

# Facilities Management Service Guide

Dear Colleague:

The following document is a recent compilation of the various services provided by Facilities Management. For your information, this is our attempt at documenting the services we provide; the services we do not provide; and how best to access us. Please note:

- We intend to keep this document on-line at the FM website with annual updates.
- This list of services is not complete. Please let me know if you think of something we left out. We want this document to be as complete as possible.
- You will notice some areas highlighted in yellow. Those are areas that we have not completed. Please ignore those areas in your review.
- Remember, you can access Facilities Management by calling the FM Service Center at 774-6547 or sending us a work request to <http://www.fmgt.cmich.edu>

Thanks to the many contributors who have provided feedback on this document. We continue to look forward to receiving your comments, which can be sent to: [kahn1ja@cmich.edu](mailto:kahn1ja@cmich.edu)

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**INDEX**

A.....3  
B.....4  
C.....5  
D.....7  
E.....10  
F.....14  
G.....17  
H.....18  
I.....19  
K.....19  
L.....20  
M.....21  
N.....23  
O.....23  
P.....23  
R.....26  
S.....27  
T.....32  
U.....34  
W.....35  
Appendices.....38  
FM Operations Department Phone List.....39

## **A**

### **Air Intakes: Whom do I call to report problems?**

Smoking or idling vehicles near building air intakes is not allowed. Call the FM Service Center at 774-6547 if you have any questions or wish to report problems.

### **Alarms: Who monitors them? Who installs them? Who repairs them?**

The Electric Shop maintains and tests fire alarms and fire safety systems for the campus.

Many alarm systems are monitored by CMU Police. Building environmental alarms are monitored by the HVAC Shop and the Powerhouse.

Alarm systems of other types are typically installed by outside alarm companies in the course of construction or renovation of a building. Projects of this nature are initiated by contacting Plant Engineering and Planning (PEP) at 774-6559.

Building security systems are not maintained or repaired by the electrical shop. FM recommends that departments contact the vendor who installed the system for repair.

Exit alarms on doors in general fund space (typically libraries) installed as part of the original construction are maintained and repaired by the Electric Shop.

Local, battery operated door alarms are supplied and installed by the Electric Shop at customer expense. Departments then take responsibility for changing the batteries of these devices.

To install or repair local, battery operated door alarms, call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

### **Animals: Whom do I call for removal?**

Pest Control is responsible for the removal of all animals and insects from inside the building. Call Pest Control at 774-4439 to arrange for this service.

Landscape Operations is responsible for the removal of dead or dying animals outside of buildings and/or streets. Call the FM Service Center to arrange for this service at 774-6547.

### **Architectural/Engineering Design: Who provides it?**

Architectural and engineering design services are provided by Plant Engineering and Planning (PEP) at 774-6559 or submit a Feasibility Request through PEP's website

### **Artwork, Maintenance: Who maintains artwork?**

The Carpenter Shop will arrange for the installation of artwork, at the request and direction of

our customers. Departments needing assistance with artwork should send a work order request through <http://fmgt.cmich.edu/>

Departments are responsible for maintaining any artwork they acquire. The Carpenter Shop performs maintenance or repair to exterior sculptures and fountains at customer expense.

### **Asbestos Removal: Whom do I call?**

Plant Engineering and Planning (PEP) oversees asbestos removal in compliance with governmental regulations. When asbestos removal is necessitated by our maintenance activity, the removal is considered a general fund expense.

If the removal is part of a renovation or construction project, the project or department is responsible for the cost of removal. Departments requesting this service should submit a Feasibility Request through PEP

### **Ashtrays, Exterior: Who supplies them and who maintains them?**

Landscape Operations is responsible for the installation and maintenance of all exterior cigarette ash urns.

Building Services is responsible for maintenance of cigarette ash urns. To report problems with exterior ash urns, please call FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

### **Asphalt Repair: Whom do I call?**

Landscape Operations maintains CMU owned streets only.

To report a pothole or problems with a University-owned street or parking lot, call the FM Service Center at 774-6547. [Reference the map in the appendix for information on which streets are owned by CMU.]

The City of Mount Pleasant maintains and repairs the streets and roads within the city limits. Please call 779-5400 regarding potholes in city-owned streets.

## **B**

### **Ballast, Lighting: Who replaces ballasts in fluorescent lights? Who handles disposal of the lamps?**

The Electric Shop replaces ballasts in fluorescent light fixtures and changes lamps in hard-to-reach locations. Building Services replaces lamps in most other locations. Report problems with ballasts and light fixtures to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

### **Baseboards: Who repairs or replaces them?**

The Carpenter Shop will reattach baseboards when loose. Call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

The installation or replacement of baseboards is a customer expense and is usually associated with the installation of new floor coverings.

See also “Trim”.

### **Batteries for Clocks: Who replaces them?**

Building Services will replace the batteries in clock systems in general fund areas. Report problems with battery clocks to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

### **Boilers: Who fixes them?**

The Maintenance Mechanic Shop provides the staff to maintain and repair boilers on campus outside the Combined Energy Facility. For emergency repair of a boiler, call the FM Service Center at 774-6547.

### **Bulletin Boards: Who maintains them?**

Bulletin boards (tack boards) are installed and maintained at customer expense. The Carpenter Shop assists in the installation and repair of bulletin boards. This service is available, at customer expense, by submitting a Work Order to <http://fmgt.cmich.edu/>

Posters and notices in public area should be properly posted on bulletin boards, avoiding potential damage to walls and woodwork. Information on the bulletin boards is the responsibility of the Colleges and Departments.

## **C**

### **Cabinets, Built-In: Who maintains them?**

The Carpenter Shop provides maintenance and repair of built-in cabinets. Report problems with built-in cabinets to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

### **Cage Washers: Who maintains them?**

Departments are responsible for the installation, additions, modifications to cage washers. FM is responsible for repair only. Departments needing these types of services on their cage washers may submit a Work Order to <http://fmgt.cmich.edu/>

## **Carpet**

See “Floor Covering”

## **Ceiling Fans: How can I get one? Who installs and maintains them?**

The Electric Shop will purchase, install, and repair ceiling fans at customer expense. For this service, simply submit a Work Order to <http://fmgt.cmich.edu/>

## **Ceiling Tile**

See “Tile – Ceiling”

## **Chairs**

See “Furniture”

## **Chalkboards and Chalk: Who maintains them?**

Building Services cleans chalkboards on a regular basis and also provides chalk and erasers for classrooms. To obtain these items or to report problems in classroom areas, call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

The Carpenter Shop can fabricate and install chalkboards in other areas, at customer expense. Departments requesting this service should submit a Work Order to <http://fmgt.cmich.edu/>

See also “White Boards and Markers.”

## **Cigarette Ash Urns**

See “Ashtrays, Exterior”

## **Classrooms: Who schedules them? Who maintains them?**

Classroom schedules are managed by the Registrar’s Office at 774-7245.

Building Services is responsible for the cleaning and maintenance of classroom spaces. Please direct any custodial or maintenance concerns to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

## **Clocks: Who maintains them?**

The Electric Shop is responsible for the maintenance and repair of “system” clocks on campus. Typically, these clocks remain on the correct time, receiving reset signals from transmitters in

the electrical system.

Building Services is responsible for maintaining the batteries and the correct time on all battery clocks.

Problems with clocks should be directed to the FM Service Center 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

### **Cold Rooms: Whom do I call? Who pays for repair?**

Problems with cold rooms should be directed to the FM Service Center 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

## **D**

### **Data, Ethernet Jacks: Who installs and maintains them?**

Information Technology installs and maintains Ethernet jacks. For this service call 774-4800.

The Electric Shop installs the conduit for these connections at customer expense. To arrange for the conduit, please submit a Work Order to <http://fmgt.cmich.edu/>

### **De-ionized Water Lines: Who installs and maintains them?**

The Maintenance Mechanic Shop maintains and repairs de-ionized water systems in various buildings on campus. Report problems with de-ionized water systems to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

Modifications or expansion of these systems are performed on a customer expense basis. Departments requesting this service should submit a Work Order to <http://fmgt.cmich.edu/>

**Note: To ensure the safety of the domestic water system, departments may not attach equipment or instruments to domestic water systems. Contact the FM Service Center for safe, code-compliant installation of your department equipment.**

### **Departmental Equipment: Who is responsible?**

FM is not funded to maintain or repair departmental equipment. In many cases, however, FM has the expertise to perform these repairs, and can do so at customer expense. For instance, the Metal Shop can weld or braze broken metal equipment; the Carpenter Shop can repair chairs, refinish that old conference room table, and repair file cabinets and desks. Building Services can repair buffers and hall scrubbers.

Please check with the FM Service Center at 774-6547 to determine whether we can help you with your departmental equipment. You may also submit a Work Order to <http://fmgt.cmich.edu/>

## **Dishwashers: Who installs and repairs them?**

FM will repair built-in dishwashers, including water and electric service. For repair needs, call the FM Service Center at 774-6547.

## **Dispensers - Paper Towels, Sanitary, Soap, and Toilet Paper: Who refills them? Who repairs them?**

Building Services is responsible for supplying restroom dispensers. To report any problems with dispensers, call the FM Service Center at 774-6547.

## **Display Cases: Who maintains them?**

Departments are responsible for cleaning the interior surfaces of display cases. Building Services will clean the outside surfaces of glass display cases on a regular basis.

It is the responsibility of FM to maintain built-in display cases. This includes lighting, locks and electrical connections, or the repair of broken glass. Report problems with built-in display cases to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

## **Domestic Water and Water Systems: Who maintains them?**

The Maintenance Mechanic Shop is responsible for the distribution of water throughout the University campus. All of our domestic water is purchased from the City of Mt. Pleasant, where it is treated and monitored.

Report problems with domestic water systems to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

Modifications, additions and removals to the water distribution system are performed at customer expense. To arrange for this service, please submit a Work Order to <http://fmgt.cmich.edu/>

**Note: To ensure the safety of the domestic water system, departments may not attach equipment or instruments to domestic water systems. Contact the FM Service Center for safe, code-compliant installation of your department equipment.**

## **Door Openers, Disability Access: Who installs and maintains them?**

The Electric Shop installs door openers for disability access at customer expense. Departments requesting the installation of door openers may submit a Work Order to <http://fmgt.cmich.edu/>

Upon installation, FM assumes responsibility for the on-going maintenance and repair of these devices. To report a problem with an existing door opener please call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>



## **Doors and Related Hardware: Who maintains doors?**

The Carpenter Shop and Locksmith perform routine maintenance and repairs on door hardware in all general fund buildings. Report problems with doors and hardware to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

## **Drains: Who maintains them?**

The Maintenance Mechanic Shop maintains indoor and outdoor sanitary and storm water drains in buildings and outside areas. Report slow or plugged drains immediately to the FM Service Center at 774-6547.

Contact the FM Service Center if you need to make permanent connections to drains. This can be performed at customer expense. Submit a Work Order to <http://fmgt.cmich.edu/>

## **Draperies: How can I install, replace, and care for them?**

The Carpenter Shop maintains, replaces, and installs draperies at customer expense. Departments needing assistance with draperies may submit a Work Order to <http://fmgt.cmich.edu/>

See also “Window Coverings.”

## **Drinking Fountains: Who installs and maintains them?**

The Maintenance Mechanic Shop installs and maintains indoor drinking fountains. Problems with drinking fountains should be directed to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

## **Dryers, Clothes: Who repairs them?**

The Maintenance Mechanic Shop will repair departmental dryers at customer expense. For this service, submit a Work Order to <http://fmgt.cmich.edu/>

**Note: For safety purposes, FM Service Center must be contacted prior to the installation of electrical equipment. Call the FM Service Center at 774-6547.**

## **Dryers, Hand: Who repairs them:**

The Electric Shop will repair built-in hand dryers in general fund buildings. For repair call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

## **Drywall: Who does repairs?**

The Carpenter Shop will repair drywall that has been damaged due to general wear and tear or due to maintenance activities. Report problems to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

Customer initiated work, or damage caused by others is repaired at customer expense. For this service, submit a Work Order to <http://fmgt.cmich.edu/>

### **Duct Cleaning: Who pays for it?**

FM cleans ducts on a rotating schedule through the deferred maintenance account. Funding levels change from year to year and buildings are selected based on availability of funds and need for service. Submit a Work Order to <http://fmgt.cmich.edu/>

### **Duct Work: Who will do repairs?**

The Metal Shop repairs duct work in general fund buildings. Call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

The Metal Shop can also repair duct work in non-general fund buildings at customer expense. Departments may also request new diffusers on their heating and air conditioning outlets. Departments requesting these services should submit a Work Order to <http://fmgt.cmich.edu/>

### **Dumpsters (Solid Waste): What rules must I follow?**

You may not use University dumpsters in academic areas for personal refuse. Departments should contact Moving and Delivery at 774-3917 to dispose of furniture, equipment, appliances, and other large items.

Dumpsters are used to collect general waste from buildings. Construction debris, hazardous waste, lab waste, needles, etc., should never be placed in a dumpster.

**Please note: Charcoal from grills, cigarettes, and other items that could ignite the contents of the dumpster should never be thrown into a dumpster.**

When departments generate larger than normal amounts of trash, the department may request more frequent trash pick-ups. Call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

See also “Hazardous Waste.”

## **E**

### **Electric Space Heaters: Can I get one?**

FM recognizes that certain buildings / areas have heating deficiencies. Before considering the purchase of an electric space heater, please call the FM Service Center at 774-6547 and allow us

the opportunity to investigate the situation.

If the situation cannot be reasonably corrected, the use of an electric space heater, as a temporary measure, is allowed according to the following guidelines:

- Space heaters must be electric powered and, ideally, oil-filled or ceramic.
- Fuel powered (propane, kerosene) space heaters are not permitted inside occupied buildings.
- Space heaters must not take more than 110 volts of electricity to operate.
- Space heaters that have exposed heating elements (the type that glow red hot) are not recommended.
- Space heaters must have a Tip-Over Shutdown feature and must be UL (Underwriters Laboratory) approved.
- Space heaters must have a thermostat that automatically shuts off when a certain temperature is reached.
- Space heaters should be kept at least 3 feet away from any combustible material and should always be turned off and unplugged when area being heated is not occupied.
- Nothing should ever be placed on top of or touching a space heater.
- If used, space heaters should be located in plain sight and clearly visible
- Never plug space heaters into dedicated data receptacles.

Electric space heaters are typically extremely energy inefficient and use large amounts of electricity. FM recommends minimal use of these heaters for both environmental and safety reasons.

### **Electric Service: Whom do I call if the power goes out?**

To report a loss of electricity or to obtain an update during an electrical outage, call the FM Service Center at 774-6547.

If damage occurs to departmental equipment as the result of an electrical outage, the department should report the damage to Risk Management at 774-3741.

### **Electrical Connections: How do I get connected?**

The Electric Shop can install electrical connections of various voltages in departmental space. Requests of this nature are funded by the departments at customer expense. Departments needing installation of electrical connections may submit a Work Order to <http://fmgt.cmich.edu/>

**Note: For safety purposes, FM must be contacted prior to the installation of any electrical equipment. Call the FM Service Center at 774-6547**

See also “Extension Cords.”

### **Elevators: Whom do I call when I have problems?**

**Elevator emergencies should be reported to the FM Service Center at 774-6547.**

The Electric Shop maintains elevators, stage lifts, and wheelchair lifts in all buildings. To report a problem with any of these devices, call the FM Service Center at 774-6547.

Elevators are regularly tested in accordance with State of Michigan laws. All modifications to elevators must be approved by the State of Michigan Elevator Safety Division. FM will work with departments, at customer expense, when modifications are necessary to meet operational requirements. Departments requesting a modification to their elevator should submit a Work Order to <http://fmgt.cmich.edu/>

**Emergency Calls: Whom do I call for fire or other life-threatening emergencies?**

**In case of fire and other life-threatening emergencies, please call 911.**

**Whom do I call for maintenance emergencies?**

Call the FM Service Center at 774-6547, 24 hours per day, 365 days per year, for maintenance emergencies.

Maintenance emergencies should NEVER be reported via fax, left as a voicemail message, sent through email or our on-line web form. Please call us directly at 774-6547.

**Emergency Generators: Who installs and maintains them? How can I get one for my building?**

The Electric Shop maintains and tests emergency generators on both general fund and non-general fund buildings. Report problems with emergency generators in general fund buildings to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

New emergency generators are installed at the request of the departments. Plant Engineering and Planning (PEP) is responsible for development of these projects. To initiate a project to install an emergency generator, call PEP at 774-6559 or submit a Feasibility Request through PEP's website.

**Emergency Lighting: Who maintains and tests the lights?**

The Electric Shop is responsible for maintaining and testing emergency lighting in general fund buildings. Emergency lights are included in the Preventive Maintenance program to assure that the lights are tested at regular intervals.

Report problems with emergency lights to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

## **Emergency Telephones: Who installs and maintains them?**

Information Technology Telecom installs and maintains exterior emergency telephones, providing immediate contact with CMU Police, in locations throughout the University campus. Telecom may be contacted by phone at 774-3091 or you may visit their website at [http://www.it.cmich.edu/it/tel\\_home.asp](http://www.it.cmich.edu/it/tel_home.asp).

Most elevators on the University campus have emergency phones installed in them. These phones connect the caller to CMU Police.

Immediately report problems with any emergency phone to Telecom at 774-3091.

Illumination lights on exterior emergency phones are maintained by the Electric Shop at Telecom expense. Report problems with lights on emergency phones to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

## **Energy Conservation: What is happening on campus?**

FM administers the energy conservation program for the university. CMU actively promotes energy conservation. Contact the Energy and Utility Director at 774-1566 for further information.

## **Erasers: How can I get them?**

Building Services provides chalk and chalkboard erasers to classroom areas. Report shortages of chalk and erasers to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

Dry erase markers and erasers for white boards are provided by Departments and Colleges.

## **Exit Lighting: Who installs and maintains it?**

The Electric Shop is responsible for maintaining and testing exit lighting in general fund buildings. Exit lights are included in the Preventive Maintenance program to assure that the lights are tested at regular intervals.

To report problems with exit lights, call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

## **Extension Cords: What rules must I follow?**

The National Electrical Code and the State Fire Marshal prohibit the use of extension cords for permanent appliances such as lab equipment, desk lamps, radios, refrigerators, or pencil

sharpeners.

You may use extension cords if you use them as a temporary power source for portable equipment, such as a vacuum cleaner or an electric drill. Remove the cord when the task is completed.

Surge-protector plug strips for personal computers and their components are acceptable. Other electrical appliances (e.g. coffee pots) should not be plugged into a plug strip.

The Electric Shop will install additional outlets in spaces that require them. Requests of this nature are funded on a customer pay basis.

Departments needing installation of additional outlets may submit a Work Order to <http://fmgt.cmich.edu/>

### **Eye Wash Stations: Who maintains them? How do I get a new one?**

The Maintenance Mechanic Shop is responsible for maintaining eye wash stations. Eye wash stations and emergency showers are included in the Preventive Maintenance program to assure regular tests are performed. Report problems with eyewash stations and emergency showers to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

FM Operations installs new eyewash and shower stations at customer expense. Departments requesting this service should submit a Work Order to <http://fmgt.cmich.edu/>

## **F**

### **Fans, Portable: Will Facilities Operations provide them?**

Generally speaking, the shops do not provide portable fans to departments. However, in the event that a heating or cooling system has broken down and the occupants of the affected space are uncomfortable, we will attempt to locate sufficient portable fans to aid those in need. Contact the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/> should a situation of this nature occur.

Small box fans can be purchased at customer expense through the University Stores website at [http://www.purchasing.cmich.edu/frametemp/stores\\_main.html](http://www.purchasing.cmich.edu/frametemp/stores_main.html)

### **Fences: Who approves and maintains them?**

Landscape Operations maintains all fences on campus. Plant Engineering and Planning (PEP) maintains all construction fencing.

To report problems with permanent fences on campus, call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

## **Fields, Intramural and Play**

See “Recreational Facilities.”

### **Filters – HVAC Systems: Who replaces them?**

The Maintenance Mechanic Shop is responsible for replacing filters in the large heating, ventilation and cooling (HVAC) units. These filters are specifically designed to remove particles from the air to prevent contamination of interior spaces. Filter replacements are planned and scheduled through the Preventive Maintenance program.

In most cases, building occupants do not have access to the areas housing the HVAC equipment. Questions about filters and filter replacement can be directed to the FM Service Center at 774-6547.

### **Filters – Special HEPA: Who replaces them?**

In certain buildings, some departments have opted to install High Efficiency Particulate Air (HEPA) filters to further reduce the particles entering their lab and research spaces. The Maintenance Mechanic Shop can replace these filters. However, the work is performed at customer expense.

To request this service, simply submit a Work Order to <http://fmgt.cmich.edu/>

### **Fire: Whom do I call?**

**In case of fire and other life-threatening emergency, please call 911.**

### **Fire Extinguishers: Who installs them? Who monitors them? Who repairs them?**

Fire extinguishers are installed and maintained by the Central Energy Facility. To report missing extinguishers or other problems, please call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

### **Flag Poles – Who is responsible for the flags? Who determines when flags are lowered to half-staff?**

Flag poles and flags are the responsibility of Landscape Operations. Flags are replaced on a regular basis when they show evidence of wear. To report problems with flags or flag poles, call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

The authorization to lower flags on campus to half-staff (and subsequently to full staff) is provided by the Office of the President. Building Services staff is responsible for lowering and

raising the flags in general fund areas.

## **Flammable Liquid Cabinets**

Departments are responsible for providing flammable liquid cabinets. More information on these cabinets can be obtained from the Risk Management Office at 774-3741.

## **Floor Covering: Who cleans my carpet? How often do they clean it?**

Building Services is responsible for cleaning floor surfaces in all buildings. Building Services will use the methods and equipment deemed most suitable for a particular floor surface. Building Services has developed an extensive plan for cleaning the areas, and the frequency of cleaning depends on the use of the space. To report problems with general cleaning, call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

## **Floor Covering: Who does repairs? How can I install or replace my floor covering?**

The Carpenter Shop is funded to make repairs to floor coverings. Floor tile and carpet, when damaged or torn, can become a tripping hazard and our desire is to repair the problem as soon as possible. Please call the FM Service Center at 774-6547 to report the problem.

Plant Engineering and Planning (PEP) is responsible for the replacement of floor coverings in general fund spaces. However, the need far exceeds the funds available for this activity.

In many cases, departments opt to fund the replacement of floor coverings. PEP will meet with the department to properly plan the installation and can provide samples of the materials that meet University standards for installation. Departments interested in floor covering replacement should call PEP at 774-6559 or submit a Feasibility Request.

## **Flowers and Plants: Who plants, maintains, and approves plantings?**

Landscape Operations approves, plants, and maintains outdoor plantings.

## **Freezers, Moveable: Who provides and maintains them?**

Departments provide and maintain moveable freezers such as chest and vertical freezers (not built-in). The HVAC Shop provides service to maintain and repair freezers at customer expense. The work can be performed on an “as requested” basis or the FM Service Center can schedule this activity in the Preventive Maintenance (PM) program and provide regular cleanings and inspection of the freezer components.

Departments requesting service on a freezer should submit a Work Order to <http://fmgt.cmich.edu/>.



FM does not pay for loss of contents due to power failure; contact Risk Management at 774-3741.

See also “Refrigerators and Freezers.”

## **Freezers, Walk-in**

See “Cold Rooms”

## **Freon: How do I have it removed?**

The HVAC Shop will handle all Freon on the campus and will maintain required logs.

See “Refrigerators and Freezers” for more information on equipment disposal and the removal of freon.

## **Fume Hoods: Who provides and maintains them?**

Departments pay for the installation of new fume hoods. The Maintenance Mechanic Shop performs routine maintenance on fume hoods.

Departments are responsible for the cost of replacing or redesigning noncompliant fume hoods to meet current safety guidelines. Plant Engineering and Planning (PEP) can provide the engineering that is required for any fume hood installation or relocation. Departments wishing to relocate or install a fume hood should call PEP at 774-6559 or submit a Feasibility Request.

## **Furniture, Classroom: Who installs and maintains it?**

Classroom furniture (desks, tables, chairs, podiums) that are bolted to the floor or wall are maintained by the Carpenter Shop. For repair needs, call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

Classroom furniture that is movable or freestanding can be installed or repaired at customer expense. To request this service, submit a Work Order to <http://fmgt.cmich.edu/>

## **G**

### **Garbage Disposals: Who installs and repairs them?**

The Maintenance Mechanic Shop repairs garbage disposals. To initiate a repair, call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

The Maintenance Mechanic Shop installs new garbage disposals at customer expense. Departments requesting this service should submit a Work Order to <http://fmgt.cmich.edu/>

## **Glass Replacement**

See “Windows”

### **Graffiti Removal: Whom do I call?**

Building Services and Landscape Operations are funded to remove graffiti from public areas of campus. Graffiti is removed according to the following guidelines:

Sidewalks and plazas: Chalk graffiti on sidewalks and plazas will not be removed. Painted graffiti on sidewalks and plazas will be removed as soon as possible.

Building exterior walls, retaining walls and other vertical surfaces: Graffiti applied to vertical surfaces will be removed as soon as possible, whether chalk or paint.

Building interior walls: Building Services removes graffiti on interior walls in General Fund space.

To report graffiti on campus, call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

See also “Vandalism.”

### **Grounds Maintenance: Who maintains grounds?**

Landscape Operations provides grounds maintenance for general fund supported areas, and other areas, at customer expense and at the request of our customers. To report problems relating to grounds maintenance, please call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

See also “Snow and Ice Removal,” and “Street Maintenance.”

## **H**

### **Hazardous Waste Disposal: Whom do I call?**

For specifics on the disposal methods for Infectious and Bio-Hazardous Waste, contact the FM Service Center at 774-6547.

### **Heaters, Portable Electric**

See “Electric Space Heaters”

### **Heating: Who maintains heating?**

The HVAC Shop maintains most heating systems. To report problems with heating on campus, call the FM Service Center at 774-6547.

## **I**

### **Ice Machines: Who maintains them?**

Ice machines are considered departmental equipment. The HVAC Shop can support the installation, maintenance and repair of these devices at customer expense. Departments requesting service should submit a Work Order to <http://fmgt.cmich.edu/>

### **Ice Removal/Salting**

See “Snow and Ice Removal”

### **Infectious/Bio-Hazardous Waste**

See “Hazardous Waste Disposal”

### **Intercom Systems: Who installs and maintains them?**

Intercom systems are considered departmental equipment. The Electric Shop can support maintenance and repair of these devices at customer expense. Departments requesting service should submit a Work Order to <http://fmgt.cmich.edu/>

### **Interior Design Service: Whom do I call?**

Please contact Plant Engineering and Planning (PEP) at 774-6559

## **K**

### **Keys: Whom do I call for them? Who pays?**

The Locksmith coordinates keying all university buildings. Each building on campus has an individual keying plan developed with input from the people who occupy the space.

The cost of re-keying a space or a building is the responsibility of the department occupying the space. Re-keying usually becomes necessary, at some point, due to lost or stolen keys. As a general rule, the Locksmith does not perform complete re-keying of buildings unless directed to do so by the school or college using the space. In those instances, the school or college would be expected to provide funding for the project.

Departments may replace key systems with card reader access systems at their own expense.

The Locksmith also provides keys to locking office furniture and cabinets at customer expense.

Departments requesting re-keying of a building, installation of a card reader system, replacement keys that have been lost or stolen, or keys for furniture and cabinets should submit a Work Order to <http://fmgt.cmich.edu/>

See also “Locks.”

## **L**

### **Lab Equipment: Who purchases and maintains it?**

Lab equipment is considered departmental equipment. Shops can support maintenance and repair of some lab equipment at customer expense. Departments requesting service should submit a Work Order to <http://fmgt.cmich.edu/>

**Note: For safety purposes, FM Operations must be contacted prior to the installation of any electrical equipment. Call the FM Service Center at 774-6547.**

### **Lighting, Building Interior: Who maintains it?**

Building Services maintains lamp replacements. The Electric Shop repairs broken switches and burned out ballasts. They are also responsible for replacing lenses on light fixtures when damaged or missing, or lamps that are not accessible with a standard ladder.

Building Services is responsible for cleaning light fixtures that are readily accessible.

To report problems with interior light fixtures, call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

The Electric Shop will maintain and repair desk lamps, table lamps, lamps in display cases and under-cabinet lights at customer expense. Departments requesting service on these devices may submit a Work Order to <http://fmgt.cmich.edu/>

### **Lighting, Building Exterior: Who maintains it?**

The Electric Shop maintains outdoor lighting installed on the University campus. To report problems with outdoor lighting on campus, call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

Some of the University’s outside lighting circuits are on sensors or time clocks to control when the lights turn on and off. Other outside lighting circuits are computer-controlled by the Utilities Building Automation System. FM appreciates being notified when outside lighting fails to turn on at night or is on during the daytime and wasting electricity. Please call the FM Service Center at 774-6547 to report these problems.

### **Lighting, Parking Lots: Who maintains it?**

The Electric Shop is responsible for parking lot lighting. Please notify the FM Service Center at 774-6547 with any problems to these areas regarding lighting.

## **Lighting, Street and Walkway: Who maintains it?**

Street and walkway lighting and light fixtures attached to a building (not accessible from a step ladder) are the responsibility of the Electric Shop. To report problems with outside lighting on campus, call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

## **Lockers: Who repairs them?**

The Carpenter Shop will service lockers in need of repair or unjamming at customer expense. Call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

## **Locks, Combination (Keypad and Push Button): Who installs and repairs them?**

The Locksmith repairs combination locks on doors. Call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

The Locksmith will install or change the combination to these locks at customer expense. Departments requesting this service should submit a Work Order to <http://fmgt.cmich.edu/>

## **Locks, Door: Who installs and repairs them?**

The Locksmith repairs locks on doors in all general fund buildings. For problems with auxiliary locks on doors, please call the RHD for the building or the front desk for that building. For repairs in general fund buildings please call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

The Locksmith will install or change door hardware when the cost of repairing exceeds the cost of replacement. Requests to change hardware because of department requirements are performed at customer expense. Departments requesting this service should submit a Work Order to <http://fmgt.cmich.edu/>

The cost of re-keying a space or a building is the responsibility of the department occupying the space. Re-keying usually becomes necessary, at some point, due to lost or stolen keys. As a general rule, FM does not perform complete re-keying of buildings unless directed to do so by the school or college using the space. In those instances, the school or college would be expected to provide funding for the project. Departments requesting re-keying of a building should submit a Work Order to <http://fmgt.cmich.edu/>

## **M**

### **Markers, White board**

See “White boards and Markers.”

Building Services does not provide markers for white boards, but they clean white boards on a regular basis as part of their normal custodial duties. Markers and erasers for white boards are the responsibility of the departments, schools, and colleges.

To request special cleaning of white boards, please contact the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

### **Mats, Entrance: How do I get them? Who maintains them?**

Building Services provides and maintains entrance mats inside most buildings. The mats are cleaned on a regular basis. To report problems with entrance mats, please call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

Building Services will purchase and install additional exchangeable mats for departments at customer expense. Departments requesting additional mats should submit a Work Order to <http://fmgt.cmich.edu/>

### **Mechanical Equipment: Who maintains it?**

The Maintenance Mechanic Shop maintains mechanical equipment that supports building infrastructure systems in general fund areas. To report problems with any mechanical system, contact the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

Some mechanical equipment is installed by departments to support a particular project or need. Mechanical equipment that is not part of the building infrastructure would be considered department-owned equipment. The Maintenance Mechanic Shop has the staff and knowledge to maintain and repair department-owned mechanical equipment at customer expense. Departments requesting to repair or maintain their mechanical equipment should submit a Work Order to <http://fmgt.cmich.edu/>.

### **Mirrors, Restroom: Who replaces them?**

The Carpenter Shop will repair or replace damaged mirrors in restrooms in general fund spaces. To report a damaged mirror, please call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

### **Moving: Whom do I call?**

Call Moving and Delivery at 774-3917.

### **Mowing: Whom do I call?**

Landscape Operations is responsible for maintaining lawns and turf for on-campus locations. Off-site areas, such as College of Extending Learning, Center for Applied Research and Technology, etc., provide their own lawn maintenance.

Landscape Operations has an extensive, well-planned maintenance program for all areas of the University campus. For more information, call Landscape Operations at 774-6564 or the FM Service Center at 774-6547.

## **N**

### **Nameplates: Whom do I call?**

The Sign Shop provides nameplates for desk or wall mounting at customer expense. A wide variety of styles, colors and materials are available to meet the requirements of all University departments.

Departments ordering nameplates should submit a Work Order to <http://fmgt.cmich.edu/>

See also “Signs.”

### **Natural Gas Service: Where should I report a problem? How can I connect into the gas piping?**

Delivering natural gas to University buildings is the responsibility of the Maintenance Mechanic Shop.

**If you smell natural gas, immediately call the FM Service Center at 774-6547.**

**Departments must contact FM before modifying existing gas piping or installing new gas piping. Call the FM Service Center at 774-6547.**

The Maintenance Mechanic Shop can also connect departmental equipment to the natural gas system at customer expense. Departments needing assistance with natural gas piping should submit a Work Order to <http://fmgt.cmich.edu/>

## **O**

### **Odor Problems: Whom do I call?**

All strange or persistent odors should be reported to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

Odor problems are investigated by FM Operations and Risk Management.

### **Office Equipment & Furnishings: Who maintains it?**

Departments are responsible for the maintenance and repair of office equipment. Many times, furniture repair is covered by a manufacturer’s warranty. Contact Purchasing at 774-3929 or visit their website at <http://www.purchasing.cmich.edu/>.

## **P**

## **Painting: How often do you paint? How can I get my walls painted?**

The Paint Shop, due to budgetary constraints, has severely reduced maintenance painting. The only exception; the Paint Shop will use general funds to restore an area to its original condition after making a repair to a building system.

Most general fund buildings have painting projects that need to be completed. Generally, those projects are included in the Deferred Maintenance backlog. The project will be prioritized against other capital projects and the work performed when funds are made available. Unfortunately, this process is lengthy and funding is not a certainty.

In many cases, departments opt to fund painting projects themselves. The Paint Shop has a large staff of painters available to perform painting projects in a timely and professional manner. The Paint Shop will meet with the department to properly plan the project and can provide samples of the paint and painting techniques that meet University standards for installation.

Departments interested in planning a painting project should submit a Work Order to <http://fmgt.cmich.edu/>

## **Parking: Whom do I call for assignments, regulation, and maintenance?**

CMU Police Parking Bureau handles parking assignments and regulations regarding parking. You can call them at 774-3083 or visit their website at <http://www.police.cmich.edu/overview.htm>.

Landscape Operations handles most aspects of parking lot maintenance. If there is a situation in a parking lot that needs to be addressed, please call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

## **Pest Management: Who provides it?**

Pest Control handles all aspects of pests within buildings. Please call the Pest Control office if you require this type of service at 774-4439.

## **Phone Jacks: Who provides them?**

Information Technology Telecom installs and maintains telephone jacks. They may be contacted at 774-3091 or you may visit their website at [http://www.it.cmich.edu/it/tel\\_home.asp](http://www.it.cmich.edu/it/tel_home.asp).

## **Picnic Tables**

Picnic tables can be requested from Landscape Operations. Please give adequate notice when needing picnic tables. Call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>. to request picnic tables.



## **Pictures: Who can hang them?**

The Carpenter Shop will hang or move pictures at customer expense. To request this service, departments may submit a Work Order to <http://fmgt.cmich.edu/>

## **Plaster Repairs: Whom do I call?**

The Carpenter Shop will repair plaster that has been damaged due to FM construction or repair. Report problems to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

Customer initiated work, or damage caused by others is repaired at customer expense. For this service, simply submit a Work Order to <http://fmgt.cmich.edu/>

## **Playground Equipment: Who maintains it? Who can certify its safety?**

FM Operations repairs playground equipment at customer expense. Departments requesting the repair of playground equipment should submit a Work Order to <http://fmgt.cmich.edu/>

To certify the safety of playground equipment, customers may call CMU Risk Management at 774-3741.

## **Plumbing: Whom do I call when I have problems or need to install new equipment?**

The Maintenance Mechanic Shop responds to all reported plumbing problems from dripping faucets to major floods. To report a plumbing problem call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

To arrange for installation of department equipment, departments should submit a Work Order to <http://fmgt.cmich.edu/>

**Note: To ensure the safety of the domestic water system, departments may not attach equipment or instruments to domestic water systems. Contact The Maintenance Mechanic Shop at 774-6562 for safe, code-compliant installation of your department equipment.**

## **Power Outages: Whom do I call?**

To report a loss of electricity or to obtain an update during an electrical outage call the FM Service Center at 774-6547.

If damage occurs to departmental equipment as the result of an electrical outage, the department should report the damage to Risk Management at 774-3741.

## **Pumps: Whom do I call for repairs?**

The Maintenance Mechanic Shop is responsible for the pumps that support utility systems in buildings. To report problems with vacuum, circulating, or other types of pumps, call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

## **R**

### **Ranges: Gas, Electric**

See “Stoves”

### **Recreational Facilities: Who maintains them?**

Landscape Operations is responsible for the cleaning, repair, and maintenance of outdoor recreational facilities on campus. To report problems in these areas call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

### **Recycling: Who manages it? What if I have additional needs?**

Landscape Operations oversees the University Recycling Program and all recycling efforts are funded by FM. The success of our recycling program is due, in large part, to the efforts of the schools and colleges in encouraging their departments to participate in recycling. Most buildings on campus have recycling services for office paper, newspapers, magazines and corrugated cardboard. Look for bins throughout the building hallways, office areas, and near copy machines. Corrugated cardboard boxes should be emptied, flattened and placed next to the recycling bin.

Building Services custodial personnel regularly empty all the paper and mixed container bins. Custodians transport the material to larger recycling dumpsters located at the building loading docks. Faculty and staff are responsible for emptying their personal office recycling container into the group area recycling container.

To report concerns regarding the emptying of bins inside your building, call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

### **Refrigerators & Freezers:**

FM encourages the use of energy-efficient refrigeration and regular maintenance of refrigerators and freezers to keep operating costs to a minimum.

To assist in this effort, the HVAC Shop offers campus departments maintenance and repair service on refrigerators and freezers. This program is offered at customer expense, however the costs are reasonable and the benefits will occur through a longer life of the equipment and in lower utility costs.

Departments who would like to involve the HVAC Shop in maintaining refrigerators and freezers should submit a Work Order to <http://fmgt.cmich.edu/>

To meet governmental regulations, all refrigerators and freezers being disposed of must be drained of all gases and oil before they can be recycled or disposed. When disposing of a refrigerator or freezer, contact Purchasing at 774-3929. Purchasing has procedures in place to deal with these devices.

See also “Cold Rooms” and “Freon.”

### **Residence Halls: Who maintains them?**

FM Operations provides maintenance and custodial support for the residence halls.

### **Restrooms: Who cleans them? Who repairs toilets and sinks?**

Building Services is responsible for cleaning restrooms and the Mechanic Shop will repair broken fixtures in restrooms. To report problems in restrooms, contact FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

### **Roofs: Whom do I call to report a leak?**

The Carpenter Shop is responsible for roofs. To help us prevent leaks, do not store any materials on roofs. Problems with roofs should be directed to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

## **S**

### **Safes: Who repairs them?**

The Locksmith will repair safes at customer expense. For this service, submit a Work Order to <http://fmgt.cmich.edu/>.

### **Safety Issues: Whom should I call?**

**For fire and other life threatening emergencies call 911.**

FM Operations encourages our campus community to report safety issues of a general nature (items ready to fall, trip hazards, open electrical devices, slippery sidewalks, FM vehicles blocking a sidewalk, etc.). Please promptly report any apparent safety issues to FM Service Center at 774-6547.

### **Screens, Audiovisual: How do I get one? Who repairs them?**

Carpentry shop maintains and repairs audiovisual screens in all general fund classrooms. Report problems with audiovisual screens to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

Carpentry shop installs new screens and repairs screens in non-general fund and non-classroom spaces at customer expense. Departments requesting this service should submit a Work Order to <http://fmgt.cmich.edu/>

### **Screens, Window: Who repairs them? Who replaces them?**

The Carpenter Shop will repair or replace existing window screens as needed. Problems with existing window screens should be directed to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

The Carpenter Shop provides new window screens, at customer expense, in locations where screens were not previously installed. It is worth noting that in many locations, opening windows could have a negative effect on air balance in the building. Therefore, in the interest of building energy efficiency, most windows should be kept shut. To order a screen for a window, submit a Work Order to <http://fmgt.cmich.edu/>

### **Security: Whom do I call?**

**For fire and other life threatening emergencies -- call 911.**

For other security issues, call the CMU Police at 774-3081.

### **Security Systems: How do I obtain one? How do I have it maintained?**

Installation of security systems is coordinated by Plant Engineering and Planning at 774-6559 or visit their website and submit a Feasibility Request.

FM Operations is not funded to maintain security systems. Security systems are installed, maintained and repaired at customer expense.

Note: Card Reader Systems are “access control systems” and are not considered “security systems”. See “Card Readers”.

### **Sharpening Services: Who does it?**

The Metal Shop has the equipment to sharpen various types of devices (paper cutters, knives, scissors, etc.). However, the cost of having this work performed may exceed the cost of the device. Departments may find that an outside vendor can provide this service more economically.

Departments wishing to use the services of the Metal Shop for sharpening needs should submit a Work Order to <http://fmgt.cmich.edu/>

### **Shelving: How can I have it built and installed?**

The Carpenter Shop can make, install, or repair shelving at customer expense. Departments

requesting this service should submit a Work Order to <http://fmgt.cmich.edu/>

### **Shelving – Restrooms: Who will do repairs?**

Shelving in restrooms is maintained and repaired by The Carpenter Shop. To report any damage to restroom shelving, call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

See also “Restrooms.”

### **Showers: Who cleans them? Who maintains them?**

Building Services is responsible for cleaning showers and the Mechanic Shop will repair showers. Problems with showers should be directed to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

### **Showers, Emergency**

See “Eye Wash Stations”

### **Sidewalks: Who maintains them? Who replaces them?**

The Mason Shop is funded to maintain and perform minor repairs to sidewalks for campus locations. Off-site areas, such as College of Extending Learning (CEL), Center for Applied Research and Technology (CART), etc., provide their own sidewalk maintenance. Landscape Operations staff performs regular checks of sidewalks to verify the condition of the campus sidewalks. When sidewalk conditions have degraded to the point where they require major repair or replacement, Landscape Operations works with FM Operations to identify funding sources as a capital project. Problems with sidewalks can be reported to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

### **Signs: Who installs them? Who maintains them?**

The Sign Shop is responsible for the maintenance and repair of most exterior building signs in general fund areas. To report problems with these signs, call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

The various schools and colleges are responsible for interior signs. The Sign Shop will design, fabricate and install interior signs at customer expense. Departments requesting this service should submit a Work Order to <http://fmgt.cmich.edu/>

See also “Nameplates.”

### **Smoke Alarms, Battery Operated: Who maintains these devices?**

Battery smoke alarms installed by departments, schools and colleges in various areas (kitchenettes, labs, etc.) are not FM-maintained. FM Operations can maintain these devices at customer expense. Please submit a Work Order to <http://fmgt.cmich.edu/>

### **Smoke Detectors: Who maintains these devices?**

The Electrical Shop maintains and tests building smoke detectors on a regular basis and according to governmental regulations. Smoke detectors are tied into building fire alarm and notification systems to make occupants aware of problems in buildings.

**Smoke detectors should never be tampered with, painted, covered or removed. To report problems with any smoke detector call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>**

The Electrical Shop will temporarily disconnect fire protection devices to accommodate certain construction activity. This service is at customer expense. Departments requesting such service should first submit a Work Order to <http://fmgt.cmich.edu/>

### **Smoking: Where can I smoke?**

The University does not permit smoking in University buildings or University vehicles. However, there are some specifically designated areas for smoking located outside of some buildings. Smokers are expected to stay at least 25 feet from entrances, exits and building air intakes.

For information on smoking ashtrays, see “Ashtrays, Exterior.”

### **Snow and Ice Removal: Who provides it?**

Landscape Operations plows, sands and salts University streets, plazas and sidewalk areas. Each year, Landscape Operations develops a comprehensive “snow plan” which addresses the critical areas on campus and the response mechanisms used to staff accordingly. To report problems with snow and ice removal from University streets, plazas and sidewalks, call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

Building Services is responsible for snow and ice removal around the entrances of general fund buildings. Problems should be directed to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

A map of University streets is included in the appendix of this document.

### **Space Heaters**

See “Electric Space Heaters”

## **Stage Lifts**

See “Elevators”

## **Stair Treads: Who installs or repairs them?**

The Carpenter Shop will repair damaged stair treads in general fund buildings. Call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

Stair treads should be replaced when they are worn out. However, the need far exceeds the funds available for this activity. When FM receives these requests from general fund buildings, those requests are referred to Plant Engineering and Planning (PEP) to be included in the University backlog.

In many cases, departments opt to fund the replacement of stair treads themselves. Departments interested in stair tread replacement should submit a Work Order to <http://fmgt.cmich.edu/>

See also “Floor Coverings.”

## **Stalls- Restrooms: Who repairs them?**

FM Operations repairs damaged restroom stalls, including doors, partitions, and hardware, in general fund buildings. To report any problems with restroom stalls, call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

FM Operations will do repairs in non-general fund buildings at customer expense. To request this service submit a Work Order to <http://fmgt.cmich.edu/>

Also see “Dispensers” and “Restrooms.”

## **Stoves – Gas, Electric: Who will repair them?**

FM Operations will repair departmental stoves at customer expense. Departments requesting this service should submit a Work Order to <http://fmgt.cmich.edu/>

## **Street Maintenance: Who does it?**

Landscape Operations is responsible for the maintenance of University streets, plazas and sidewalk areas. To report problems with the University streets, plazas or sidewalks, call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

A map of University streets is included in the appendix of this document.

## **Surplus Furniture and Equipment: Who pays? Whom do I call?**

Surplus furniture and equipment should **not** be disposed of in dumpsters and trash compactors.

University Stores is responsible for the sale or disposal of surplus furniture and equipment. When disposing surplus items, contact University Stores at 774-3917. Their web site is available at: [http://www.purchasing.cmich.edu/frametemp/sales\\_main.html](http://www.purchasing.cmich.edu/frametemp/sales_main.html)

Moving & Delivery has the staff and equipment to move surplus items to University Stores Warehouse. This activity is performed at customer expense. Departments requesting Moving & Delivery to haul surplus furniture and equipment should submit a request at [http://www.purchasing.cmich.edu/frametemp/moving\\_main.html](http://www.purchasing.cmich.edu/frametemp/moving_main.html)

See also “Refrigerators and Freezers” for special information on the disposal of these items.

### **Swimming Pools: Who maintains and repairs them?**

The Maintenance Mechanic Shop maintains University swimming pools in various recreation facilities on campus. To report any problems or maintenance needs, call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

### **T Tables – Classroom**

See “Furniture, Classroom”

### **Tack Boards**

See “Bulletin Boards”

### **Telephone Equipment and Service: Who installs it? Who maintains it?**

Information Technology Telecom installs and maintains telephone equipment. They may be contacted at 774-3091.

The Electric Shop installs the conduit for these connections at customer expense. To arrange for the conduit installation, please submit a Work Order to <http://fmgt.cmich.edu/>

### **Temperature Controls: Who adjusts temperatures?**

The HVAC Shop automatically controls the temperature in many general fund buildings. In areas where thermostat lockboxes are installed and a correction is needed, call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

### **Thermostats, Lockboxes: Who installs them?**

The HVAC Shop will install thermostats and lockboxes. To request this service, submit a Work



Order to <http://fmgt.cmich.edu/>

### **Tile – Ceiling: Who installs and replaces tile?**

The Carpenter Shop will replace missing or stained ceiling tile in general fund buildings. To report tile in need of replacement, call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

Ceiling tile may also be installed or replaced at customer expense when requested by departments. To obtain this service submit a Work Order to <http://fmgt.cmich.edu/>

### **Trash Compactors: Whom do I call if my compactor is broken?**

FM Operations is responsible for maintaining and repairing trash compactors in general fund buildings. In non-general fund buildings, FM Operations provides this service at customer expense.

To report problems with trash compactors, call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

### **Trash Receptacles: Which trash receptacles does FM install and maintain?**

Landscape Operations installs and maintains exterior trash receptacles in public areas of campus. Landscape Operations services the trash receptacles on a regular basis. Inquiries for new exterior trash receptacles should be directed to the Landscape Operations office at 774-6564.

Building Services installs and maintains trash receptacles inside public areas and corridors in general fund buildings. Building Services also maintains trash receptacles in offices, labs, and restrooms of general fund buildings. The frequency of Building Services trash removal is in accordance with their custodial plans for particular areas.

Additional trash receptacles can be provided at customer expense. Departments requesting this should submit a Work Order to <http://fmgt.cmich.edu/>

### **Trash Removal: Does FM Operations provide trash removal service?**

Building Services provides routine trash removal. Custodians are responsible for removing the trash from interior spaces to a central dumpster or trash compactor.

Additional trash pick-ups may be requested when departments are discarding large quantities of trash. To request this service, please plan well in advance and submit a Work Order to <http://fmgt.cmich.edu/>

See also “Dumpsters” and Hazardous Waste Disposal.”

## **Trees and Shrubs: Who maintains them?**

Landscape Operations is responsible for trees and shrubs at on-campus locations. Trees and shrubs in other areas (College of Extended Learning (CEL), Center for Applied Research and Technology (CART), etc.) provide their own tree and shrub maintenance.

Landscape Operations has an extensive, well-planned maintenance program for all areas of the University campus. Landscape Operations maintain an inventory of all trees on campus. For more information, call Landscape Operations at 774-6564

To report problems with campus trees and shrubs, call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

## **Trim: Who installs and repairs trim?**

The Carpenter Shop will reattach trim where needed. To request this service call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

Trim should be replaced when it is worn out. The Carpenter Shop is responsible for the replacement of trim in general fund areas. However, the replacement need far exceeds the funds available for this activity. When FM Operations receives trim replacement requests from general fund buildings, those requests are referred to Plant Engineering and Planning (PEP) to be placed in the backlog. Projects in the backlog are prioritized and the work is performed as funds are available.

In many cases, departments opt to fund the replacement of trim themselves. The Carpenter Shop is equipped to remove the old trim and install new trim.

Departments interested in trim replacement should submit a Work Order to <http://fmgt.cmich.edu/>

See also “Floor Coverings” and “Baseboards”.

## **U**

### **Uninterruptible Power Supplies (UPS): Who provides them?**

UPS systems are considered department-owned equipment. Departments are responsible for the cost of purchasing, installing and maintaining these devices. The Electric Shop can service these devices at customer expense. Departments requesting this service should submit a Work Order to <http://fmgt.cmich.edu/>

See also “Batteries.”

### **Vandalism: Whom do I call?**

Vandalism should first be reported to CMU Police at 774-3081.

In general fund buildings and areas, FM Operations should also be notified of the damage to make immediate repairs or to remove graffiti. Report vandalism and graffiti in these areas to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

FM Operations can also repair damage from vandalism in non-general fund areas at customer expense. Departments may then seek reimbursement. To request this service, or for more information, call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

See also “Damage Repair.”

### **Vehicles: Whom do I call to report a problem?**

FM Operations has a large fleet of service vehicles that compete for parking spaces on campus on a daily basis. FM Operations vehicles are clearly marked with the Facilities Management logo.

FM Operations instructs staff to park legally and in assigned spaces. There are times when we cannot avoid parking on sidewalks and in areas other than parking lots. FM Operations staff has been given some flexibility in this area.

To report problems with FM Operations vehicles, please call the FM Service Center at 774-6547 with the vehicle license plate number to which the vehicle is assigned. Providing this information will aid us in preventing problems of this nature in the future.

### **Vending Machines: Who makes repairs?**

Report any problems with vending machines to Residence and Auxiliary Services at 774-7471. The Electric Shop will, however, check for power to electrical outlets when requested.

To request the electrical outlet for the vending machine be checked call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

## **W**

### **Washing Machines: Who will make repairs?**

FM Operations will repair departmental washing machines at customer expense. FM Operations will also assist in the installation of washing machines by connecting plumbing and electrical services at customer expense.

For these needs, call the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

## **Water: Whom do I call with questions?**

The Maintenance Mechanic Shop is responsible for the distribution of water throughout the University campus. All of our domestic water is purchased from the City of Mt. Pleasant, where it is treated and monitored.

The Maintenance Mechanic Shop is responsible for the distribution of water inside the buildings. FM Operations is funded for the maintenance and repair of the water distribution system. Report problems with domestic water systems to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>.

Modifications, additions and removals to the water distribution system are performed at customer expense. To arrange for this type of work, please submit a Work Order to <http://fmgt.cmich.edu/>

**Note: To ensure the safety of the domestic water system, departments may not attach equipment or instruments to domestic water systems. Contact FM Service Center for safe, code-compliant installation of your department equipment.**

See also “Domestic Water” and “Drains.”

## **Water Damage: Whom do I call?**

FM Operations responds to all calls regarding water damage. Report leaks and water damage to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

Departments should report damage to departmental equipment or supplies by calling Risk Management at 774-3741.

## **Water Mains: Whom do I call to report a leak?**

**To report a water main break, contact the FM Service Center at 774-6547.**

Depending on the location of the water main, FM Operations or the City of Mt. Pleasant Water Utilities Department is responsible for the repair of water mains on campus. Water main breaks are treated as emergencies and notification is made to the campus community via email.

## **Wheelchair Lifts**

See “Elevators”

## **White Boards and Markers: Who cleans and repairs white boards? Who provides dry erase markers?**

Building Services does not provide dry erase markers or erasers, but cleans white boards on a regular basis as part of their normal custodial duties. The Carpenter Shop will repair white boards in general fund classroom spaces. Report problems with white boards to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

White boards in non-general fund areas can be repaired at customer expense. Departments requesting this service should submit a Work Order to <http://fmgt.cmich.edu/>

See also “Chalkboards and Chalk.”

### **Window Coverings: Who replaces them? Who decides if we need to install them?**

For existing blinds or shades: The Carpenter Shop repairs broken horizontal blinds in general fund buildings. Report problems with window coverings to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

For areas without window blinds & shades: Departments must submit a Work Order to <http://fmgt.cmich.edu/>. for inquiry, purchase and installation of blinds and shades at customer expense.

Blackout shades can be manufactured and installed by The Carpenter Shop at customer expense. Departments requesting this service should submit a Work Order to <http://fmgt.cmich.edu/>

### **Window Washing: Does Facilities Operations clean windows?**

Building Services cleans the glass on windows in campus buildings. Report windows needing cleaning to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

Departments may also request more frequent window cleaning. Building Services coordinates this activity with building occupants and it is completed at customer expense. Departments requesting this service should submit a Work Order to <http://fmgt.cmich.edu/>

### **Windows and Related Hardware: Whom do I call for repair?**

The Carpenter Shop maintains and repairs existing windows and related hardware in general fund buildings. Report window problems to the FM Service Center at 774-6547 or submit a Work Order to <http://fmgt.cmich.edu/>

## Appendices

1. Plant Acronyms
2. Facilities Management Phone List
3. University Street Maps (not available at “press time”)
4. General Fund Building List (not available at “press time”)
5. Sample Forms (not available at “press time”)

### Plant Acronyms

A/C Air Conditioning  
AHU Air Handling Unit  
BAS Building Automation Systems  
BS Building Services  
CMUPD CMU Police Department  
CS Construction Services  
DDC Direct Digital Controls  
FM Facilities Management  
GF General Fund  
HVAC Heating Ventilation and Cooling  
PEP Plant Engineering and Planning  
PM Preventative Maintenance  
UPS Uninterruptible Power Supply  
VFD Variable Frequency Drive  
VSD Variable Speed Drive  
WO Work Order

## **FM Operations Department Phone List**

### **Service/Department Phone**

FM Operations, Office of the Director 774-6553  
FM Service Center 774-6547  
ADA Critical Path/Construction Hotline 774-6500  
Associate Vice President, FM 774-7473  
Building Services 774-6563  
Carpenter Shop 774-6555  
Electrical Shop 774-6568  
FM Accounts Payable 774-6557  
FM Information Systems 774-3396  
FM Payroll 774-3421  
HVAC Shop 774-6530  
Landscape Operations 774-6564  
Maintenance Mechanic Shop 774-6562  
Metal Shop 774-4201  
Paint Shop 774-6554  
Plant Engineering and Planning (PEP) 774-6559  
Recycling Hotline 774-2000  
Sign Shop 774-6555  
Energy and Utilities 774-1566

**NOTE:** For service or maintenance needs, call FM Service Center: 774-6547.

Although FM Operations services are quite comprehensive, there are some services you may think we provide but don't. Here's a listing of other campus related services and departments you may need to call:

### **Service/Department Phone**

Campus Mail Service 774-3298  
CMU Police (CMUPD) 774-3081  
Information Technology (Telecom) 774-3091  
Moving & Delivery 774-3917  
Parking Bureau 774-3083  
Pest Control/Management 774-4439  
Purchasing 774-3929  
Registrar's Office 774-7245  
Risk Management 774-3741  
University Stores/Sales and Surplus 774-3917