Emergency & After Hours Procedure:
All emergency repairs and/or problems should be called in to the
Customer Service Center: 203-432-6888

Facilities Operations Representatives:
Facilities Superintendent: Marilena Stephens, 203-432-0738
Custodial Team Leader: Belinda Franklin, 203-376-1492
General Building Maintainer: Benis Perry, 203-432-6888

Custodial Services:
Offices: Vacuuming, dusting, trash/recycling pickup, and cleaning is performed once per week. Additional services are also provided on demand by calling 203-432-6888.

Public Areas are cleaned (vacuumed and dusted) once daily, Sunday-Friday.

Public Restrooms are cleaned once daily, Sunday-Friday.

Student Restrooms are cleaned once daily, Monday-Friday.

Students are responsible for maintaining in-suite baths, which are cleaned once by Facilities during Winter Recess.

Student Activity Spaces: Most cleaned twice a week.

Disposal Services: Trash and Recycling are removed from public areas once daily, Sunday-Friday.

Special Events and Room Set-ups: can be scheduled by going online to Facilities.Yale.edu and selecting Facilities Work Request under “Quick Links.”

Physical Plant Services:
Routine Maintenance & Repair Services includes any repair or service to building systems or existing fixtures.

On-Demand Services (beyond routine maintenance) Examples: Hanging picture frames, whiteboards, bulletin boards, shelves, adding electrical outlets, assembling furniture, lock installations, etc. will require charging instructions.

For both Routine and On-Demand Services, please call 203-432-6888, or go online to Facilities.Yale.edu and click Facilities Work Request under “Quick Links.”

Academic Spaces:
Classrooms are cleaned and trashed removed once daily, Monday-Friday.

Blackboards are cleaned once daily, Monday-Friday.

Furniture is reorganized once daily, Monday-Friday.