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: Jacquie Gaetano, 203-494-7752
Custodial Team Leader: Marie Watson, 203-432-3245 or 203-671-4088
General Building Maintainer: James Hill, 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, Monday through Friday. Corridors are cleaned twice a week. Conference rooms and kitchenettes are cleaned daily. Restrooms are cleaned once daily, Monday through Friday.

Disposal Services:
Trash, Recycling and Food Waste are removed from public areas once daily, Monday thru Friday.

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, hanging white boards, adding electrical outlets, repair refrigerators 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.”

Building Temperature issues:
Go online to Facilities@Yale.edu and selecting Facilities Work Request under “Quick Links.” or call 203-432-6888.