# Services Schedule: Yale Residential Colleges- Berkeley and Grace Hopper Colleges

## 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:** Monica Gallegos, 203-432-0423
- **Custodial Team Leader:** Belinda Franklin, 203-376-1492

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### 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, Sunday-Friday.

#### Public Restrooms
are cleaned once daily, Sunday-Friday.

#### Student Restrooms
are cleaned once daily, Monday-Friday.

Students are responsible for maintaining in-suite baths, which are cleaned once by Facilities during Winter Recess.

#### Student Activity Spaces:
Most cleaned twice a week

### Disposal Services:
Trash and Recycling are removed from public areas once daily, Sunday-Friday.

### Physical Plant Services:

#### Routine Maintenance & Repair Services
includes any repair or service to building systems or existing fixtures.

#### On-Demand Services (beyond routine maintenance)
Examples: Hanging picture frames, whiteboards, bulletin boards, shelves, adding electrical outlets, assembling furniture, lock installations, 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.”

### Academic Spaces:

#### Classrooms
are cleaned and trashed removed once daily, Monday-Friday.

#### Blackboards
are cleaned once daily, Monday-Friday.

#### Furniture
is reorganized once daily, Monday-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.”