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

**Facilities Operations Representatives:**
- **Facilities Superintendent:** Jim Reid cell = 203-627-2742, office = 7-3003
- **Custodial Team Leader:** James Carr office = 7-3140
- **General Building Maintainer:** Dawn Boulas and Joe Adam, 203-432-6888

### Custodial Services Frequencies
**Monday-Friday**
- **Classrooms:** including auditoriums and computer rooms, are cleaned once daily including removal of trash/recycling.
- **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.

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.