Services Schedule:
17 Hillhouse

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: Bob Ferretti, 203-436-5774
Custodial Team Leader: Kat Garcia, 203-376-2382

Custodial Services Frequencies
Monday-Friday

**Classrooms:** including auditoriums and computer rooms, are cleaned once daily including removal of trash/recycling.

**Offices:** Cleaned once per week, including removal of trash/recycling. Please contact Facilities Superintendent for your specific scheduled day.

**Public Areas:** including lounges, conference rooms and kitchenettes are cleaned once daily, including removal of trash/recycling.

**Restrooms:** are cleaned once daily.

**Corridors:** Trash/Recycling removed daily and floors maintained minimum twice per week.

**Laboratories:** Floors are cleaned once a week, Monday through Friday. Trash/Recycling removed daily. Horizontal and vertical surface cleaning is upon request and cleared by OEHS

Additional services are also provided on demand by calling 203-432-6888 and may require charging instructions.

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, adding electrical outlets, repair of lab equipment like refrigerators, autoclaves, 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.”

Special Events and Room Set-ups: can be scheduled by going online to Facilities.Yale.edu and selecting Facilities Work Request under “Quick Links.”

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