

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: Luis Baez, 203-432-2350

General Building Maintenance: Sue Dowd



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-Saturday.

Public Restrooms are cleaned once daily, Monday-Saturday.

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, Monday-Saturday.



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.