WORK REQUEST PROCEDURES

Work requests should be submitted through TMA by the Building Coordinator or designated individual. If the request is for a charge that the department would be responsible to pay for, the person requesting this needs to have signature authority for the department's account.

How to Request Services

Routine Maintenance Requests

All requests for maintenance should be submitted online through the Physical Plant website at http://www.nsula.edu/physicalplant/ then click the Submit Maintenance Request Here button. The work order process requires budget approval, and a finding source must be identified in order for work to begin. Upon receiving the proper approvals, the Physical Plant will begin to work on the request. The Physical Plant attempts to complete routine work requests within two weeks.

Urgent Maintenance Requests

Urgent Maintenance Requests are those that are NOT emergencies, but do affect University Operations.   All requests for maintenance should be submitted online through the Physical Plant website at http://www.nsula.edu/physicalplant/ then click the Submit Maintenance Request Here button. The work order process requires budget approval, and a funding source must be identified in order for work to begin.

Emergency Work Requests

Emergency Requests should be handled as follows:

Monday –Thursday 6:30am to 4:00pm & Friday 6:30am to 10:00am
> **Contact the Work Control Center at 4519.**

After Normal Working Hours, listed above.
> Contact the Power Plant at 5586

Project Work Requests

Requests for projects that modify University facilities must be submitted on a Project Work Request form found on the Physical Plant website, and routed for approval. These requests require an account number to identify funding for the project. University projects are prioritized based on the most critical needs. Project requests may require the approval of the Facility Management Council. Changes in space utilization will be evaluated and approved by the Facility Management Committee.

Examples of projects would include building renovation, a room renovation, or a computer room installation.

Depending on the project, outside agencies may have to be contacted for abatements, design approvals, and other requirements to meet NFPA and ADA guidelines, and state laws.

When I contact the Work Control Center what information do I need to give them?

In order to efficiently get the work request set up, and to dispatch the work out, the following information is needed:

1. contact name
2. contact phone number
3. contact email
4. brief description of the problem
5. where the problem is (building name, room number)
6. account (org) and object code (expenditure code)
7. when you need the work completed—date if there is a timeframe
8. priority of work

The Work Control Center will then review the request, and if there are any questions, will call the contact person listed on the customer request for clarification. Based on existing workloads priorities may be changed. The shops will schedule the work to be done.

CALL ALL EMERGENCIES INTO THE WORK CONTROL CENTER AT 4519.

When placing a work request, please let the Work Control Center know the priority of the work to be done. The available choices and descriptions of each priority are:

How we Prioritize Work Order Requests:

Priority 1: Emergency Requests involve system failures or the health, welfare, and/or safety of the University Community.

Priority 2: Urgent maintenance needs are not emergencies but impair the operation of classes and other University operations.

Priority 3: Routine maintenance work or departmentally funded requests.