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

Office Services:
- Cleaned once per week
  - Includes vacuuming / dust-mopping / wet mopping floors and dusting
  - Trash and recycling removal

Kitchenette:
- Cleaned once daily Monday—Friday
  - Includes wiping down counters, mopping floors, removing trash and recycling, and refilling dispensers

Stairwells:
- Cleaned, dust mopped, and wet mopped weekly

Hallways:
- Dust mopped and spot mopped daily Monday—Friday
- Washed and burnished weekly
- Stripped and waxed one time per year

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

Facilities Operations Representatives:

Facilities Superintendent: Diane Smoakes @ 203-785-5795
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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)