

**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:** Jim Reid, cell = 203-627-2742, office = 7-3003

**Custodial Team Leader:** Sammy Rodriguez, Ext. = 7-3140, cell = 203-909-0753

**General Building Maintainer:** Dawn Boulas and Joe Adam = 203-432-6888



**Custodial Services Frequencies**

**Monday-Friday**

**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:** Including showers 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."



**Disposal Services:** equipment and furniture removal can be scheduled by calling 203-432-6888 and may require OEHS clearance and charging instructions.