. Name and address of possible claimants:
   ___________________________________________________________________
   ___________________________________________________________________
   ___________________________________________________________________
4. Name and address of all known witnesses:
   ___________________________________________________________________
   ___________________________________________________________________
5. If university motor vehicle involved, attach a copy of Accord Form No. 2 prepared for insurance company and list:
   a. Make and list of vehicle ____________________________
   b. Name of driver ____________________________
   c. Location of incident ____________________________
   d. Extent of personal injuries to driver and passengers
   e. Extent of property damage ____________________________
   f. Was traffic citation issued? _____yes _____no If yes, to whom and for what violation?
   g. Insurance carrier has been notified: _____yes _____no
6. Describe incident: indicate equipment involved and its condition; identify premises (real or personal property) condition or use involved. For example, if incident involved a “slip and fall,” describe the condition of the floor. Attach additional material as needed.
   ___________________________________________________________________
   ___________________________________________________________________
7. Has possible claimant or representative indicated intention to proceed with legal action?
   _____yes _____no If yes, explain briefly:
   ___________________________________________________________________
   ___________________________________________________________________
8. Name of attorney, if known _____________________________________________
Reported by _______________________________________ Date ____________
Department of Institution ____________________________________________

Distribution: this form should be forwarded to the Division of Housing and Food, Attn: Assistant Director of Facilities Office. The form will then be forwarded to the Vice President for Business Affairs Office, Main 102 within three (3) days of the reported incident. If a University vehicle is involved, please forward this form to the office of the Business Manager, Main 112.
The University of Texas at Austin  
Division of Housing and Food Service  
SET-UP REQUEST FORM

(Request must be submitted 2 weeks prior to event)

**REQUEST**  (COMPLETED BY REQUESTER)

**DATE ____________________________**

<table>
<thead>
<tr>
<th>To: Building Services Supervisor</th>
<th>Jester</th>
<th>WCR</th>
<th>WRH</th>
</tr>
</thead>
<tbody>
<tr>
<td>From:</td>
<td>Name_______________________________________________________</td>
<td>Phone_______________________________________________________</td>
<td>Title________________________________________________________</td>
</tr>
</tbody>
</table>

Requested by: SSD Food Service Building Services Training Division Office Hall Government Conference__________________ Other___________

**Function:** (Give brief description)

<table>
<thead>
<tr>
<th>Location, Time and Date of Set-Up:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building____________________   Room_____</td>
</tr>
<tr>
<td>Date of event________________   Time_______</td>
</tr>
<tr>
<td>Date &amp; time of set up__________________</td>
</tr>
<tr>
<td>Date &amp; time of break down__________________</td>
</tr>
<tr>
<td>Equipment:</td>
</tr>
<tr>
<td>Furnished only</td>
</tr>
<tr>
<td>Furnished and set up</td>
</tr>
<tr>
<td>Furnished, set up, and taken down</td>
</tr>
</tbody>
</table>

Type Set-Up: 1. ____#Tables: Type: (check one) Plain Draped Skirted
2. ____#Chairs: Style: (check one) Padded Folding
3. ____#Easels
4. ____Audio/Visual: Microphone TV/VCR
5. ____Other___________________________________________

Lecternette

**Layout:** (Show drawing of the arrangement needed)

Requester’s Signature______________________________________________________

Authorized Signature______________________________________________________

(Coordinator, Manager, etc.)

For Building Services Use

Only=Reply/remarks to requester:________________________________________________

____________________________________________________________

Signature_______________________________________Date_____________________

(Rev 8/01)
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