

**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.



**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:**

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."



**Building Temperature issues :**

Go online to **Facilities@Yale.edu** and selecting **Facilities Work Request** under "Quick Links." or call **203-432-6888**.