



**TITLE:** Facilities Maintenance  
**PROCEDURE NUMBER:** 4-2-1011.2  
**RELATED POLICY AND PROCEDURES:** 4-2-1011 Facilities  
**DIVISION OF RESPONSIBILITY:** Administrative  
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**July 10, 2013**  
**Approval by President**

**November 9, 2023**  
**Date of Last Review**

**October 26, 2020**  
**Date of Last Revision**

#### Administrative Responsibilities

It is the overall responsibility of the Facilities Management Director with the assistance of the Associate Engineer to review and revise this procedure.

#### Procedure

##### A. Submit a Work Request

1. Request an account to access the Piedmont Technical College (PTC) Webbased work order system "Maintenance Direct" by calling the Associate Engineer and leaving a message if there is no answer.
2. The Associate Engineer grants access to all full-time college employees and responds with an e-mail containing instructions and a password to access the work order system.
3. Enter a work request using the [www.myschoolbuildings.com](http://www.myschoolbuildings.com) website. Fill in the requested information for location of the problem, Area, area/room number, Problem type, and description of the problem. Attachments to the request are allowed. Enter your password and "submit" the request.

4. The request will be automatically routed to the proper technician for completion and you will receive an e-mail verifying the work request.

## **B. Emergency Work Request**

Maintenance that must be initiated immediately to prevent injury, loss of life, damage to the facility, to restore power or other essential utilities, or to respond to other maintenance problems that appear to warrant immediate corrective action are Emergency Situations.

1. To request emergency repair call:
  - a. The Maintenance Supervisor.
  - b. If no answer, call the Associate Engineer.
  - c. If no answer, call the Facilities Management Administrative Coordinator.
  - d. If no answer or after normal working hours, call Campus Police and Security.
2. Caller must indicate precisely the nature and location of the problem.
3. Caller must submit work request using the normal work request procedure within 24 hours to provide proper documentation of the event.

## **C. Work Order Completion**

1. Technicians complete work requests by priority as listed below.
  - a. Life/Safety Issues
  - b. Classrooms and/or Student Laboratories
  - c. Offices and Business areas
  - d. Preventive Maintenance
  - e. Project requests
2. The technician completes the work and work request.
3. The supervisor reviews and closes the work order.
4. An e-mail is automatically sent to the requestor with any comments describing the work performed.

## **D. Move Procedure**

1. Request move using the work request system after obtaining Department Head/Academic Program Director or Dean's approval.
2. Furniture (such as desk, bookcase, file cabinet, credenza, etc.) must remain in existing office unless permission is granted by Facilities Management Director.
3. Secure all valuables such as laptops. It is highly suggested that all valuable, personal or breakable items be moved by the requestor.
4. Packing - Unload and pack any items in file cabinets, bookshelves, desk, etc.
  - a. Use boxes that can be moved with a hand truck that will fit through the door (example—paper box, small computer box).
  - b. Do not overload any box.
  - c. Securely tape all boxes.
  - d. Mark all boxes with your name and new office number.
5. Clean trash from old office and place in proper receptacle.
6. Notify Information Technology using the PTC helpdesk for Computer and Telephone move.
7. Notify Campus Police and Security for Key/lock request.
8. Facilities Move Coordinator will contact you to schedule the move. Scheduling may take up to 10 working days.

## **E. Set-Up Procedure**

1. Request Set-ups using the work request system after obtaining Department Head/Academic Program Director or Dean's approval.
2. Include:
  - a. Contact person and information
  - b. Event Name
  - c. Date, time, and location of event
  - d. Required number of tables, chairs, or other equipment

- e. Electrical requirements
  - f. Proposed layout
  - g. Note any other needs
  - h. Notify Conference Center Coordinator of event
  - i. Notify Campus Police and Security of event
3. Scheduling may take up to 5 working days.

**F. Project Planning and approval for Furniture, Carpet and Other Renovations**

1. Complete Project Planning and Approval Form. Which includes location, requested time frame, estimated date for completion if deadline applicable, estimated cost of project, account for funding of project, specialized equipment requested, data and telephone requirements, furniture and or equipment. Form must accompany signatures of the requestor, Dean of the Division, Vice President of Finance or Vice President of Academic Affairs.
2. If a budgetary estimate from a contractor or facilities management is needed this process will take place after the initial approval process has been completed.
3. Final approval is required once costs are confirmed, and a budget established. Signatures from the requestor, Dean of the Division, Vice President of Finance or Vice President of Academic Affairs are needed to complete the process.