

# Res Life Handout

## Notes from “Zonies”

### Electrical

- The switch on the wall controls ½ of an outlet in the room, usually the outlet nearest the lights.
- Many outage problems come from students using hairdryers in their rooms. The amperage causes the circuit breakers to trip. Unauthorized appliances are prohibited in rooms.

### Water

- Heavy use at certain points of the day may impact the availability of adequate hot water.
- To alleviate this problem, advise students not to leave water running constantly in sinks. In the past, once students start classes this problem has been resolved.

### Locks On Room Doors

- South Zone has various locks on room doors. Most doors can be figured out. There is one style that is different--the button keeps coming back out. The solution is:
  - **To Lock . . .** Push in and turn to the **right**. The button will remain in.
  - **To Unlock . . .** Push in and turn to the **left** while letting the button out.
- Not all locks will remain unlocked when leaving the room. Nassau and Suffolk have this convenience on **most** rooms. In all the other non-combination rooms, advise the students to carry their key when they leave the room.
- **Combination Locks:** Turn the handle first to clear any partial pushed button entry attempts. This clears the partial button entry attempt. Next, re-enter the full combination. Advise students to turn the handle completely down, but not to use excessive force on the handle. This will damage the mechanisms inside the lock.
- **NOTE:** Zone mechanics have been trained to be initial respondents for stand alone locks and can correct minor issues such as changing batteries or solving minor mechanical issues.

### Heating Season

- **Cold in one room only.** Things to check **before** reporting to Maintenance:
  - Check to make sure the third window in (the storm window) is pulled across the screened window completely. Cold air penetration is one of the greatest culprits for “cold” calls.
  - Make sure there is no obstruction like a bed or boxes blocking the radiator area under the window. This is the area where the coil has fins and the heat transfer is made. There should be about one foot of space away from the radiator for the convection of air allowed to make its transfer.
  - Laundry drying in the room may cause excessive humidity. Limit the drying to only clothes that cannot be dried in the laundry room dryers.

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## **- Cold in more than one room**

- If an entire wing on one side or the corridor on the other is cold or the building is cold, please notify the Work Control Center. Zone Maintenance will be the first responders to check this out. We will check the temperature and repair it or report it to the Heating Plant for correction.

## **Sprinkler/Fire Alarm Systems**

- **Do not** hang anything on **sprinkler heads or on the sprinkler covers**. This is a fire code violation. Breakage of a sprinkler will cause water damage to the room and rooms below.
- All rooms have smoke and heat detectors connected into the main system. Activation will cause evacuation of the entire building.
- Kitchenettes: Do not allow stoves and microwaves to be unattended at any time. Fires and smoke have resulted from unattended food, causing damage as well as student evacuations.

## **Notes from Custodial Personnel**

- Go to a Janitor for any concerns of a minor nature—notify a Custodial Supervisor if necessary. Please do not go to staff to ask for anything that should be a work order.
- Restroom cleaning schedule:
  - o Suites: 3x's a week with shower scrubbing 1 time a week
  - o Corridor style: daily coverage with shower scrubbing 1 time a week
- No personal items should be left in corridor restrooms anytime
- Any items in suite restrooms need to be removed before shower schedule cleaning day.
- Kitchens—dirty dishes/pots and pans items should not be left in kitchens—they will be disposed of.
- Bunking/de-bunking will be done through work orders.
- All standard furniture needs to be left in student rooms.
- Please do not remove any furniture from your suite into halls or lounges.
- The RD offices in all buildings will have cleaning equipment for your use for students, to include: broom/dust mop/mop, pail, 1 qt. bottle of disinfectant (Spic and Span), a box of toilet paper, and light bulbs.
- Jones/Livingston will have one set up on each floor in A & B for student use.

## **Custodial Supervisors**

North Quad: Jackie Love, #5770

South Quad: Don Thompson, #5798

Central Quad: JoAnn Gardner, #5797

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## Notes from Grounds Personnel

- The Grounds staff consists of 12 employees that service 4 miles of roads, 15 miles of sidewalks and 6,000 square feet of stairways and landings, of which a select few will be closed during winter months in order to support adequate maintenance to adjacent stairs or areas with limited resources. A list of stair closings will be distributed at the start of each snow season.
- There are 3 shifts running through the winter, maintaining 24/7 coverage:
  - 7:00 a.m. to 3:30 p.m., Monday thru Friday
  - 11:00 p.m. to 7:30 a.m., Monday thru Friday
  - 7:00 a.m. to 3:30 p.m., Thursday thru MondayOff hours are covered with call-ins on overtime.
- Priority pathways are assigned each semester for those needing special assistance with wheelchairs.
- Saratoga Terrace has only the main path cleared by Grounds. Offshooting sidewalks and stoops are the responsibility of the unit occupants.
- For special requests, please call the Work Control Center at **245-5661**.

## Facilities Services Work Order System

- The Facilities Services Department Work Control Center handles all of the work requests that come in through the TMA (computerized work order system). Once we receive the work orders we dispatch them to the appropriate personnel.
- When submitting work orders, please be sure to include as much information as you can about the location/description of the maintenance problem. Please include a phone number where you or the requester may be reached in case we have any questions. Please do not hesitate to call us.
- Please DO NOT submit work orders on the Facilities Services work order system for the following, as these are not things that are repaired by our department:
  - Cable TV problems - Call Campus Auxiliary Services @ 5847
  - Washer/dryer problems - Call Campus Auxiliary Services @ 5665
  - Vending machine problems - Call Campus Auxiliary Services @ 5665
  - Phone or internet problems - Call CIT/Telecommunications @ 5588

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- When submitting work orders for light bulbs that are out, please do not input a separate work order for each room. If you have several rooms with light bulbs out, please put them all on the same work order as long as they are for the same building.
- The Work Control Center/Facilities Services Office is open Monday through Friday, 6:00 a.m. to 4:00 p.m. Please do not hesitate to call if you have any questions or maintenance problems that require immediate attention. We are located in the Clark Building, Room 119, and can be reached at 5661 or 5662.

### Procedures for Keys

- Each student room will have a maximum total of 5 keys per room. As long as there are enough keys for the students, lock re-keys are not necessary. Spare keys are in a key box secured at the front desk.
- Broken keys will be replaced with the return of the broken key (don't throw out broken keys).
- Lost keys will not be replaced. The student must get a new key from the RA/RD from the key box supply. If there are not enough keys in the box to provide the replacement, the lock will be re-keyed and 5 new keys will be issued.
- If there is a concern that a key has been stolen, the lock will be re-keyed and 5 new keys supplied.
- If a student has a key copied, the lock will be re-keyed, 5 keys supplied and the student will be billed.
- The keys have an identifying number and a series number on each key. The ID number identifies the building and door. The series number tells which keys are current for the lock (series 1-5, then series 6-10, etc.). The series number should also be used for issuing keys to individual students.
- When a lock is re-keyed, old keys should be removed from the key box and returned to the locksmith in order to prevent confusion when issuing keys.

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## Notes from Campus Utilities (Heating Plant)

- The Campus Utilities unit is charged with the responsibility of providing service utilities in an economic, efficient, safe and timely manner. These service utilities include high pressure steam, heating hot water, domestic water and natural gas. To insure that we are able to meet our responsibilities, the Campus Utilities unit, in conjunction with both Facilities Services and Environmental Health and Safety, have developed aggressive customer service, maintenance and safety programs which allow the unit to maintain a user friendly, safe and clean work environment.
- The Campus Utilities unit is responsible for the management and operation of the Central Heating Plant, campus satellite boiler system, campus-wide energy consumption and conservation, and the operation and maintenance of utility distribution systems throughout the College campus.
- In addition, the Campus Utilities unit monitors the energy management system, calculates combustion efficiencies, tests chemicals used to treat boilers and responds to after-hours maintenance emergencies throughout campus
- The Campus Utilities staff is on site twenty-four hours a day/seven days a week. The staff is composed of highly trained engineers that work behind the scenes to operate and maintain the utilities that support the auditorium, library, academic buildings, residence halls, dining halls and athletic facilities.

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## AFTER HOURS MAINTENANCE PROTOCOL

<p><b>•During the Academic Year, follow this chart if a need arises for maintenance work <u>after hours and weekends.</u></b>  <b>(24 hours on weekends, M-F between 4:15 p.m. and 7:00 a.m.)</b></p>		
<p>•Is this an emergency, a concern for health and safety, vandalism, or any other criminal activity?</p>	<p>•Do you need maintenance of heat, plumbing, keys, clean-up, etc., where safety is not immediately compromised?</p>	
<p style="text-align: center;">•Emergency •Call UP x5222</p>	<p style="text-align: center;">•Call After Hours Maintenance (AKA "The Heating Plant") x5656</p>	
<p><b>UP</b></p>	<p><b>An emergency is any disaster, unusual occurrence, utility malfunction, or equipment failure that presents an imminent danger to life and limb or to property.</b></p>	<p><b>HP</b></p>
<p><b>•FOR UP--Examples:</b></p> <ul style="list-style-type: none"> <li>•Exterior doors that are not operating</li> <li>•Acts of vandalism</li> <li>•Spills and leaks that pose an imminent danger, such as fuel spills or flooding</li> </ul>	<p><b>•FOR MAINTENANCE--Examples:</b></p> <ul style="list-style-type: none"> <li>•Heat not functioning and temperature falling in building</li> <li>•Resident locked out of suite because of lock or key malfunction</li> <li>•Toilet running; shower/sink leak</li> <li>•Vomit or human waste clean-up</li> </ul>	
<p>•A University Police dispatcher will answer If you are uncertain but you think it might be an emergency, call UP</p>	<p>•Someone from the Heating Plant will answer. If they are unable to answer, and you need help immediately, call UP.</p>	
<p style="text-align: center;"><b>Information you'll need:</b></p> <p><b>WHO:</b> Clearly state and spell your name (as the reporting staff member) and the names of any affected residents.</p> <p><b>WHAT:</b> Briefly explain the problem.</p> <p><b>WHERE:</b> Accurately describe the problem's location, including room numbers and/or building sections.</p> <p><b>CONTACT:</b> Provide your phone number and phone numbers of affected residents. <i>Whenever possible, use four-digit College landline phone numbers rather than lengthy cell phone numbers.</i></p> <p><b>ASK FOR ON PHONE:</b> Approximate arrival time of Facilities worker(s).</p> <p><b>ASK FOR IN PERSON:</b> Names of Facilities workers who arrive.</p>		
<p>Non-emergency, non-maintenance events: Call UP <b>x5651</b></p>		
<p>Daytime Work Control (M-F between 6:00 a.m. and 4:00 p.m.): <b>x5662</b></p>		

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