



Quick Reference Guide: Who To Contact

Facilities Services:

- Building Operations & Maintenance
- Design + Construction
- Environmental Health and Safety
- Grounds & Landscaping
- Real Estate & Planning
- Waste Management and Recycling Services

For more information: <https://www.seattleu.edu/facilities/>

Emergencies: Call Public Safety 206-296-5911

- **Safety**
 - All safety and hazardous issues, including uncontrolled spills of hazardous materials
- **Environmental/ Odors/Indoor Air Quality (IAQ)**
 - Emergency IAQ concerns that pose an immediate threat to personal health or safety such as natural gas leaks
- **Alarms**
 - Smoke
 - Security

Urgent issues related to a building or grounds: Call the FRC: 206-296-6996

- **Emergency maintenance/repairs**
 - Blown fuses, electrical outages
 - Broken glass
 - Elevator issues
 - Building temperature: heating and cooling adjustments
 - Water Leaks
- **Odors/Indoor Air Quality (IAQ)**
 - Non-emergency IAQ complaints or concerns: Try to determine the source; if possible to do so safely, address the source of the air quality issue; if unable to address the source, submit a [Work Order](#)

Routine:

Most of your needs or requests can be handled by submitting a [Work Order](#):
<https://www.seattleu.edu/facilities/> or as otherwise directed below.

Questions can be directed to the Facilities Resource Center (FRC): **206-296-6996**

REPORT

- **Repair/maintenance issue**
 - Malfunctioning windows
 - Broken window blinds
 - Extra garbage or recycling totes (large plastic rolling bins)
 - Graffiti
 - Light bulb replacement
 - Locks and keys, including doors and filing cabinets
 - Malfunctioning doors
 - Malfunctioning outlets, missing outlet covers
 - Masonry problems (sidewalks, paving)
 - Noisy or squeaky ventilation
 - Painting
 - Pest sightings and control: rodents, insects
 - Recycling pickup
 - Spills and stains requiring cleaning
 - Abandoned or unknown hazardous materials
 - Clean-up/custodial
 - Grounds, landscaping, tree issues
- **ADA**
 - For concerns related to ADA building compliance, contact the FRC
 - Disability accommodations for faculty and staff: Contact HR:
 - 206-296-5870
 - hr@seattleu.edu
 - Disability accommodations for students: Contact Disabilities Services
[Disability Services | Seattle University](#)
 - 206-296-5740
 - DS@seattleu.edu

REQUEST

- **New items and additional services**
 - Affixing of bookcases to walls
 - Classroom clocks
 - Lectern (sits on the desk)
 - Podium (stands on the floor)
 - Installations
 - Keyboard trays
 - Hang pictures
 - Other items
 - Electrical outlets
 - Whiteboards
 - First Aid kits
 - Disposal/surplus
 - Storage
 - Recycling
 - Confidential recycling bin
 - Extra bins

- Blinds
- Painting
- Waste disposal: chemical waste, biohazardous waste, universal waste
- **Technology-related** See ITS: [Request Help](#) Helpdesk: **206-296-5571**
 - Computer jacks
 - Desk phones
 - Device relocation
- **Signage**, including office sign inserts
- **Furniture**
 - ADA: Contact Disabilities Services: [Disability Services | Seattle University](#)
 - Ergonomic requests: Contact Human Resources hr@seattleu.edu **206-296-5870**
 - New furniture
 - Furniture repair
- **Moving**
 - Office moves
 - Move items
- **Keys, cipher lock, access**
 - Request: [Public Safety - Jira Service Management](#)
- **Request space**: new/additional
 - You'll need a [Facilities Request Form](#)
- **Remodels/department renovations**
 - Evaluation of requests and complex projects
 - You'll need a [Facilities Request Form](#)
- **Work requests**
 - [Work Order](#)
 - Facilities Request Form (FRF)

Which one do I use? <https://www.seattleu.edu/facilities/>
- **Chargebacks**
 - What services are charged back? See the chart below
 - Chargeback process/PFF See [FAQs & Quick Reference Guide](#)
- **Backlogs/Wait time** for a work order: See [FAQs & Quick Reference Guide](#)

CONTACT

- **Reserve a room** on campus: Contact Conference and Event Services (CES):
<https://www.seattleu.edu/ces/>
- **Sustainability**: Contact the Center for Environmental Justice and Sustainability
<https://www.seattleu.edu/cejs/campus-sustainability/>
206-220-8400 cejs@seattleu.edu

Seattle University Facilities Services

Facilities Services is responsible for the operations and maintenance of the physical infrastructure of the campus. Facilities does not charge for building infrastructure maintenance due to normal wear and tear. Costs due to damage, neglect and misuse will be charged back. Facilities does charge for maintenance and repair of department or program equipment.

Maintenance & Repairs Funded by Facilities consists of, but not limited to:

Charged back to the department or project:

*Items charged back after they meet the PFF criteria

Campus Operations and Building Maintenance:

Electrical, lighting
Mechanical, plumbing
Heating, ventilation, air conditioning
Fire alarms, sprinkler systems
Glass, window and door repairs
Ceiling tiles
Exterior window blinds and shades
Restroom hardware and accessories
Roof maintenance and repair
Masonry repairs
Sidewalk and road maintenance
Installation of keyboard trays (furnished by others) on furniture not under warranty
Open locked drawers and cabinets
Repair/replacement of existing projection screen brackets
Classroom furniture repairs
Graffiti removal
Sheetrock and wall repair
Painting offices and public spaces on a rotation basis with standard colors
Elevator Maintenance and Repairs
Hazardous Waste Removal
Interior pest control
Pressure washing
First Aid kit maintenance (Cintas brand)
No charge for repairs to furniture under warranty

Signage Maintenance

Office nameplate signage
Updating existing building directories

Fire Extinguishers

Maintenance and replacement of existing

Access

Keys, locks, ADA hardware
Repairs/replacement of nonprogrammable locks, card readers, door hardware and closers

Recycling, Composting and Waste Reduction

Commingled recycling collection
Organics collection
Compost collection
Disposal of Facilities surplus items
Pick-up of special recycling and confidential materials

Custodial Services

Routine housekeeping services in classrooms and offices (per contract)
Classroom reset (per contract); requester pays beyond contract
Residence Halls maintenance and custodial of common areas
Window cleaning

Landscaping and Grounds

Landscaping maintenance
New garden installation
Tree maintenance
Athletic field maintenance
Grounds maintenance
Irrigation

Moves & Transportation

Limited furniture or equipment moving from one office or building to another, if approved in advance

Office/Furniture

*Furniture assembly, repair and restoration services
*Disassemble and reassemble furniture to be moved
*Building bookcases, bulletin boards, cabinets, counter tops, and shelves (on a time available basis)
Replacing broken desktop glass
Repair or replacement of damaged interior Venetian blinds
Disassemble and reassemble modular partitions
Installation of keyboard trays on furniture under warranty or as part of an office move
*Installation of whiteboards & bulletin boards (furnished by others)
*Hanging pictures, plaques, art evaluation and installation

Locks

Requests, repairs, and replacement of programmatic lock (EG. departmental combination and cipher locks)
Lost keys, rekeying of offices
Replacement of unbroken hardware with a different type of hardware
Emergency call-outs for lock-outs and rekeying

Equipment

*Repairs to departmental furniture and equipment (e.g., fume hoods, freezers, ice machines, centrifuges, stills, purification/filtering systems).
*Refrigerators (portable and laboratory)
Washers/Dryers
Fans (portable or pedestal)
Kitchenettes (see [PolicyStat](#))
Portable air conditioners (see [PolicyStat](#))
*New receptacles, switches, and wiring
*Installation of card readers

Painting

*Staining or refinishing desktops, furniture
Painting, sanding, taping in new construction/renovations
Wall painting/vinyl replacement for color change reasons

Waste hauling

Special requests (e.g., office and building purge/cleanout)
Extra dumpsters or hauls

Confidential recycling

Large volume requests

Custodial Services

Special cleaning, such as upholstery and for departmental events.
Alterations to space, including installation and fabrication of furnishings and equipment.
Cleaning services for special events
Supplemental carpet cleaning
Special request pressure washing
Cleaning, repair and replacement costs due to damage in the residence halls

Vehicle Maintenance

Oil and repairs for University vehicles owned or leased by the department

Landscaping and Grounds

Staffing SFTB games after hours
Athletics special requests for field set up and use

Moves & Transportation

Special pickups upon request
*Office moves (may also be referred to a vendor)
Furniture or equipment moving off campus

Design and Construction

New construction, renovations, office furnishings, or carpet, signage revisions

*Non-maintenance related requests