Custodial Services:

Conference Rooms:
- Cleaned once nightly Sunday - Thursday
  - Includes wiping down tables and boards, resetting chairs, dust/wet mopping floors or vacuuming carpeted floors, and trash/recycling removal
  - Additional services per request

Classrooms:
- Cleaned once nightly Sunday - Thursday
  - Includes wiping down tables and boards, resetting chairs, dust/wet mopping floors or vacuuming carpeted floors, and trash/recycling removal
  - Trash removal and rooms spot cleaned during the day per request (boards/tables wiped down and chairs reset)
  - Saturday & Sunday rooms are policed and detail cleaned per request
  - Boards and podiums can be moved/setup upon request

Restrooms:
- Cleaned once nightly Sunday - Thursday
  - Includes cleaning toilets, urinals, and sinks, wiping down counters and mirrors, refilling dispensers, mopping floors, removing trash, and closing windows
  - Restrooms are refreshed two (2) times daily
    - Includes wiping down counters, refilling dispensers, and removing trash
  - The following bathrooms are cleaned once daily on Saturday & Sunday
    - ATM, 2M, and Library

Emergency & After Hours Procedure:

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

Facilities Operations Representatives:
- Facilities Superintendent Days: Berita Rowe 203-464-0512
- Facilities CTL Nights: Keith Stancil 203-238-1148
- General Building Maintainer: Philip Blumell 203-432-4980
- Building Services: 203-432-4980

Lounges:
- Cleaned once nightly Sunday - Thursday
  - Includes wiping down counters and tables, vacuuming/mopping floors, removing trash and recycling, and resetting furniture
  - 1st floor lounges are refreshed several times daily Monday - Friday

Offices:
- Cleaned once per week
  - Includes vacuuming/dust-mopping/wet mopping floors and dusting
  - Completed two (2) times per week
    - Trash and recycling removal

Kitchenette:
- Cleaned once nightly Sunday - Thursday
  - Includes wiping down counters, mopping floors, removing trash and recycling, and refilling dispensers

Stairwells:
- Main stairwell cleaned once nightly Sunday - Thursday
  - Cleaned, dust mopped, and wet mopped
  - All other stairwells are cleaned once per week
    - Includes wiping down counters and tables, vacuuming/mopping floors, removing trash and recycling, and resetting furniture
    - Spot cleaned as needed or per request

Hallways:
- Dust mopped and scrubbed once per week
  - Spot cleaned as needed or per request
Disposal Services:

Public Spaces:
- Trash and Recycling are removed from all public areas once nightly Sunday - Thursday
- Trash and Recycling are removed from 1st floor once daily Sunday - Saturday
- Additional removal per supervisor request

Private Spaces:
- Trash and Recycling are removed from all private and office areas two (2) times 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:
- Building Service: 203-432-4980

Special Events and Room Set-ups:
- Can be scheduled by contacting Building Services at 203-432-4980

Additional Services:

(Completed at additional cost if allocated FTEs to support at peak levels are exhausted)

Events Set - up / Breakdown:
- Completed per above guidelines

Event Cleanup and Support:
- Additional cleaning, restroom servicing, and trash/recycling removal in the support of events completed as requested and at additional cost

Courtyard & Patios:
- Scrubbing/Washing of the stone performed as requested and at additional cost or with work off-set
- Relocating patio furniture to garage or other locations performed as requested and at additional cost or with work off-set

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)