

**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:** Michael Neville, 203-432-0581

**General Building Maintainer:** John Gary, 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, Sunday-Friday.

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

**Student Restrooms** are cleaned once daily, Sunday-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.



**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**

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.