

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: Steve Percival, 203-432-6112

Custodial Team Leader: Deborah DeFelice, 203-432-4456 or 203-432-6888

General Building Maintainer: Rosa Kendall, 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, Monday through Friday. Corridors are cleaned twice a week. Conference rooms and kitchenettes are cleaned daily. Restrooms are cleaned daily, Monday through Friday.



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, hanging white boards, adding electrical outlets, repair refrigerators 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."



Disposal Services:

Trash, Recycling and Food Waste are removed from public areas once daily, Monday thru 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."



Building Temperature issues :

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Custodial Services:

Hallways/Stairs/ corridors: Vacuuming, sweeping and damp moping performed twice per week in Entry ways. Additional services are also provided on demand by calling **203-432-6888**.

Laundry rooms & community rooms : are cleaned five times per week Mondays thru Fridays. (trash, recycling, vacuuming, spot cleaning of walls , glass and dusting).



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