# Facilities Services:

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

<table>
<thead>
<tr>
<th>Private Offices</th>
<th>Specialty Rooms: Printing Press, Carpentry Shops, upon request—due to access restrictions.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleaned, restocked, and trash/recycling removed once per week, Mon-Fri</td>
<td>6th Day Service: Spot clean public spaces and restrooms.</td>
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<tr>
<td>Public Areas: Cleaned (vacuumed or swept and mopped and dusted) once daily Mon-Fri, including Buttery and office common spaces</td>
<td>Laundry Rooms: Cleaned once daily, for repairs contact the machine vendor, with machine ID, located on machines</td>
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<tr>
<td>Public Restrooms: Cleaned, restocked, and restroom trash removed once per day Mon-Fri</td>
<td>Gym: Cleaned three times a week. Floor swept, and mirrors wiped. Does not include cleaning of the machines.</td>
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<tr>
<td>Student Bathrooms: Cleaned, restocked, and bathroom trash removed once per day Mon-Fri</td>
<td>Buttery Kitchen and Student Kitchen: Cleaned once a year, at the end of the school year, including refrigerator</td>
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<tr>
<td>Student Rooms: Cleaned once a year, adjust height and bunk beds when requested and if style of beds allow.</td>
<td>Elevators/Stairs: Twice a week, unless a spill occurs or in high traffic area</td>
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<tr>
<td>Student Activity Area: Cleaned (floors swept, furniture and glass wiped) once a week. Includes, but is not limited to: music rooms, dance and art studios.</td>
<td>HOC House: Cleaned once a year (public/entertaining areas only, not private living quarters)</td>
</tr>
<tr>
<td>Classrooms/Seminar Rooms: Cleaned, blackboards and whiteboards cleaned and trash removed once daily, Monday-Friday. For special events needs/cleaning in a classroom, please see Special Events section.</td>
<td>Carpets: Provost owned Oriental rugs will be cleaned once every three years by an outside vendor.</td>
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<tr>
<td>Turnover Cleaning: Dean’s, Resident Fellows, and Grad Affiliate Apartments cleaned after each occupancy.</td>
<td></td>
</tr>
</tbody>
</table>
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Facilities Operations Representatives:
Facilities Superintendent Days: Kirsta MacLellan 203-432-6398
Facilities Custodial Team Leader: Paul Bland 203-436-4190

Services Schedule:
Franklin and Murray Residential Colleges

Pest Control:
Please call Customer Service 203-432-6888 for all pest control issues including bugs, mice, removal of dead animals and removal of live ones.

Disposal Services:
Trash and Recycling are removed from public spaces daily, Mon-Sat. For larger, bulk items, please call Customer Service at 203-432-6888.

Physical Plant/Maintenance Services

Routine Maintenance & Repair Services:
Any repair or service to building systems or existing fixtures. Please call Customer Service at 203-432-6888

On-Demand Services: (beyond routine maintenance)
Examples: Hanging picture frames, hanging white boards, adding electrical outlets, repairing refrigerators, cleaning of student rooms, curtains and college owned rugs, assembling and repairing furniture and shelves, locks installation etc. Please call 432-6888 and provide charging instructions.

Special Events and Room Set-ups:
Can be scheduled by going to Facilities.Yale.edu and select Facilities Work Request under "Quick Links". Please provide charging instructions for set-ups and additional cleaning needs.

Additional Services:
Student Rooms: On demand and paid for by the college.

Guest Suites: On demand and paid by the college, laundry services not included

Events Set-up/Breakdown Clean-up and Support:
Additional cleaning, restroom servicing, and trash/recycling removal in support of events completed as requested and at additional cost

Non-Custodial Work Performed by Others
- Moving office furniture/boxes/bulky items (TR&S)
- Moving courtyard furniture (hammocks and sport supplies)
- Moving or cleaning any Dining equipment, including outdoor grills/gas tanks; cleaning kitchen/work areas behind the serving line (Hospitality)
- Resupplying copier paper (C&T admin)

Services Not Provided:
- Washing dishes
- Making beds
- Laundry services
- Defrosting and cleaning student refrigerators
- Audio visual set-ups and repairs
- Removing student’s personal room trash