

IS YOUR WHATCHAMACALLIT BROKEN?



HAS YOUR THINGAMAGIG QUIT WORKING? THEN.....

REPORT YOUR PROBLEM TO YOUR
BUILDING OFFICE OR A RESIDENCE
LIFE STAFF MEMBER

GREETINGS FROM THE IUP MAINTENANCE GROUP

Is your window shade broken? Is your closet door in need of repair? Are you having trouble with the heat in your room? If you are experiencing these or similar problems with your residence, learn how to report these problems and get help!

Who are these maintenance folks?

Indiana University of Pennsylvania has a full complement of dedicated trades persons to address all maintenance concerns as quickly and efficiently as possible. All of our maintenance workers are highly skilled in their specific trade and pride themselves on providing prompt and professional service.

The IUP Maintenance Group is staffed from 7:00 a.m. until 11:00 p.m., Monday through Friday. In addition, maintenance employees are on call from 11:00 p.m. until 7:00 a.m. each week night as well as on weekends, providing maintenance coverage 24 hours a day, seven days a week.






How do I get work done in my room/suite/apartment?

If a repair is needed in your room/suite/apartment, you should report the situation to your building office. Always be as specific as possible when describing your concern. Non-emergency work requests are sent electronically to the Maintenance Group where they are prioritized the same work day, i.e., Monday through Friday, and completed as quickly as time will allow. In the case of emergency maintenance concerns (e.g., lack of heat, lost/stolen key), a residence life staff member will report such problems immediately by telephone so that the Maintenance Group can respond accordingly.

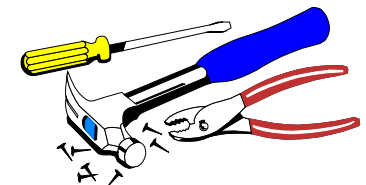
When you make a work request, you establish a mutual understanding and agreement with the Maintenance Group which authorizes maintenance employees to enter your room/suite/apartment.

Once the Maintenance Group receives your request, every attempt will be made to complete it during normal working hours and at your convenience. However, we realize that you have a busy schedule and may not be present when the maintenance employee arrives to address the concern. When maintenance employees complete work in your room without you present, they will leave a Maintenance Notification Form as acknowledgment of the visit. (A copy of this form is on the following page.)

The Maintenance Group is committed to serving you promptly. In order to complete your request as quickly and efficiently as possible, the following procedures have been established for maintenance employees to announce their presence and properly enter your room/suite/apartment for the purpose of performing work:

-  Knock loudly (twice)...if no answer,
-  Unlock the door and announce presence, e.g., "Maintenance person...Anyone home???"
-  Slowly open the door and continue to announce presence while entering.
-  Turn the lights on and enter the room/suite/apartment.
-  In the event of an uncomfortable situation, the maintenance employee will politely exit the room/suite/apartment and return at a later time.

NOTE: Please realize that if a resident(s) is in her/his room/suite/apartment and does not respond to a maintenance employee's knocking on the door, the employee will unlock and enter the space, following the above procedures.



**MAINTENANCE NOTIFICATION FORM
GREETINGS FROM THE
IUP MAINTENANCE
GROUP**

While you were out, I responded to your work request # _____ concerning your _____

Date: _____ Time: _____

- Repair is complete.
- Repair is in progress.
 - Will return today to complete.
 - Will return tomorrow to complete.
 - Parts ordered; will complete when parts arrive.
- Problem completing your request.

Please call _____ at _____ for details.

It is important that you are satisfied with the response to this work request. Please contact the Maintenance Office at 357-2710 if you would like to speak to someone about your repair.

Initials _____

WHO BENEFITS FROM UNDERSTANDING MAINTENANCE PROCEDURES?

THE RESIDENT

When a resident is aware of and correctly follows the maintenance reporting procedures as specified in this pamphlet, the likelihood that a work request will be properly submitted and completed in a timely manner is greatly enhanced.

THE MAINTENANCE GROUP

Receiving a work request in a timely manner which contains all necessary information allows maintenance employees the opportunity to promptly and effectively address the concern. Thus, the Maintenance Group is able to achieve their primary goals of providing quality service to their customers and maintaining the facilities in an ideal condition.

THE OFFICE OF HOUSING, RESIDENTIAL LIVING & DINING

Since the Office of Housing, Residential Living & Dining is committed to providing its customers with a well-maintained living environment, the timely and accurate reporting of maintenance concerns by residents, as well as the prompt response to these concerns by the maintenance staff, enhances the living environment for all residents.

FACILITIES MANAGEMENT

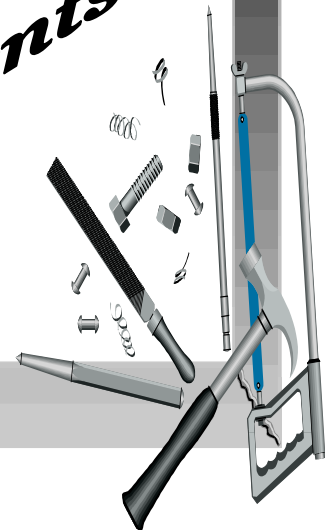
DEDICATED
TO
SERVICE EXCELLENCE

Indiana University of Pennsylvania

MAINTENANCE REPORTING PROCEDURES

FOR

*Campus
Residents*



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