

# FO&M Guide to Services

## A to Z List of Facilities Operations and Management Guide to Services

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

### **Access Control**

Provides keyless entry for authorized personnel to exterior and interior doors (card and keypad entry) and maintenance of those systems. If your access is not working, contact your department representative or the Paw Office for assistance.

**Air Conditioning** See [Room Temperatures](#) for details.

**B** [back to top](#)

**Back-up generators** See [Emergency Power](#).

### **Banners**

Refer to the Campus Postings and Signage Policy for information regarding banners located on campus light poles. Students wanting to promote events with banners and signage, please visit Student Affairs for more information.

### **Blinds**

Blinds are repaired or replaced when inoperable or damaged. Blinds are not available for all windows at Clark Atlanta University. Location of windows and design standards determine the use of blinds. Personal blinds are prohibited.

**Bodily Fluids Clean-Up** See [On-Demand Cleaning](#) for urgent response for clean-up.

### **Bollards**

Bollards are traffic control devices which should only be removed when absolutely necessary for vehicular access. Contact [Public Safety](#) for assistance with accessing areas restricted by the presence of bollards.

### **Break Room Cleaning**

Daily tasks include trash removal, disinfecting sinks and counter tops, dusting and damp mopping tile floors and/or carpet vacuuming. Weekly tasks include dusting, spot cleaning walls, doors and furniture, and burnishing tile floors. Annual tasks include carpet extraction and stripping/waxing tile floors. Please contact Facilities for further details.

### **Building Exteriors**

Inspections are conducted daily to address life safety requirements and cleanliness. Detailed inspections are conducted periodically to evaluate the building facade, condition of trim and fixtures and cleaning requirements. Repairs are prioritized and scheduled based on funding availability.

### **Building Zone Maintenance (Operations & Maintenance)**

Daily building maintenance and operations is organized into "Zones". Each "Zone" is responsible for specific buildings and is led by a Facilities Management Supervisor and staffed with building mechanics and skilled crafts personnel. Typical maintenance tasks performed by zone maintenance mechanics include: first response for any heating or air-condition (HVAC) problems, plumbing (interior), electrical (interior), carpentry, floor tile, lighting fixture and bulb replacement. Maintenance tasks are conducted via a work order under three categories: Emergency, Urgent and Routine. Contact Facilities.

**C** [back to top](#)

**Cabinetry**

Fixed or built in cabinetry repairs. Contact Facilities.

**Carpentry**

Carpentry and woodworking maintenance and repair are available on a limited basis, as a recharge service. Contact Facilities.

**Carpet Cleaning**

All carpet is assessed annually and cleaned on schedule based on location, type and traffic exposure. Spot removal and sectional cleaning is done on an as-needed basis to maintain the appearance of the carpet. Any request for carpet cleaning outside the cleaning schedule is rechargeable. Report spills on carpet immediately to Facilities.

**Carpet Repair and Replacement**

Carpet repairs are part of normal building maintenance to promote safety and enhance the appearance of the facility. Carpet replacement is based on a Facilities Management evaluation process and in accordance with budget availability. Carpet in office spaces typically lasts 10 years or more. Carpeting in other areas may last longer or wear out faster depending on the type of carpet installed and traffic pattern. Unfortunately, the Facilities Operations and Maintenance Dept. is not funded to replace carpet and other flooring on a ten-year cycle. For approximately 1.4 million square feet of flooring across campus, a ten-year replacement program would require over \$500,000 per year in an ongoing program for our standard basic carpet and floor replacement. We do try to cover the cost of replacement flooring in emergency situations. When funding is available, Facilities Operations and Maintenance may partner with departments to share in replacement costs for carpet or other flooring. For more information contact Facilities.

**CAU Recycles**

Provides a source separated recycling program for all CAU academic buildings, residence halls, labs, clinics and offices; provides food waste collections for composting at the main dining hall and for special events.

**Ceiling Tile**

All ceiling tiles should be in-place, lying flat, dry and clean. Spotty or moist ceiling tiles can be an indicator of a more serious issue. Report dirty or wet ceiling tiles to Facilities.

**Classroom Cleaning**

Daily tasks include trash removal, chalk/white board cleaning and dust mop/damp mop tile flooring and/or carpet vacuuming. Weekly tasks include dusting and spot cleaning walls and doors. Annual tasks include carpet extraction and stripping/waxing tile flooring.

**Compost Collections**

Compost collections are available for your building and for special events involving food waste, when requested. To request compost bins, contact Facilities. Special event support after normal business hours is rechargeable.

**Conference Room Cleaning**

Daily task include trash removal, chalk/white board cleaning, dust/spot cleaning furniture, dusting, damp mop tile flooring and/or vacuum carpeting. Weekly task include dusting doors, picture frames, etc. Annual tasks include carpet extraction and stripping/waxing tile flooring.

**Custodial Services**

Includes trash collection, sweeping, dusting, vacuuming, polishing floors, cleaning and supplying rest rooms.

## **Customer Service**

The Work Order Management Center is the communication hub for many of the departments within Facilities Operations and Maintenance. Regular business hours are Monday-Friday; 7:00 a.m. to 5:00p.m. Please call Facilities at 404-880-8985. For after hour emergency calls, please call Public Safety. Routine work orders may be submitted online 24/7.

D [back to top](#)

## **Drainage**

Please report drainage issues or concerns to Facilities.

## **Dryers**

In Clark Atlanta University Residential Units, dryers are owned and serviced by a vendor. Call 1-800-MAC-GRAY FREE (1-800-622-4729 FREE) for service. Residence Hall directors and assistants can also download the CSC ServiceWorks Service Request App for faster repair and service. Please contact Auxiliary Services for additional information.

## **Drywall**

Damage to drywall should be reported immediately to reduce further damage. Report drywall damage to Facilities.

E [back to top](#)

## **Electrical maintenance**

Includes replacing light bulbs for stationary electrical light fixtures; Repair/replace damaged and/or non-working stationary electrical light fixtures; Replacing electrical devices i.e. switches, receptacles, breakers, etc. to maintain building operations. Electrical maintenance also troubleshoots and repairs or replaces circuitry and electrical equipment as needed to maintain building systems. Installation of receptacles and providing new power supplies for equipment is a rechargeable service. Contact Facilities with issues or concerns.

## **Electronic Recycling**

CAU owned electronics are recycled through the CAU Office of Information Technology. Please contact OITC for additional information or pick-up of electronic waste.

## **Elevator Cleaning**

Elevators are clean on a daily basis. Please report any problems with elevator cleanliness to Facilities at: 404.880.8985.

## **Elevator Service**

In order to be compliant with existing laws and codes, all elevators are inspected and maintained on stringent frequency. Elevators are equipped with two way communication service to connect with assistance in the untimely event of an entrapment. Clark Atlanta University elevators are maintained by certified mechanics and certified by the State of Georgia. Duplicate certificates are posted in each elevator car and originals maintained at the Facilities Operations and Maintenance Department office. Please report any problems with elevator operation to Facilities.

## **Emergency Elevator Phone Information**

Working elevators are required to have an operational help phone. Telephones installed in elevators are linked directly to the CAU Public Safety Department who will respond immediately in the event of an emergency.

## **Emergency Power**

Designated critical facilities and life safety supporting infrastructure have back-up power systems. Emergency back-up power will be provided either from an emergency generator or batteries or

a combination of both. Additional equipment requiring back up power will be through a reimbursable work order. Contact Facilities for more information.

### **Emergency Service**

Facilities-related emergencies include, but are not limited to, disruptions in utility and HVAC services in critical facilities, catastrophic events in buildings such as fire, flood, structural damage or vandalism, and weather related occurrences that disturb normal operations. Please report emergencies to Facilities at 404-880-8985.

### **Emergency Showers**

Emergency showers are inspected and tested regularly for optimal operation. A service tag attached to the unit is annotated to reflect the inspection. Report missing service tags or leaking showers to Facilities at 404-880-8985.

### **Entrance/Lobby Cleaning**

For cleaning standards/frequencies click [here](#).

### **Exterior Painting**

Maintenance painting on exterior surfaces is provided to protect surfaces (e.g. wood, steel, stucco, siding, etc.) from deterioration. Frequency of painting is based upon a Facilities Management inspection and evaluation process and in accordance with budget availability.

### **Event Set-up and Support**

Facilities Management provides special event support services for set-ups. Contact Facilities to request support. For more information regarding billable or non-billable event set-up and support services, click [here](#).

### **Eyewash Stations**

Eyewash stations are inspected and exercised regularly for proper operation and water quality. Inspections are verified on the service card attached to each unit. If a card is missing, contact Facilities at 404-880-8985.

F [back to top](#)

### **Filters**

Building mechanical systems for HVAC and plumbing that require periodic replacement of filters are serviced according to the Preventative Maintenance schedule. Contact Facilities for additional information.

### **Fire Alarms**

Fire alarms are inspected and tested annually to comply with code requirements. All fire alarms are maintained by a licensed contractor.

### **Fire Extinguishers**

Fire extinguishers are inspected annually to ensure they are charged and ready for use in the untimely event of a fire. Extinguishers not ready for operation are replaced immediately. If a fire extinguisher is missing from a designated location or the service card is missing, contact Facilities.

### **Fire Alarm Systems**

Fire alarm systems are monitored by the CAU Public Safety Department 24 hours per day. Fire alarm systems are serviced, tested, and inspected regularly to insure they are functional through the Facilities Department. In case of a fire alarm, exit the building and wait for the fire department or emergency personnel to give an "All clear" before re-entering. When a true fire alarm is reported, the Fire Department is called for immediate response. Sometimes the fire panels may report troubles that do not

cause the system to go into full alarm, but make a sound locally at the fire alarm panel or at a remote annunciator. Call Facilities if you have questions or concerns about fire alarm systems.

### **Fire Hydrants**

Fire hydrants are tested as required by applicable code(s).

### **Fire Protection Systems**

Most CAU Buildings have fire sprinklers for fire protection. If you notice a leaking sprinkler, contact Facilities. Other fire protection systems include special gas suppression systems, kitchen hood fire extinguishing systems, and pre-action (normally dry) sprinkler systems. For support with any of these systems, contact Facilities at 404-880-8985.

### **Fire Pumps**

Large CAU buildings have fire pumps that supply sufficient water to the most distant sprinklers in a fire situation. Testing fire pumps creates a large flow of water. When testing CAU Fire pumps annually, special care is taken to perform the tests efficiently to conserve water, and if possible to reuse or recycle.

### **Flooding**

Standing water on a hard-floor surface that cannot be immediately picked up with a mop and bucket or saturating carpet is considered a flood. Facilities Management works with the Safety Coordinator to clean up all floods, monitor moisture levels and return affected areas to optimum operational levels as quickly as possible. To report a flood, contact Facilities.

### **Fume hoods**

Fume hood inspections and maintenance are completed in coordination with the Lab Safety and and Emergency Management and Environmental Health and Safety (EHS) for optimal operation. Facilities Management replaces filters and UV lamps as needed and makes operational corrections as required by EHS. If regular lights are out or exhaust concerns, contact Facilities at 404-880-8985.

### **Furniture**

Unfortunately, Facilities Operations and Maintenance department doesn't have funding for purchase and replacement of furniture. Facilities can repair certain furniture on a limited basis. Contact Facilities at 404-880-8985 for more information.

### **Furniture Disposal**

The Facilities Dept. along with CAU Asset Management handles furniture reuse, disposal and recycling. For more information contact Facilities.

**G** [back to top](#)

**Generators** See [Emergency Power](#)

### **Graffiti**

Please report graffiti immediately to Facilities. Graffiti should be removed within 24 hours of occurrence.

### **Grounds Maintenance**

Facilities Management Grounds shop provides comprehensive landscape maintenance services for CAU.

### **Gutters and Downspouts**

Inspected as part of the roof and building exterior inspections. Gutters are cleaned annually as part of scheduled maintenance between March and September. Downspouts are checked for proper attachment and blockage. Contact Facilities to report problems.

### **Gymnasium Cleaning**

The Gymnasium facilities are cleaned on a regular basis. For cleaning standards/frequencies click [here](#).

H [back to top](#)

### **Hard Floor Surfaces**

During the course of normal building operations floor surfaces can become damaged and pose a safety hazard to building occupants. Facilities Management will repair and replace damaged hard floor surfaces. Contact Facilities at 404-880-8985 to report damage.

### **Hardscape**

The Facilities Management maintains and repairs campus sidewalks, masonry retaining walls, brick pavers, outdoor tables, chairs, and benches, and signage on campus. Contact Facilities for additional information or to submit a request.

**Heating, Ventilation, and Air Conditioning (HVAC)** See [Room Temperatures](#).

### **Hoods (ventilation other than fume hoods)**

The building mechanic will respond and correct malfunctions within the hood. Contact Facilities for burned out lights, inoperable closure or other damage.

I [back to top](#)

### **Irrigation**

Campus irrigation systems are managed by the Grounds Shop; contact Facilities to report issues.

### **Interior Corridor Cleaning**

Corridors are cleaned on a regular basis. For cleaning standards/frequencies click [here](#)

**Interior Painting** See [Painting](#)

J [back to top](#)

K [back to top](#)

**Keys and Locks** See [Lock Shop](#)

L [back to top](#)

### **Landscape Services**

The Grounds shop provides for comprehensive landscape maintenance services for Clark Atlanta University.

### **Light Poles**

Maintained by Georgia Power; repaired or replaced as needed. Report any exterior light outages to Facilities at 404-880-8985.

### **Lighting**

Facilities Management works with Georgia Power to maintain all affixed exterior lights. Interior lights are maintained by the Facilities Management dept. Inoperable lamps are replaced and/or repaired as reported or discovered. Some lighting is darkened intentionally as part of CAU's energy conservation initiatives. For specific lighting concerns contact Facilities.

### **Lobby Cleaning**

Lobbies are cleaned on a daily basis. For cleaning standards/frequencies click [here](#).

### **Locked Out**

Facilities will provide lockout coverage between 7am and 6pm. Public Safety will respond to afterhours lockouts between 6pm and 7am.

### **Locker Room Cleaning**

Locker rooms are cleaned on a regular basis. For cleaning standards/frequencies click [here](#).

### **Lock Shop**

Maintains ALL master keys and keying information for all key systems. Installs, repairs, and replaces all door hardware to include locksets, exit devices, door closers, door stops and ADA controls. All individuals requesting a mechanical key must complete a Mechanical Key Request Form and submit to the Office for Business Services.

### **Lounge Cleaning**

Campus lounges are cleaned on a daily basis. For cleaning standards/frequencies click [here](#)

**M** [back to top](#)

### **Manholes**

Report any missing manhole covers to Facilities at 404-880-8985.

### **Moving/Relocation Services (CAU Property)**

Contact Facilities for information regarding moving services.

**N** [back to top](#)

**O** [back to top](#)

### **Office Cleaning**

Offices are cleaned on a regular basis. For cleaning standards/frequencies click [here](#).

### **On Demand Cleaning**

Cleaning that is performed outside established cleaning standards, routines and frequencies are considered On-Demand Cleaning services. These are reimbursable services. The request for service must be scheduled through Facilities.

**P** [back to top](#)

### **Painting**

Maintenance painting is completed on an as needed basis to protect surfaces (e.g. wood, drywall, etc..) from deterioration. Routine building inspections are performed to assess painted surface conditions. Maintenance painting is generally performed as determined by the Paint Shop supervisor, in conjunction with the Director of Facilities. In high traffic areas, painting may occur more frequently. Additional painting services outside the scope of maintenance may be billed to the requester's department at the standard reimbursable rate. To request painting services, contact Facilities at 404-880-8985.

### **Pest Control Services**

Comprehensive pest control systems protect the campus buildings from pests. Building spaces are inspected routinely for evidence of pest activity. Contact Facilities for a Service Request should you notice any pest related issues.

### **Plumbing**

All plumbing services are available, from clearing clogged drains to the installation and repair of piping for water distribution and waste water disposal. Contact Facilities at 404-880-8985 for additional information.

### **Power Washing**

Conducted across campus throughout the year to address vandalism, bio-organic growth and to maintain

an attractive appearance of campus property. Schedule and prioritization is set by the Director of Facilities. Contact Facilities to report issues or concerns.

### **Preventive Maintenance (PM)**

Preventative Maintenance is an effective method of avoiding potential failure of facilities equipment and systems (i.e., pumps, motors, pulleys, filters, belts, fans). Much of our preventive maintenance is performed after normal work hours. Signage will be posted 24 hours prior to any equipment shut downs in common areas, unless it is an emergency.

R [back to top](#)

### **Reception Area Cleaning**

Reception areas are cleaned on a daily basis. For cleaning standards/frequencies click [here](#).

### **Recycling**

The act of diverting materials from the landfill by sending it to a facility that processes it into a product of the same (e.g. aluminum, paper) or lesser value (e.g. plastic, cardboard). Click [here](#) for information on services provided and frequency.

### **Renovations**

All facility renovations should be consistent with the University Mission and Strategic Plan. Facilities can provide estimates for renovation projects after the submission of a completed and approved FMR form.

### **Restroom Cleaning**

Restrooms are cleaned on a daily basis. **For cleaning standards/frequencies click [here](#).**

### **Roads**

The Facilities Operations and Maintenance Department maintains the CAU owned parking lots and regulatory signage on campus. Please report pot-holes, unsafe lot conditions, and damaged signage to Facilities at 404-880-8985.

### **Roofs**

Clark Atlanta University inspects each building roof annually or immediately following a significant weather event. Appropriate roof maintenance is scheduled and performed based on the inspection report and available funding. Report all roof leaks to Facilities.

### **Room Temperatures**

Facilities Management will maintain room temperatures between 68-76 degrees in the majority of campus buildings per Clark Atlanta University [temperature policy](#). For exceptions, click [here](#) for FAQs regarding CAU's temperature policy. If temperatures are outside of this range, please call Facilities at 404-880-8985. All heating, ventilation and air conditioning units are maintained per a preventative maintenance schedule.

S [back to top](#)

### **Screens**

Do not remove screens from windows. Facilities Management personnel will annotate damage or missing screens during building inspections. Screens will normally be replaced during semester breaks. Report damaged or missing screens to Facilities at 404-880-8985.

### **Security Access Levels (Access Control)**

Security access levels are authorized or approved by the student, staff, or faculty member's department. The Office for Business Services will grant appropriate access when provided with the approved access level. The Building Access Control Policy is maintained in the Office of Compliance.

**Service Requests**

Work Order requests are given a work order number for identification.

**Signage**

The Facilities Operations and Maintenance installs and maintains all campus signage including directional and specialty signs. Report damaged signs to Facilities.

**Smoke Detectors**

Do not obstruct or tamper with any smoke detectors. Facilities Management replaces smoke detector batteries on a semi-annual basis. Report any issues to Facilities.

**Snow and Ice Removal**

Facilities Management has a response plan in place for the removal of snow and ice during inclement weather events.

**Special Event Support**

Contact Facilities to request support for special events.

**Stairway Cleaning**

Stairways are cleaned on a regular basis. For cleaning standards/frequencies click [here](#).

**Staging Services**

The Facilities Department provides staging services for special event set-ups and moving services. Some services are outside of normal Facilities operations and are billable. For more information contact Facilities.

**Steam Leaks**

Contact Facilities if steam is observed from manholes or piping.

**Street Lighting** See [Light Poles](#).

**Sustainable Initiatives**

For information regarding University sustainable initiatives click [here](#).

T [back to top](#)

**Temperature Policy**

In order to conserve energy, CAU has a standardized temperature policy of 68°-76° (+/-2°) in the majority of campus buildings. Temperatures may be adjusted outside of this range if the relative humidity in a building rises about 60%. Depending on your building and location, the systems are remotely controlled and monitored by Facilities Management. For exceptions, click [here](#) for FAQs regarding CAU's temperature policy. If you feel your area is outside of the standardized temperature, contact Facilities to request a temperature check of your area.

**Trash Compactors**

Compactors are pulled according to a schedule based on usage data and need. Please contact Facilities to report overflowing compactors or to request assistance with any trash concerns.

U [back to top](#)

**Utilities**

Report any issues with Utility Service to Facilities.

**Utility Location Services**

Contact Facilities for utility locate services.

**Utility Outages**

Notify Facilities of a building or area that has lost utility services unexpectedly or has not returned to normal after the scheduled outage period. All customers/building managers will be notified in advance of planned outages that involve Heating, Cooling, Electric, and domestic water.

**V** [back to top](#)

**Vandalism**

Please report any observance of vandalism or destruction of University property to Facilities.

**W** [back to top](#)

**Washing Machines**

In Clark Atlanta University Residential Units, all washers are owned and serviced by a vendor. Call 1-800-MAC-GRAY FREE (1-800-622-4729 FREE) for service. Residence Hall directors and assistants can also download the CSC ServiceWorks Service Request App for faster repair and service. Please contact Auxiliary Services for additional information.

**Waste Management** See [Trash Compactors](#) & [Trash/Recycling](#)

**Wild Animals** Report any wild animals that are behaving strangely to Fulton County Animal Control, or Facilities.

**Windows and Glass**

Broken glass will be reinforced or removed immediately to prevent further damage or bodily injury. Windows should remain closed in an effort to support energy initiatives. Malfunctioning and broken windows should be reported immediately to Facilities.

**Work Order Request**

Work Orders can be submitted online by [clicking here](#).

**X** [back to top](#)

**Y** [back to top](#)

**Z** [back to top](#)

**Zone Maintenance**

Facilities Management Operations and Maintenance department is divided into Zone Maintenance to better serve the campus community.