Emergency & After Hours Procedure:
For All Emergency Repairs and/or Problems Call
Customer Service Center: 203-432-6888

Facilities Operations Representatives:
Facilities Superintendent: Diane Smoakes @ 203-785-5795
Custodial Team Leader: Joshua Spearman @ 203-464-5560
General Building Maintainer: Norm Richardson @ 203-432-6888

Custodial Services:

Conference Rooms:
- Cleaned once daily Monday—Friday
  - Includes wiping down tables and boards, resetting chairs, dust/wet mopping floors or vacuuming carpeted floors, and trash/recycling removal

Classrooms:
- Cleaned once daily Monday—Friday
  - Includes wiping down tables and boards, resetting chairs, dust/wet mopping floors or vacuuming carpeted floors, and trash/recycling removal
  - Boards and podiums can be moved / setup upon request

Restrooms:
- Cleaned once Monday—Friday
  - Includes cleaning toilets, urinals, and sinks, wiping down counters and mirrors, refilling dispensers, mopping floors, removing trash, and closing windows

Lounges:
- Cleaned once daily Monday—Friday
  - Includes wiping down counters and tables, vacuuming/mopping floors, removing trash and recycling, and resetting furniture

Additional Services:
Any additional services requested can be completed at an additional cost
## Disposal Services:

**Public Spaces:** Trash and recycling are removed from all public areas once daily Monday—Friday.

**Private Spaces:**
- Trash and recycling are removed from all private and office areas one time per week.

## Facility Maintenance:

**Routine Maintenance & Repair Services:**
- Any repair or service to building systems or existing fixtures

**On-Demand Services:**
- Beyond Routine Maintenance
  - i.e. Hanging picture frames, hanging white boards, adding electrical outlets, repairing refrigerators, etc.

**For either Routine or On-Demand Services, Please call:**
- Customer Service at 203-432-6888

## Special Events and Room Set-up’s

Events are completed per request and at an additional cost. Contact Customer Service at 203-432-6888.

### Special Events and Room Set-up’s

**Events Set-up / Breakdown:**
- Completed per request and at an additional cost

**Event Cleanup and Support:**
- Additional cleaning, restroom servicing, and trash/recycling removal in the support of events completed as requested and at additional cost
- Trash removal and rooms spot cleaned during the day per service request (boards/tables wiped down and chairs reset) as requested and at an additional cost

## Non-Custodial Work Performed by Others:

(Per Union Agreement)

- Moving office furniture, boxes, bulky items (TR&S)
- Placing of covers on tables for events (Hospitality)
- Moving or cleaning any dining equipment (Hospitality)
  - Cleaning outdoor grills and/or gas tanks
  - Cleaning kitchen and/or work areas behind the service line
  - Washing and/or stocking of dishes
  - Re-supplying copier paper (C&T Admin)