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: Jim Reid, cell = 203-627-2742, office = 7-3003
Custodial Team Leader: Sammy Rodriguez, Ext. = 7-3140, cell = 203-909-0753
General Building Maintainer: Dawn Boulas and Joe Adam = 203-432-6888

Custodial Services Frequencies
Monday-Friday
**Offices:** Cleaned once per week, including removal of trash/recycling. Please contact Facilities Superintendent for your specific scheduled day.
**Public Areas:** including lounges, conference rooms and kitchenettes are cleaned once daily, including removal of trash/recycling .
**Restrooms:** Including showers are cleaned once daily.
**Corridors:** Trash/Recycling removed daily and floors maintained minimum twice per week.
**Laboratories:** Floors are cleaned once a week, Monday through Friday. Trash/Recycling removed daily.
Horizontal and vertical surface cleaning is upon request and cleared by OEHS

Additional services are also provided on demand by calling 203-432-6888 and may require charging instructions.

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

**On-Demand Services** (beyond routine maintenance) Examples: Hanging picture frames, adding electrical outlets, repair of lab equipment like refrigerators, autoclaves, 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.”

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

**Disposal Services:** equipment and furniture removal can be scheduled by calling 203-432-6888 and may require OEHS clearance and charging instructions.