



University Operations

FACILITIES - FREQUENTLY ASKED QUESTIONS

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GENERAL

How do I contact the Facilities Department staff?

A Facilities receptionist can be reached at 408.554.4742 between the hours of 8:00am and 4:30pm or by e-mail at Facilities-csc@scu.edu. For specific department contact numbers and e-mails, consult our department's [contact list](#).

Where is the Facilities building located?

Facilities is located in building #604 on the far south side of campus near the corner of The Alameda and El Camino Real (view map [here](#)). Please note that the Facilities building is not accessible through the main entrance to the University. Directions to the Facilities building can be downloaded [here](#). Additionally, you can view our location on the University map at <http://www.scu.edu/map>.

Can I request items directly from the Stockroom?

Moving boxes should be ordered directly from the Stockroom; call 408.554.5271 and provide the quantity of boxes requested as well as your Speedtype account number. Boxes will not be issued without an account number. For all other items, please contact the University Purchasing Department at 408.554.4364.

Who do I contact with feedback for the Facilities Department?

Please email us at Facilities-csc@scu.edu with any feedback or commentary. We appreciate any input you may have and value your opinion.

Who should I contact if I still don't see any improvements after submitting my feedback/complaint?

We apologize in advance if you do not see any improvements after your feedback has been submitted. In these rare occurrences, send an e-mail to Facilities-csc@scu.edu with "Feedback/Complaint yet to be addressed" in the subject line. If submitted through one of our online tools, we will locate the feedback/complaint and address it. If not, please re-detail the feedback/complaint in the email.



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Who do I contact if I have questions about the on-campus improvements and projects?

All project related questions and concerns should be directed to the [Projects & Planning](#) department 408.554.4987.

SERVICE REQUESTS

Why should I submit my service requests through AIM?

The preferred method of Service Request entry for Facilities is through [AIM](#), our online Service Request System. By placing requests through AIM, requesters are able to provide exact information to the technicians who will be responding to the request. Additionally, AIM provides the capabilities to query past requests for status checks.

What requests can I NOT use AIM for?

AIM online should not be used for Key cutting/duplication and Lock Change Requests. Additionally, emergencies of any kind should always be called into Facilities at 408.554.4742.

How quickly can I expect a request to be completed?

The General Maintenance Crew works off priority calculations to arrive at due dates for all requests. Emergencies are to be completed within 0 days, Urgent within 5 working days and Routine requests within 10 working days. Though you are able to request a completion date, we are unable to guarantee such requests at this time.

My request feels overdue; who do I speak with to confirm this?

Contact the Customer Service Center at 408.554.4742 or via e-mail at Facilities-csc@scu.edu to inquire about the due date of a Work Order. They are able to view the date in the system and get back with you immediately. If your Work Order has become overdue, they will inform the supervisor that someone has checked on the status of the Work Order.

EMERGENCY SERVICE REQUESTS

What should I do if water floods the building from a plumbing issue?

Immediately dial 408.554.4742 and place an Emergency Service Request with the receptionist. Inform them that water is on the floor and continuing to leak from the specific location. Please do not



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attempt to shut-off any water connections on your own. Facilities will arrive shortly and handle the emergency.

What should I do if chemicals or hazardous materials spill?

Immediately dial 408.554.4742 and report the location of the spill as well as the type of material involved. Do not touch the material or attempt to clean up the spill. Facilities is equipped to clean up hazardous spills in a safe manner and will do so immediately.

Is vomit considered a hazardous material? Do I contact someone right away, or do I submit a regular request?

Though vomit is not considered a hazardous material, Facilities will respond immediately to any requests for a clean-up of vomit. Employees and contractors who are equipped to deal with this issue are on-site 24 hours a day.

EVENT & MOVE REQUESTS

What services does the Facilities team provide for events and moves?

The Facilities Services team provides basic event setup, consisting of inventory items held on-site (chairs, tables, podium, and small stages). They also assist with inner-campus moves of items such as boxes during office relocation and removal of old or unused furniture.

Where do I turn in the Event Request Form?

Return the completed [Event Request Form](#) to Facilities via e-mail as an attachment to Facilities-csc@scu.edu, by fax to 408.554.4734, through inter-campus mail or through [AiM](#). To submit an Event Request through [AiM](#), create a customer request, add event information into Description, and attach a completed [Event Request Form](#).

Where can I find a list of equipment that I can request for my event?

A list of equipment that can be requested for Events is displayed on the [Event Request Form](#) found on the Facilities Services [webpage](#). If there are items which you require that Facilities does not maintain in-stock, contact [Gary Vargas](#) at 408.554.4749, and he will provide you with a referral.



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Can on-campus departments and organizations request the use of an Electrical Vehicle for an on-campus Event?

No. Though Facilities does maintain a small fleet of Electrical Vehicles, they are used for daily operations and thus, we are unable to loan out our vehicles for special events due to the impact on department operations.

Can I submit an Event Request Form online through AiM?

Yes. To submit an Event Request through [AiM](#), create a customer request, add event information into Description, and attach a completed [Event Request Form](#). Alternatively, a completed Event Request Form emailed to Facilities-CSC@scu.edu **or** faxed to 408.554.4734

Who do I contact on the day of the event if something is missing or the setup is wrong?

As soon as you notice an error in delivery, contact Facilities at 408.554.4742 and provide the start time of the event, along with the missing/incorrect items. Facilities personnel will attempt to resolve the issue immediately.

What services are provided for Moves?

Services include assistance with office relocation, removal of old or unused furniture, and assistance with moving boxes and furniture.

How do I schedule a Move Request?

Submit Requests by entering a Customer Request through [AIM Online](#), through e-mail to Facilities-csc@scu.edu or by phone 408.554.4742. Please provide the following information when submitting a move request:

- 1) Requester name & extension
- 2) Origin of items to be moved & destination
- 3) Number and size of items
- 4) Available times for the move to occur
- 5) Special instructions



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Do I have to be there when my Move is taking place?

You do not need to be present when your Move is occurring. Please label all items to be included in the move, and additionally, provide the information to Facilities when you submit your Move Request.

How do I let Facilities know what to move and what to discard?

To ensure that the correct items are moved or discarded, attach a post-it with the phrase "move" or "discard" on each item at the pick-up location. Additionally, include the information in the Service Request when you initially contact Facilities.

How many days of advanced notice is needed for an Event/Move Request?

To ensure that resources are available, we require 5 working days advance notice. Requests submitted less than five working days in advance may incur charges or may not be scheduled. If either of these two situations were to occur, you will receive notification via e-mail.

Will Facilities provide moving boxes?

The moving budget does not include moving boxes. If you require boxes, contact the University Stockroom at 408.554.5271 and place an order. You will be required to provide your name and Speedtype account number. The boxes will be available for pickup or can be scheduled for delivery through campus mailing services.

If I schedule a Move Request, can Facilities dispose of items that I no longer need?

Yes, Facilities is capable of discarding old and unwanted furniture.

CUSTODIAL SERVICES

How do I get a schedule of when my office is being cleaned?

Private office spaces are cleaned once a week. Check the [schedule](#) to find out when your office will be cleaned. On days other than your designated day, please put your trash can outside your office door to be emptied. If you have any questions regarding the University cleaning schedule, contact [Joe Pereira](#) at 408. 554.2793.



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What do daily custodial services of my building entail?

Daily areas of service include the vacuuming and dusting of all common space in a building (hallways, restrooms, lounges, etc.). Restrooms receive additional attention and are provided with refills of paper products and soaps.

Who do I contact if I need additional cleaning services?

Further custodial services are contracted out on a yearly or per need basis. If you would like to have any additional or specific custodial services performed, please fill out a request on [AIM Online](#).

Can students request cleaning services?

Certain residential areas are included in the maintenance contract for routine cleaning. All other spaces are to be cleaned by the residents residing in the rooms. If there is an item which requires special attention, students are asked to contact the Housing office at 408.554.4900.

RECYCLING & WASTE

How do I receive additional recycling containers for my office, classroom, or building?

To request additional recycling containers for your office, classroom, or building, place a request with Facilities through [AIM Online](#) or via telephone 408.554.4742.

Where can I recycle non-standard items such as batteries, books, e-waste, ink cartridges, etc?

Batteries

- Residence halls: All the service desks at the residence halls are equipped to accept them.
- Rest of campus: Send these items through campus mail to Facilities.

E-Waste

- Residence halls: Place items next to the trash in the trash enclosures.
- Rest of campus: Submit work order to Facilities-csc@scu.edu to arrange for pick-up.

Books

- If it's a hard back book, we don't bother recycling it, UNLESS there is a large quantity. Call Facilities at 408.554.4742 for a pick-up.
- Paperback books can be thrown in any paper recycling container.

If you have any questions about particular items, please contact Facilities at 408.554.4742.



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What is the Recycling pick-up schedule for the buildings on campus?

Recycling containers located in common areas are emptied on a nightly basis. Recycling containers located within offices should be emptied into the blue recycling bags located in the common areas in order for the items to be taken away by Facilities. We currently are not staffed in a capacity which allows for individual recycling bins to be removed each evening.

What is the Waste pick-up schedule for the buildings on campus?

Waste is removed from common areas on a nightly basis, and from interior offices on a weekly basis. The designated night for cleaning your office will be the same as the removal of waste. The cleaning [schedule](#) is posted online on the [Custodial Services](#) page.

LANDSCAPE

How do I make a Landscape Maintenance Request?

Landscaping Service Requests can be submitted through [AIM Online](#), via e-mail to Facilities-csc@scu.edu or via telephone 408.554.4742. If submitting requests through AIM, please select Property = Landscape in order to receive a listing of outer areas (as opposed to a listing of buildings).

How often is the landscaping of SCU serviced/maintained?

The Santa Clara University landscape is on a detailed schedule of mowing, pruning, fertilizing, etc. based on the type of plants located in each area; sunlight exposure is one of the determining factors. It takes a large effort to both maintain a beautiful campus, while at the same time minimizing disruptions to students, faculty, and staff.

Why do I see the gardeners pulling out flowers, just to turn around and replant new ones?

The blooming stages of flowers occur on a cyclical basis. In order for the University to look its best all year long, flowers which are not currently blooming are often removed and replaced with others appropriate for the current season.



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KEYS & LOCKS

How do I submit a Key or Lock Request?

Download the Key and Lock Request Form from our [Keys & Locks Service Requests page](#) and provide all required data. You can then submit the form to Facilities as an e-mail attachment to Facilities-csc@scu.edu, by fax to 408.554.4734, or through inter-campus mail. Account information is required in order for your Request to be processed.

How will I know when the key is ready for pick-up?

Upon fulfillment of the Key Request, an e-mail will be sent to the key holder to appear in person at Facilities to sign for the key. If the key holder will be unavailable, a designated person can be sent in his or her place, but only if he or she has a signed [Key Pick-up Authorization form](#).

What if I personally cannot pick up the key?

If the key holder cannot pick up and provide a signature for the release of the key, another individual can be authorized to do so by utilizing the [Key Pick-up Authorization form](#).

Can I request specific times for students to access the building with their Access cards?

Yes, all keyless entry locks (Onity locks) can be programmed to grant access only during specific days and times. When emailing Facilities requesting student access, specify the days and times you want the student to have access to the room(s).

Do I have to request a lock change if I lost my key, even if I have a spare?

In order to ensure the safety of all occupants within a building, the safest option is to have the locks changed when any keys are lost. At the time the Lock Change Request is placed, indicate the number of keys needed for all occupants which require access.

Can I request duplicates of file cabinet keys?

No, Facilities is currently not equipped to duplicate any keys other than room door keys. However, if you have locked items in a cabinet which you need access to, Facilities will drill the lock out for you. Please fill out a [General Maintenance Request](#) for this service.

Who should I contact if I get locked out of my room/building?

When locked out of a room or building, contact Campus Safety at 408.554.4441.