



Facilities - Work Order Process and Service Level Agreement

General information

This document represents a Service Level Agreement (SLA) between Facilities Management and the FSU community for maintenance, cleaning, repair, and other necessary services.

The Facilities Customer Service Center processes work requests for housekeeping, furniture moves, landscaping, warehouse and event support, housing maintenance, carpentry, building trades, and mechanical trades. The process detailed below should be followed when submitting your work request:

Facilities Maintenance and Operations is comprised of 3 units:

- **Building Trades** (Building Maintenance, Mechanical Maintenance, Lock Shop, Paint and Masonry, Vehicle Shop)
- **Building Services** (Housekeeping, Grounds, Moving Services)
- **Facilities Customer Service Center** (FM411)
- **Emergency requests such as fire, medical emergencies, water leaks, broken glass, and hazardous chemical or waste spills should be directed to Campus Police and Public Safety at all times by calling 910-672-1911**
- Non-emergency work requests should be submitted online via the [Submit A Work Order](#) system.
- Same day work requests (see Service Level Agreement below for more information) should be submitted by phone during business hours Monday-Friday 8:00am-6:00pm at **910-672-2411**

Technology issues including computer, printer, copier, phone, classroom/meeting room and media concerns should be directed to the Technology Service Desk.

Submit a Work Order

The customer will need to provide the following information when submitting a work order online or by phone:

- First Name
- Last Name
- Email
- Phone
- Location (building)
- Floor (What floor are you on?)
- Area/Room Number
- Notify Me (Check if you would like to be notified of changes related to your request)
- Common Problem Type: These problem types will be auto routed to the appropriate trade. Service Requests not listed below will be assigned by Facilities Customer Service Center (FM411).
 - Too Hot/Cold - *Example: Temperature issues*
 - General Pest Control - *Example: Pest removal*
 - Light Out - *Example: Light bulb replacement.*
 - Clog - *Example: Clogged sinks, drains or toilets.*
 - Fire Alarm System-*Example: Trouble signal or alarm*



- Detailed description of the problem

A work order will be assigned to the appropriate manager/supervisor and issued a priority code.

Priority codes are defined below:

Work Order Priority Codes

Emergency | Response Time: Immediate response, completion within 24 hours

Items affecting health, safety and property will be responded to **immediately** and completed in the timeliest manner possible. Those items include damage caused by fires, leaks, major outages, utility losses, security issues and/or natural disasters.

Emergency requests involving life safety to include fire, ambulance, or elevator entrapments must be directed to Campus Police and Public Safety at 910-672-1911

Maintenance emergencies should be called in to the Facilities Customer Service Center (FM411) 910-672-2411 from 8am-9pm Monday-Friday

After Hour Emergencies: All after-hour maintenance emergencies should be called into The Police and Public Safety dispatch office at 910-672-1775. Dispatch will contact the appropriate maintenance unit.

Examples of maintenance emergency items:

- Water service disruption (**Housing Only**)
- Fire Alarm System-Trouble signals
- Major power outage
- Trip hazards
- Flooding (Flowing or standing water that could result in structural damage or injury).
- Key stuck in lock (**Housing Only**)
- Safety critical doors that will not close
- Broken windows (pane is completely shattered or hole is through both panes of glass)
- Human Wastes (blood, feces, vomit, etc.)

Urgent| Response Time: Within 24-hour response, completion within 72-hours.

Critical work orders are unscheduled and reactive and may pose a threat of personal injury, cause property or equipment damage, or serious disruption of service. This type of work demands prompt attention to supplement emergency repairs or prevent a subsequent emergency. Critical work orders may include responses to safety deficiencies and regulatory violations. Examples of Urgent items:

- Leaks (Faucet, toilet or pipe leaking on the floor that could result in potential structural damage)
- Campus computer room A/C (including telecommunications areas)
- Hot/Cold calls (Temperature related issues)
- Refrigeration in Dining Halls
- Overflowing Trash/Recycling
- Door Hardware Issues
- Roof leaks (Leaking that is not a threat to life safety but have the potential to cause structural damage)
- The only light in the room is out.
- Fire extinguisher discharge



When submitting a work request, describe the problem as accurately as possible.

A good description – *“light in the 2nd floor men’s room is not working. The light does not come on when you flip the switch.”* Submitting *“Light Out”* is not sufficient when describing the request.

It is important to complete all cells within the TMA Service Request form. Provide a name, telephone number and e-mail address so that Facilities Management may contact someone if there are questions about the work request. A work request cannot be modified or deleted once submitted. Call or e-mail the Facilities Customer Service Center (FM411) to make any changes to work requests and DO NOT submit an additional work order.

Shortly after submitting your request, you will receive an automatic response with a work request number.

After the request has been reviewed by Facilities Management, you will receive a second response that will tell you either that the work order has been accepted and a work order number assigned, or the response may indicate that the request was denied along with a reason for the denial. **Keep your work order number for future reference.**

If you do not receive confirmation of your work order within 24 hours, there may have been an error in transmission meaning your work request was not received. If you do not receive timely confirmation, call FM 411 at 910-672-2411 to verify receipt of your request. If not received, you may be asked to submit a Work Request again.

Work Orders are prioritized based on the urgency of the situation. Some items will require a greater amount of attention, thus taking more time. When this happens, a delay in your request may occur. An item you may consider urgent or an emergency, may not necessarily be an emergency. Submitting multiple Work Orders will not speed up your request but may actually slow down the request.

Routine | Response Time: Within 7 days response, completion within 14 Days

Routine work orders address date-sensitive requests. This is work that may require prior coordination and lead time to procure supplies and/or services.

Example of Scheduled Priority items:

- Interior and exterior lighting
- Bathroom fixtures (mirrors, dispensers)
- Dripping faucets (Slow and minor leak)
- Floor tiles are loose or broken.
- Pothole repair
- Graffiti
- Pest Control
- Hanging banners, blinds
- Light out (Where there is sufficient light)
- Key requests



Scheduled | Response Time: Within 30 Days for response and completion.

Routine work orders address service or project requests that do not pose a threat to life and property or disrupt University operations. These requests are put in the job queue and are processed in the order they are received. Scheduled work orders include preventive maintenance services intended to protect and preserve physical assets and reduce the threat of major equipment breakdowns.

Examples of Routine Priority items:

- Floor tiles
- Exterior stairs
- Room repairs (painting, cove base)
- Furniture moves/repairs.
- Project scheduled work.
- Event Signage placement and removal
- Office/suite carpet stains

Parts and materials required may not be immediately available in the local market area to meet the normal response timelines. If so, completion times may be extended.

Notifications and Progress Updates

Customer will receive an automatic email notification once the work order is placed together with a work order ID number for tracking and follow up purposes. Also, an automatic email notification will be sent once the work order is complete.

Customers can check on the progress of the work order requests via email at facilities411@uncfsu.edu or by calling the Facilities Customer Service Center at 910-672-2411.

After the work order has been completed and closed out, the Facilities Customer Service Center will send out Customer Satisfaction Surveys at random to help ensure that the customer is receiving quality service in a timely manner.