### 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

### 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.