

## Service Guide

**Quickly find a word:**

Use the **Ctrl+F** key combination, then type a few characters that match the word. Matching characters will highlight. This works to highlight text in most web pages.

[Facilities & Operations Service Guide Change Instructions](#)  
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## A

### Access Control Systems

Maintenance and repair of the networked Campus Access Control System is the responsibility of the Facilities & Operations - Facilities Maintenance - Key Office. The Key Office is also involved in projects where the expansion of the system is required.

The networked Campus Access Control System has been installed on entrance doors for most General Fund buildings on campus. To gain entrance when the building is closed and doors are locked, a person must be properly programmed in the system using their MCard. Each School and College has staff authorized to program individuals into the system. When programmed, the MCard will unlock the door for the user. Proper use of the card reader station and card placement may be found here: <http://maintenance.fo.umich.edu/our-teams/facilities-maintenance/key-office/>

Each School and College is responsible for determining the hours doors will be unlocked or require a card for access.

Networked card readers may also be found on interior doors of buildings. Interior networked readers are installed at department expense and become part of the General Fund maintenance and repair program when installed.

To report problems with the networked access control system, please call the Facilities Service Center at 647-2059.

To arrange for an estimate or to order the installation of an additional card reader station or expansion of the system to a new area, call the Facilities Service Center at 647-2059 or submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Additional networked access control systems are located in Housing, the North Campus Research Center, and University Hospital. Problems with these systems should be directed to the appropriate office. The contact information for the various other networked systems is as follows:

Housing: [hsg-access@umich.edu](mailto:hsg-access@umich.edu)

University Hospital: [keyidoffice@umich.edu](mailto:keyidoffice@umich.edu)

NCRC: [ncrcaccess@umich.edu](mailto:ncrcaccess@umich.edu)

## Accessibility

Most major campus buildings have been retrofitted to provide accessibility to persons with disabilities. We continue to refine our level of accessibility as circumstances dictate.

Construction work complies with the requirements of the applicable state and federal codes and regulations.

Students requiring additional accommodations should call the Office of Services for Students with Disabilities at 763-3000.

Faculty or staff members requiring additional accommodations should call the Office for Institutional Equity at 763-0235.

Call the Facilities Service Center (647-2059) for repairs to accessibility equipment such as automatic or handicap door operators and elevators.

## Air Conditioning

Facilities & Operations - Facilities Maintenance maintains and repairs air conditioning systems in general fund buildings. Upon request, Facilities Maintenance will also maintain and repair air conditioning systems in non-general fund space at customer expense. Telecommunications rooms are maintained at customer expense.

To report an air conditioning problem in a general fund building, please call the Facilities Service Center at 7-2059 or report the issue online at: <https://requests.fo.umich.edu/>

Facilities Maintenance also maintains, repairs and replaces window air conditioners at customer expense. To request service, simply complete a [Facilities & Operations Work Order](#) and fax or send it to Facilities Service Center at:

Fax: 763-2932

Mail: 326 East Hoover, 1002

See [Freon Heating](#)

## Air Intakes

Smoking or idling vehicles near building air intakes is not allowed.

It is the responsibility of Facilities Maintenance to inspect and keep air intakes to buildings clean and free of debris. When needed, exterior ground level air intakes are cleaned of leaves and debris by Facilities & Operations – Grounds.

Call the Facilities Service Center at 647-2059 if you have any questions or wish to report problems.

## Alarms

Facilities & Operations - Facilities Maintenance - Region Shops maintain and test fire alarms and sprinkler fire safety systems in general fund buildings. Fire alarm systems in non-general fund spaces are also maintained by the Region Shops at customer expense.

Modifications to fire alarm or sprinkler systems require design and approval prior to modifications being made. Projects of this nature are initiated by contacting AEC-Architecture & Engineering (A&E) at 764-3414.

Building security systems and other departmental alarm systems, are not maintained with general funds and are the responsibility of the department. For service, it is recommended that departments contact the service department of the vendor that installed the system for maintenance and repair. (Exception: the campus access control system is maintained using General Funds.)

Many alarm systems are monitored by the U-M Division of Public Safety & Security, including fire alarms and security alarms. Building environmental alarms, from the Building Automation System (BAS) are monitored by Facilities & Operations-BAS staff.

Exit alarms on doors in general fund space (typically libraries) installed as part of the original construction are maintained and repaired by Facilities & Operations. Exit alarms installed in general fund space by departments are the responsibility of the department to maintain and repair.

Local battery-operated door alarms are supplied and installed by the Facilities & Operations-Key Office at department expense. Once installed, the departments are responsible for maintaining the batteries in these devices by either replacing the batteries themselves or issuing a customer-funded work order through the Facilities Service Center to the appropriate Facilities & Operations Shop.

To contact Facilities & Operations regarding the installation or repair of local, battery operated door alarms, call the Facilities Service Center at 647-2059 or submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

To report an alarm sounding in a building, please contact the Department of Public Safety at 763-1131 or 911.

See: [Access Control Systems](#)

## Animals

Facilities & Operations - Grounds is responsible for the removal of injured or deceased animals from U-M property or streets, with the exception of birds. Birds are removed by Pest Management. Please call the Facilities Service Center at 647-2059 and provide the location of the concern.

F&O Building and Grounds Services - Pest Management will remove stinging or biting insects and animals from inside buildings, as well as injured or deceased birds from U-M property or streets. Call the Facilities Service Center at 647-2059 and provide the location of the concern.

## Animal Rooms

Facilities & Operations – Facilities Maintenance maintains lighting systems, plumbing systems and services the environmental conditions in animal rooms. The HVAC Shop provides corrective service for problems regarding pressure and temperature. Report problems with animal rooms to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Cleanliness issues in animal rooms are the responsibility of the department.

Certifying and changing the designated temperature and pressure in these rooms is performed at customer expense. Departments requesting this service should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Lighting timers in animal rooms are repaired and replaced at customer expense. Departments requesting service to lighting timers should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Animal Waste Disposal

Animal waste should be disposed in appropriate containers for removal by the waste removal experts in University of Michigan EH&S or University Lab Animal Medicine. Questions about animal waste disposal should be directed to EH&S at 647-1142.

## Animal Watering Devices

Facilities & Operations – Facilities Maintenance supplies utilities to animal watering devices and will install, modify or repair these devices at customer expense. Departments requesting this service should send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Arboretum

The University of Michigan Nichols Arboretum has joined forces with the Matthaei Botanical Gardens to become one administrative unit within the University. The Arboretum, or "Arb", operates independently of Facilities & Operations; however, we do provide some support services.

Because the buildings located in the Arb are covered in the General Fund, Facilities & Operations – Facilities Maintenance is responsible for the maintenance of structures in the Arb. This includes repairs to the human and doggie drinking fountains.

Facilities & Operations – Custodial and Grounds Services (CGS) has little to do with the maintenance of the grounds in the Arb, unless work is requested by the persons who oversee the Arb. CGS does receive some funding for tree trimming and tree removal work on an annual basis. Grounds also performs snow removal to the Burnham House and Botanical Garden in support of the UM bus services in winter. CGS is responsible for custodial services at both the Burnham House and the Botanical Gardens.

## Architectural/Engineering Design

Architectural and engineering design services are provided by AEC, Architecture & Engineering (A&E). They may be contacted at 764-3414.

Facilities & Operations – F&O Engineering does provide limited engineering services at customer expense, to address operational issues related to maintenance of mechanical systems within University buildings. Departments requesting this service should send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

See [Landscape Design](#)

## Artwork, Maintenance

Facilities & Operations will arrange for the installation of artwork, at the request and direction of our customers. Departments needing assistance with artwork should send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Departments are responsible for maintaining any artwork they acquire. Facilities & Operations performs maintenance or repair to exterior sculptures and fountains only.

## Asbestos Removal

The Facilities & Operations - Facilities Maintenance, Region Shops oversee asbestos removal in compliance with governmental regulations. When asbestos removal is necessitated by our maintenance activity, the removal is considered a general fund expense.

If the removal is part of a renovation or construction project, the project or department is responsible for the cost of removal. Departments requesting this service should submit a completed "non-General Fund" Facilities & Operations Work Order request (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Ashtrays, Exterior

F&O Custodial and Grounds Services is responsible for the maintenance of all exterior cigarette ash urns.

To report problems with exterior ash urns, call the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

## Asphalt Repair

F&O Custodial and Grounds Services maintains University of Michigan owned streets only. Logistics, Transportation & Parking maintains parking lots, with the assistance of Grounds.

To report a pothole or problem with a University-owned street, calls the Facilities Service Center at 647-2059.

To report problems with parking lot surfaces, call the Parking Maintenance office at 764-1225.

The City of Ann Arbor maintains and repairs the streets and roads within the city limits. To contact them regarding potholes in a city-owned street, please call 994-6537.

## Athletic Department Facilities

The University of Michigan Athletic Department maintains athletic practice fields and playing fields, including the U of M Golf Courses. Athletics also maintains the buildings and facilities that house their programs. The Athletic Department web site is available at: <http://www.mgoblue.com/> and their facilities office can be contacted at 647-9760.

## Auditorium Seating

Facilities & Operations – Facilities Maintenance will make minor repairs to auditorium seating if parts are available. Costs for repairing torn or damaged upholstery may be covered by Risk Management.

In general fund spaces, upholstery that has reached the end of useful life will be replaced by Facilities & Operations. However, the need far exceeds the funds available for this activity. When Facilities & Operations receives requests from general fund buildings, those requests are referred to F&O Engineering for inclusion on the Facilities Condition Assessment (FCA). Once the request is on the FCA, it will be prioritized against other capital projects and the work performed when funds are made available. Unfortunately, this process is lengthy and funding is not a certainty.

In some instances, departments may opt to fund the replacement of auditorium seating themselves.

Report problems with auditorium seating to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

See [Upholstery](#)

## Autoclaves

Facilities & Operations is responsible for the on-going maintenance and repair of the utility systems delivering electricity, steam and water to autoclaves, but does not maintain or service the autoclaves themselves. Service on these devices must be obtained from a vendor outside of the University at customer expense. Contact UM Purchasing to arrange for this service or view their web site at: <http://umich.edu/~purch/>. Please note that departments are responsible for cleaning and decontaminating the equipment before it is serviced.

All connections to building utility systems must be coordinated through the Facilities Service Center at 647-2059. This work is performed at customer expense.

See [Sterilizers](#)

# B

## Baby (Diaper) Changing stations

Baby (diaper) changing stations are located in restrooms in many campus buildings. Custodial and Grounds Services is responsible for cleaning the stations to ensure a safe and healthy environment for users. Facility Maintenance is responsible for ensuring the station is securely attached to the structure. To report issues of cleanliness or stability of the station, please call the Facilities Service Center at 7-2059 or report the concern online at: <https://requests.fo.umich.edu/>

Facilities & Operations will resolve other concerns related to changing stations, such as problems with the shock, liners, caps, decals, safety belt, etc., on a customer-funded basis. Facilities & Operations - Construction Services is responsible for installing new baby diaper changing stations. Call the Facilities Service Center at 647-2059 to arrange for these services, or simply complete a Facilities & Operations Work Order ( <https://requests.fo.umich.edu/>) and fax or send it to F&O Order Service at:

Fax: 763-2932

Mail: 326 East Hoover, 1002

## Ballast, Lighting

In general fund buildings, Facilities & Operations – Facilities Maintenance replaces ballasts and lamps in fluorescent lights. All fluorescent lamps are disposed of by Facilities Maintenance through University of Michigan EH&S. Report problems with ballasts and light fixtures to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Facilities & Operations has nearly completed a five year project to audit or survey 100% of their general fund buildings and to upgrade lighting equipment in about 90% of the square footage which can be profitably upgraded without compromising lighting quality. The main focus will be the conversion of the existing fluorescent T12 lamp system to the T8 system with electronic ballast. More information on the energy efforts of Facilities & Operations can be found on the Energy Management web site at: <http://energymanagement.umich.edu>.

## Banners

There are two processes that control the installation of banners on the University of Michigan campus depending on your affiliation with the University.

### **Student Groups**



Banners on the Diag and other campus areas are controlled by the Student Organization Resource Center (SORC). SORC advertising services are available for use by registered student organizations and University departments. The SORC website is available at: <http://umich.edu/~sorc/>

For many years, groups climbed the trees on the Diag to hang their banners. In 1997, recognizing the potential danger to students and long-term injury to the trees, the Facilities & Operations – Grounds forestry crew began installing the banners. Despite their best efforts, the trees continued to lose bark and branches. Consequently, the foresters discontinued their allowance of hanging banners on campus trees in May 1999. Today, Grounds crews will promptly remove all unauthorized banners from the trees.

When banners were no longer allowed on trees, SORC began installing banner poles on the Diag. Advertisers complete a contract with SORC for weekly reservation of one of eleven banner spaces. SORC places and removes all banners; group members may not place banners themselves. For more information on banners, please contact SORC through their website or by calling (734) 764-0436.

### **All Others**

The University of Michigan Planner's Office has created guidelines covering the installation of banners on light poles and buildings on campus. The following links are provided to access those guidelines:

For banners on light poles: [Banners on Light Poles Policy 11.12.2007](#)

For banners on buildings: [Banners on Buildings Policy 11.12.2007](#)

## **BAS**

See [Building Automation Systems](#)

## **Baseboards**

Facilities & Operations – Facilities Maintenance will reattach baseboards when loose. Call the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

The installation or replacement of baseboards is a customer expense and is usually associated with the installation of new floor coverings.

For the installation of new baseboards, simply complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) and fax or send it to F&O Order Service at:

Fax: 763-2932

Mail: 326 East Hoover, 1002

See [Trim](#)

## Batteries, Disposal

University of Michigan EH&S is responsible for removal and disposal of batteries. Information regarding this service can be obtained on their web site at: <http://ehs.umich.edu/haz-waste/other-waste/> or by calling EH&S HazMat at 763-4568.

## Batteries, for Clocks

F&O Custodial and Grounds Services will replace the batteries in clock systems in general fund areas. Report problems with battery clocks to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

See [Clocks](#)

## Batteries, for Uninterrupted Power Supply (UPS)

Facilities & Operations – Facilities Maintenance will replace the batteries in uninterruptible power supply systems if the system was installed as part of the construction of the building. For customer-installed equipment, Facilities Maintenance performs battery replacement and/or UPS replacement at customer expense. Call the Facilities Service Center at 647-2059 to arrange for this service, or simply complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) and fax or send it to F&O Order Service at:

Fax: 763-2932

Mail: 326 East Hoover, 1002

## Bells

The University of Michigan has two bell towers on campus. Burton Tower is on Central Campus, Lurie Tower is located on North Campus. Facilities & Operations – Facilities Maintenance is responsible maintaining the bells with proper preventive maintenance. This includes regular oiling and greasing service.

The decision to shut off the bells (keep them from ringing) resides outside of Facilities & Operations. In fact, the bells can be silenced by staff from the School of Music without Facilities & Operations intervention. If Facilities & Operations receives a call to silence the bells, we would first need authorization to do so from the School of Music and from the office of the Associate Vice President for Facilities & Operations. When authorized, Facilities & Operations would follow the usual lockout/tag out procedures prescribed for such a shutdown and notice would be provided to Facilities & Operations management.

## Benches, Lab

Lab benches built-in (fastened to the floor) will be serviced by Facilities & Operations - Facilities Maintenance. The services provided by Facilities Maintenance is limited, however, to lubricating, repairing, or replacing hinges, drawer and cabinet pulls, drawer slides, repairing drawers, etc., when those hardware items cause problems. Facilities Maintenance is responsible for the utility services (water, vacuum, electric, gas) delivered to lab benches. To obtain repair services, call the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Facilities Maintenance is not funded to provide refinishing services (painting, staining, sealing) of built-in lab bench units. However, Construction Services may be able to provide these services. Departments requesting this service should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Lab users must be aware that placing dry ice in a Kemresin sink basin (and other lab sinks) may cause the sink to crack and leak. When this occurs, it is the responsibility of the department to cover the replacement cost. Departments requesting this service should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Portable lab benches are manufactured and serviced at customer expense. Facilities & Operations can design, build and deliver portable lab benches to meet departmental needs. Departments requesting this service should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

See also: [Cabinets](#) [Keys](#)

## Benches, Seating

Facilities & Operations - Custodial and Grounds Services maintains all exterior benches and seating areas.(See "[Furniture, Outdoors](#)") in General Fund areas.

Interior benches in public areas that are attached to the floor are the responsibility of Facilities & Operations - Facilities Maintenance. Report problems with built-in interior benches or with exterior benches to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Benches and other furniture items not fixed in place are the responsibility of the department. Facilities & Operations offers furniture and upholstery repair at customer expense. For this service, please complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) and fax or send it to the Facilities Service Center at:

Fax: 763-2932

Mail: 326 East Hoover, 1002

See [Upholstery](#)

## Bicycle (Bike) Locks

Neither Facilities & Operations nor the Department of Public Safety and Security (DPSS) provides service for personally-owned bicycle locks. If in need of this service, please contact a local lock shop.

At the request of DPSS and for impound purposes, Facilities Maintenance will provide staff to cut locks and remove bicycles from bike racks and other areas. This work is performed at customer expense. Departments requesting this service should first obtain permission from DPSS and then submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Bicycle Lockers

Bicycle lockers are available for a charge through U-M Logistics, Transportation & Parking. Please visit their website at: <http://ltp.umich.edu/alt-trans/bicycle-parking.php> for more information.

## Bicycle Parking

Bicycles are a popular mode of transportation around campus; not just for students, but for staff and faculty as well. Over 8500 parking spots are located in bicycle racks provided in hundreds of locations near campus buildings.

Bicycle racks are maintained by Facilities & Operations - Custodial and Grounds Services. To report problems with bicycle racks, call the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

U-M Logistics, Transportation & Parking provides maps of locations of bicycle parking on campus. Please visit their website for more information: <http://ltp.umich.edu/alt-trans/bicycle-parking.php>

For information about the installation of additional bicycle racks on campus, please visit the Grounds - Landscape Architect web page at: <http://cgs.fo.umich.edu/services/landscape-grounds/#LandscapeArchitecture>.

## Bicycle Paths

Facilities & Operations - Custodial and Grounds Services maintains campus bicycle paths. Report problems with campus bike paths to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

For more information on biking at the University of Michigan, please visit the following U of M Logistics, Transportation & Parking web page: <http://ltp.umich.edu/alt-trans/bicycles.php>

## Bio-Hazardous Waste

See [Hazardous Waste Disposal](#)

## Biological Safety Cabinets

Biological Safety Cabinet (BSC) is an important piece of scientific equipment designed to contain biological hazards. Repairs should only be made by trained personnel that understand the potential hazards present. University of Michigan Environment, Safety & Health (EH&S) Biological and Laboratory Safety technicians are trained and approved by the five main BSC manufacturers to repair, maintain, certify, and provide warranty work on BSCs. In addition, all work on BSCs must be approved by the U-M Biological Safety Officer (BSO) to prevent the potential release of a biological agent to the environment and potential exposure of personnel. When required by the BSO, trained EH&S technicians will decontaminate the BSC in accordance with the NSF Standard before repair work can begin. Once a BSC has been repaired it must be re-certified by persons trained in the NSF 49 BSC Certification Standard. EH&S technicians are NSF 49 trained and have the specialty equipment required to conduct this certification.

EH&S service is covered in many circumstances, however, there are situations in which customers are expected to pay for services provided. Please refer to the EH&S "Engineering Controls Standard of Care" documents on the EH&S website for more information. <https://ehs.umich.edu/research-clinical/equipment-tools/biological-safety-cabinets/>. Departments requesting service to BSCs should call EH&S at 647-1143.

Facilities & Operations - Facilities Maintenance is responsible for providing all utilities to the BSC including: vacuum, gas, and the wall electrical outlet. A small number of BSCs are placed beneath a canopy exhaust or connected to the building exhaust. In these cases Facilities Maintenance maintains the exhaust system up to the BSC. Departments experiencing problems with utilities provide to a BSC should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932 or call the Facilities Service Center at 647-2059.

## Bird Droppings

Facilities & Operations – Custodial and Grounds Services is funded to clean campus sidewalks of bird droppings when the droppings become excessive. Report the problem to the Facilities Service Center at 647-2059.

Bird droppings inside buildings should also be reported to the Facilities Service Center and the request will be directed to F&O Custodial and Grounds Services. If the droppings are determined to be caused by pigeons, special techniques must be used in the cleanup. In many cases, Facilities & Operations will contract with an outside vendor for this type of cleanup activity.

## Blackboards

See [Chalkboards and Chalk](#)

## Blinds

See [Window Coverings](#)

## Blueprints

See [Building Drawings](#)

## Boilers

Facilities & Operations - Utilities department maintains and repairs over 140 boiler systems on campus. Due to the critical nature of these systems, staff is routinely available to provide prompt repairs. To report a problem with a boiler, please contact the Facilities Service Center at 647-2059.

## Bottled Water

Departments must provide and maintain bottled water at their own expense. Contact U of M Purchasing at 647-0304 or check their managed contract web site at: <http://umich.edu/%7E purch/Contracts/index.html>

## Break Rooms

F&O Custodial and Grounds Services cleans break rooms daily. The custodial staff cleans sinks (if they are empty) and cleans clear areas of counter tops. The department is responsible for cleaning dishes and utensils.

Facilities & Operations is not responsible for the maintenance and repair of portable appliances, such as: microwave and conventional ovens and stoves, refrigerators, dishwashers, and coffee makers. Custodial and Grounds Services will clean these appliances as a customer pay request. Vendors maintain vending machines. Facilities & Operations is responsible for providing utilities to all of these devices. Report utility losses to the Facilities Service Center at 647-2059, or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

See also [Refrigerators and Freezers](#)

## Brickwork on Buildings

See [Building Exterior](#)

## Bridges

See [Street Maintenance](#)

## Bridges, Pedestrian

Facilities & Operations-F&O Building and Grounds Services maintains most University pedestrian bridges (except those at the Arboretum). To report problems with pedestrian bridges on campus, call the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

## Bugs

See [Pest Management](#)

## Building Automation Systems (BAS)

Building Automation Systems (BAS) is a group within Facilities Maintenance that operates the Building Automation System. The Building Automation System serves many of the University's General Fund Buildings and it monitors building systems for alarm conditions and energy efficient operation. BAS is responsible for scheduling operational changes for the various types of mechanical equipment included in the system.

Questions about the BAS system can be directed through the Facilities Service Center at 647-2059 or through their web site at: <http://maintenance.fo.umich.edu/our-teams/facilities-maintenance/central-shops/building-automation-systems/>

## Building Drawings

Facilities & Operations is not responsible for the distribution of building blueprints, building drawings, or floor plans for campus buildings, but we frequently receive requests for them, primarily from U-M students working on projects for one of their classes.

Our sister organization, Architecture, Engineering, and Construction (AEC), (<http://www.umaec.umich.edu/>) is the group responsible for the distribution of building drawings for U-M class-related projects. AEC - Facility Information Center (AEC-FIC) requires students have their instructor send a message providing a brief explanation of the project, and the type of drawings needed, to the email address: [aec-fic@umich.edu](mailto:aec-fic@umich.edu). AEC - FIC staff will do a quick review of the request and if the request is acceptable, the drawings are released to the student.

## Building Exterior

Facilities & Operations – Construction Services will repair minor exterior building problems as a general fund expense. The types of repairs sent to Construction Services includes: concrete repairs, brick or masonry repairs, wood trim, leaking windows, etc.

The Facilities & Operations – Sheetmetal Shop repairs metal components of building exteriors. Some examples of the type of work sent to this shop include: metal trim or siding. The Facilities & Operations Welding Shop repairs metal handrails. Report problems with building exteriors to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

More serious conditions are referred to F&O Engineering for study and inclusion on the Facilities & Operations - Facilities Condition Assessment (FCA). Once the request is on the FCA, it will be prioritized against other capital projects and the work performed when funds are made available. Unfortunately, this process is lengthy and funding is not a certainty.

In some cases, departments may opt to fund the repair of the building exterior themselves. Facilities & Operations – Construction Services is equipped to perform this work utilizing internal staff or outside vendors. Departments wishing to fund repairs to the exterior of their buildings should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.



## Building Identification Signs

See [Signs](#)

## Bulletin Boards

Bulletin boards (tack boards) are installed and maintained at customer expense. Facilities & Operations – Facilities Maintenance and/or Construction Services can assist in the construction, installation and repair of bulletin boards.

Construction Services has the capability of constructing and installing custom-sized bulletin boards. Bulletin boards are available in a choice of colors to complement most existing decors. This service is available, at customer expense, by completing a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) and faxing or sending it to the Facilities Service Center at:

Fax: 763-2932

Mail: 326 East Hoover, 1002

Posters and notices in public areas should be properly posted on bulletin boards, avoiding potential damage to walls and woodwork. Due to the potential fire hazard, signs and posters are not allowed in elevators – per State of Michigan Elevator Code.

Information on the bulletin boards is the responsibility of the schools, colleges and departments.

Exterior bulletin boards, or kiosks, are owned and maintained by multiple departments. Contact the Facilities Service Center at 647-2059 for clarification.

## Bus Stop Shelters

Logistics, Transportation & Parking (LTP), has the overall responsibility for bus stop shelters. LTP is responsible for the location, installation, upkeep, and potentially, the removal or relocation of a bus stop shelter.

(Note: The Ann Arbor Transportation Authority (AATA) “owns” the bus stop shelters at the following locations:

- State Street at the Michigan Union
- South University at the Museum of Art
- State Street at the Frieze Building
- East Medical Center Drive, both sides, at University Hospital entrance.

All concerns with these shelters should be directed to the AATA by contacting: 734-973-6500 or by submitting an on-line report through their web site at: <http://www.theride.org/Customer-Service>)

Campus – owned bus stop shelters are routinely cleaned of debris and trash by crews from Facilities & Operations – Custodial and Grounds Services. The South Campus - Crisler Arena shelter is primarily cleaned by the Athletics Grounds crew with the Facilities & Operations – Grounds crew serving in a back-up role. To report cleanliness problems with Bus Stop Shelters, call the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Cleanup of vomit and human excrement from bus stop shelters is the responsibility of F&O Custodial and Grounds Services who have crews that have been trained in the proper cleanup of bodily fluids, which may or may not contain blood-borne pathogens. To report problems of this nature, call the Facilities Service Center at 647-2059. Should a crew from F&O Custodial and Grounds Services not be available, University of Michigan – EH&S Hazmat has agreed to serve as a backup. EH&S Hazmat can be contacted at 763-4568.

Snow removal from bus stop shelters is the responsibility of the Facilities & Operations – Custodial and Grounds Services. To report problems with snow or ice in bus stop shelters or on the sidewalk areas around the shelters, call the Facilities Service Center at 647-2059.

Logistics, Transportation & Parking (LTP) contracts with Facilities & Operations for the other services needed to provide safe and functional bus stop shelters.

Lighting in bus stop shelters is funded by LTP and performed by the Facilities & Operations – Outside Lighting crew on a yearly work order number. To report lighting problems in bus stop shelters, call the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Graffiti removal and broken windows on bus stop shelters are addressed by the Facilities & Operations – Construction Services crew on a Risk Management – funded work order. All vandalism should be reported to the Department of Public Safety and a police report number noted on the Facilities & Operations work order. (The guidelines for what types of graffiti is allowable and what types of graffiti must be removed can be found in this Service Guide under “Graffiti”.) To report graffiti or broken windows in Bus Stop Shelters, call the Facilities Service Center at 647-2059.

Occasional power washing of bus stop shelters is funded by LTP. LTP is responsible for initiating this work on an “as needed” basis.

All other maintenance and repair of bus stop shelters, including repairs to roofs, replacement of glass panels (unless broken by vandals), installation of signage, painting, general upkeep, etc., is the responsibility of P&TS. Problems of this type should be reported to Logistics, Transportation & Parking at 764-3427 or visit their website at: <http://ltp.umich.edu/>

## C

## Cabinets, Built-In

Facilities & Operations – Facilities Maintenance provides maintenance and repair of built-in cabinets. Report problems with built-in cabinets to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Facilities & Operations – Cabinetry Shop can assist with design, manufacture and installation of new built-in cabinets. They offer a wide range of styles and finishes to meet nearly every need. This service is provided at customer expense. To request this service, simply complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) and fax or send it to the Facilities Service Center at:

Fax: 763-2932

Mail: 326 East Hoover, 1002

## Cabinets, File

See [Office Equipment](#)

## Cage Washers

Departments are responsible for the installation, additions, modifications, and repairs to cage washers. Departments needing these types of services on their cage washers may send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Facilities & Operations – Facilities Maintenance is responsible for supplying the utilities (water, electricity, etc.) to cage washers. Report problems with cage washer utilities to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

## Campus Events

The University of Michigan Campus Information Center (CIC) is the best place to check on events. Contact the CIC by phone at 764-INFO or check their web site at: <http://umich.edu/~info/>

## Campus Mail

Facilities & Operations does not provide campus mail service. Call Mail Services at 764-9227 or visit their web site at: <http://mbiz.bf.umich.edu/mailsvcs/>.

## Card Readers

Facilities & Operations – Key Office is responsible for card reader systems in General Fund space. Report problems with card reader systems to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Facilities & Operations – Key Office can install new card reader systems and modify existing systems in General Fund buildings at customer expense. Departments requesting the installation of a card reader system or modifications to an existing system, should complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>)

and send it to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Carpet

See [Floor Covering](#)

## Ceiling Fans

Facilities & Operations will purchase, install, and repair ceiling fans at customer expense.

For this service, simply complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) and fax or send it to the Facilities Service Center at:

Fax: 763-2932

Mail: 326 East Hoover, 1002

## Central Shops

In addition to the Region Maintenance Shops (see also "[Region Maintenance](#)"), The Central Shops handle projects in their respective specialty areas. The shops commonly referred to as Central Shops are:

In Facilities Maintenance

- Metal Shops - Sheetmetal & Welding
- Plumbing Shop
- Refrigerant Recovery Shop
- Key Office

- Radio/Electronics Shop
- Fire Extinguisher Shop
- Electric Shop

#### In Construction Services

- Custom Millwork & Cabinet Shop
- Glass Shop
- Spray Painting and Finishing Shop
- Sign and Graphics Shop
- Upholstery Shop

#### In Utilities & F&O Engineering

- Outside Lighting Shop

To send work to any of these shops, call the Facilities Service Center at 647-2059.

## Centrifuges

Departments are responsible for the installation, maintenance, and repair of centrifuges. Facilities & Operations does not maintain or service centrifuges. Service on these devices must be obtained from a vendor outside of the University at departmental expense. Contact UM Purchasing to arrange for this service or view their web site at: <http://umich.edu/~purch/>. Please note that departments are responsible for cleaning and decontaminating the equipment before it is serviced.

All connections to building utility systems for centrifuges are installed by Facilities & Operations at customer expense. Departments requesting this service should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Chairs

See [Furniture](#)

## Chalkboards and Chalk

Chalkboards in general fund classrooms are the responsibility of Facilities & Operations to maintain and repair. F&O Custodial and Grounds Services cleans chalkboards on a regular basis, and also provides chalk and erasers for classrooms. To obtain these items or to report problems in classroom areas, call the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Facilities & Operations can fabricate and install chalkboards in other areas, at customer expense. Departments requesting this service should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

See [White Boards](#)

## Chemicals (Hazardous), disposal

University of Michigan EH&S is responsible for the disposal of hazardous waste and chemicals. Information regarding this service can be obtained by calling EH&S at 647-1142 or viewing their web site at: <https://ehs.umich.edu/haz-waste/>

## Cigarette Ash Urns

See [Ashtrays, Exterior](#)

## Classrooms

Classrooms are managed and scheduled by the college or school using the space.

Facilities & Operations is responsible for the cleaning and maintenance of classroom spaces. Please direct any custodial or maintenance concerns to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

See also [Furniture, Classroom](#) [Chalkboards and Chalk](#) [Media Equipment](#) [Auditorium Seating](#)

## Clean Rooms

Facilities & Operations maintains clean rooms that are the walk-in type only. For maintenance needs, call the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

## Clocks

Facilities & Operations – Facilities Maintenance is responsible for the maintenance and repair of “system” clocks in general fund areas on campus. Typically, these clocks remain on the correct time, receiving reset signals from transmitters in the electrical system.

F&O Custodial and Grounds Services is responsible for maintaining the batteries and the correct time on all battery clocks in general fund areas.

Problems with clocks should be directed to the Facilities Service Center at 647-2059 or reported on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

See also: [Batteries, for clocks](#)

## Cold Rooms

Facilities & Operations is funded to maintain and repair cold rooms installed in general fund spaces. Report problems with these cold rooms to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Cold rooms in non-general fund areas can be maintained and repaired by Facilities & Operations at customer expense. For this service, submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

See [Freon Refrigerators and Freezers](#)

## Combination Locks

See [Locks, Combination](#)

## Compressed Air and Gas Systems

Compressed air and gas systems serve many labs, procedure rooms, and patient care areas on campus. In general, Facilities Maintenance is responsible for the infrastructure of these systems up to the piping shutoff valve located in a room. Filters and regulators attached after the piping shutoff valve are the users responsibility to maintain. Facilities Maintenance is not responsible for providing the gases used in these systems or the user equipment attached to the systems.

When departments are planning to make permanent connections to any compressed air or gas system on campus, the responsible Engineering group must be involved in the planning process.

Facilities & Operations supports the following systems: Compressed air systems are provided in many buildings and may serve labs, patient care areas, building heating/cooling equipment, etc. Central Campus buildings are supplied with compressed air from the Central Power F&O (CPP) through a hard-piped system. Facilities & Operations - Utilities & F&O Engineering is responsible for the delivery of compressed air from the CPP to the building. In General Fund buildings, Facilities Maintenance is responsible for the delivery of compressed air throughout the building. Some General Fund building compressed air systems are supported by air compressors located within the building. In these instances, Facilities Maintenance supports the entire system, from the air compressor to the piping shutoff valve. It is critical, when leaks or problems are observed in the compressed air system, that Facilities & Operations is notified. To report a compressed air problem in a general fund building, please call the Facilities Service Center at 7-2059 or report the issue online at: <https://requests.fo.umich.edu/>

Medical and lab gas systems (oxygen, nitrous oxide, nitrogen, carbon dioxide and medical air, etc.) are provided in University Hospital buildings and in some campus buildings. When provided, Facilities & Operations - Facilities Maintenance supports the infrastructure of the delivery system up to the point of connection to user equipment. In some instances (specifically the Dental School), building managers have the responsibility of servicing the outlet "interface" ports of these systems with outside vendors. In those instances, Facilities Maintenance is only responsible for the piping systems delivering the gas - not the connections to it. To report a medical or lab gas problem in a general fund building, please call the Facilities Service Center at 7-2059 or report the issue online at: <https://requests.fo.umich.edu/>

Vacuum and suction systems are located in University Hospital buildings and in some campus buildings. When provided, Facilities Maintenance supports the infrastructure of the delivery system up to the point of connection to user equipment. To report a vacuum or suction system problem in a general fund building, please call the Facilities Service Center at 7-2059 or report the issue online at: <https://requests.fo.umich.edu/>

See [Natural Gas Service](#)

## Conduit

Properly sized conduit is required for most electrical, data, telephone and other systems. Facilities & Operations has licensed electricians who install conduit on a regular basis. This work is performed at customer expense. Depending on the size and scope of the project, the work could be assigned to a Region Shop, Central Shop or Construction Services. To request this service, simply complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) and fax or send it to the Facilities Service Center at:

Fax: 763-2932

Mail: 326 East Hoover, 1002

See [Electrical Connections](#)

## Consulting Services

Architecture, Engineering and Construction (AEC) provides this service for facilities issues and can be contacted at 764-3414.



Facilities & Operations - Utilities & F&O Engineering provides consulting services on a limited, customer expense basis, to address operational issues with mechanical and electrical systems. Departments desiring consulting services from Facilities & Operations may submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Court Floors and Rooms

See [Recreational Facilities](#)

## Cranes, Outdoor

Facilities & Operations – Moving & Trucking Shop has the capability of moving, lifting and installing heavy items inside or outside buildings. Departments needing the assistance of cranes or lifts may send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Facilities & Operations has restrictions on where cranes and heavy apparatus may be used on campus. Additionally, depending on the location, a permit may need to be obtained from the City of Ann Arbor. Call the Facilities Service Center at 647-2059 with questions regarding crane use on campus.

## Custodial Service

Custodial service, in most General Fund buildings, is provided by F&O Custodial and Grounds Services. In general, custodial service is routine and occurs on a regularly scheduled basis. In the event emergency custodial service is required (e.g.: coffee spills, vomit, etc.), F&O Custodial and Grounds Services staff will be immediately dispatched for cleanup service. Please call the Facilities Service Center at 647-2059 to alert us of the need.

In some instances, departments, schools and colleges request special custodial services or increased schedules, above and beyond the scheduled services provided by F&O Custodial and Grounds Services. Custodial Services will provide an estimate for enhanced service upon request. Departments requesting this service should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

# D

## Damage Repair

It is never our desire to do more harm than good. In some situations, however, we may inadvertently cause damage to a facility or space. In those cases, Facilities & Operations will pay to repair the damage caused by our negligence. Please call the Facilities Service Center at 647-2059 and make us aware of the problem.

In situations where a building mechanical system failed and the failure caused damage to surrounding spaces, Facilities & Operations is only responsible for funding the subsequent repair of the mechanical equipment and correcting the problem.

The U of M Risk Management Office is responsible for funding the remediation of the damage caused as a result of the failure. In other words, Risk Management funds the cleanup and repair of the damage caused by the mechanical failure. In situations where the damage is substantial, Facilities & Operations, Risk Management and the affected department work together to quickly restore the area to functional use.

When department equipment or systems are damaged due to a facilities problem, the department should contact Risk Management directly and report the loss. Risk Management can be reached by phone at 764-2200.

In cases where a department causes damage to University property, it is expected that the department will fund the repair. Facilities & Operations will repair the damage at department expense. Departments requesting this service should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

In situations where an outside vendor damages University property, Facilities & Operations involves Risk Management to seek reimbursement from the vendor's insurance company.

See [Vandalism](#)

## Darkroom Red Lights

Facilities & Operations – Facilities Maintenance will replace or repair darkroom red lights at customer expense.

For this service, simply complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) and fax or send it to the Facilities Service Center at:

Fax: 763-2932

Mail: 326 East Hoover, 1002

## Data, Ethernet Jacks

ITCom installs and maintains Ethernet jacks. They may be contacted at: <http://www.itcom.itd.umich.edu/telephone/>

Facilities & Operations – Facilities Maintenance installs the conduit for these connections. To arrange for the conduit, please complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>)

and send it to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Deadbolts

Existing code-compliant deadbolts will be repaired by the Facilities & Operations - Facilities Maintenance Key Office. To report problems with deadbolts, please call the Facilities Service Center at 7-2059 or report the concern online at: <https://requests.fo.umich.edu/>

Deadbolts may be installed on a door for increased security. To comply, the deadbolt must be integrated into the existing door hardware so exiting is possible with only one motion. Installation of a new deadbolt requires approval to ensure code compliance. Prior to issuing a work order for the installation of a deadbolt, please contact the EH&S Fire Safety Services office (<http://www.EH&S.umich.edu/fire/index.shtml>) to obtain approval. When approved, please complete and send a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

\*Slide bolts\* (a surface mounted deadbolt-type lock that simply slides from one side to the other to lock a door) are sometimes confused as "deadbolts" and are almost always a code violation. Slide bolts may be allowed on the inactive leaf of a double door at the top and/or bottom-- assuming the inactive leaf is not required for egress. Prior to installation, approval must be obtained from the UM-EH&S Fire Safety Services.

**Note: Deadbolts or slide bolts installed without approval are not code-compliant and must be removed. The door will be repaired or replaced at customer expense. At no time should anyone tamper with a door in any building by cutting or drilling holes in a door, unless approved by the EH&S Fire Safety Services and the Facilities & Operations - Facilities Maintenance Key Office.**

See [Locks](#)

## De-ionized Water Lines

Facilities & Operations maintains and repairs de-ionized water systems in various building on campus. Report problems with de-ionized water systems to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Modifications or expansion of these systems is performed on a customer expense basis. Departments requesting this service should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

**Note: To ensure the safety of the domestic water system, departments may not attach equipment or instruments to domestic water systems. Contact Facilities & Operations for safe, code-compliant installation of your department equipment.**

## Departmental Equipment

Facilities & Operations is not funded to maintain or repair departmental equipment. However, Facilities & Operations has the expertise to perform maintenance and repair tasks on a variety of equipment. This work is performed at customer expense.

Some of the services provided by Facilities & Operations are:

- Welding or brazing broken equipment
- Office furniture repair (partitions, file cabinets, etc.)
- Refinishing furniture
- Re-key desks, cabinets, controls, safes, etc.
- Install and repair electrical key switches controlling equipment
- Replace frayed electrical cords

Please check with the Facilities Service Center at 647-2059 to see if we can help with your departmental equipment concern. You may also submit a completed Facilities & Operations Work Order ( <https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax:763-2932.

## Desks

See [Furniture, Classroom](#) [Furniture, Indoor](#)

## Directories, Building

Schools and colleges are responsible for maintaining and updating the information on interior building directory boards.

Facilities & Operations – Facilities Maintenance maintains and repairs built-in directory boards. Report problems with built-in directory boards to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

## Disability Access

See [Accessibility](#)

## Dishwashers

Facilities & Operations will repair built-in dishwashers (hard-wired and fixed plumbing), including water and electric service, in general fund buildings. Facilities Maintenance Regions will provide first response for repairs, but the work may have to be referred to a specialty vendor. For repair needs call the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Facilities & Operations will install new departmental dishwashers, including new water and electric service, or will repair portable dishwashers, at customer expense. For these services, simply complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) and fax or send it to the Facilities Service Center at:

Fax: 763-2932

Mail: 326 East Hoover, 1002

See [Break Rooms](#)

## Dishwasher Soap Dispensers

Dishwasher soap dispensers are considered departmental equipment. Facilities & Operations can support the installation, maintenance and repair of these devices at customer expense. Departments requesting service should send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) and fax or send it to the Facilities Service Center at:

Fax: 763-2932

Mail: 326 East Hoover, 1002

## Dispensers Paper Towels, Sanitary, Soap, and Toilet Paper

*Paper towel and toilet paper dispensers* - F&O Custodial and Grounds Services is responsible for installing, repairing, and supplying paper towel and toilet paper dispensers in general fund buildings.

*Sanitary dispensers* - F&O Custodial and Grounds Services will purchase, stock, and replace dispensers at customer expense. To request this service, departments should complete a Facilities & Operations [Work Order](#) and fax or send it to the Facilities Service Center at:

Fax: 763-2932 or Mail: 326 East Hoover, 1002

*Soap dispensers* - if broken and cannot be repaired, will be replaced by F&O Custodial and Grounds Services with a University standard replacement in General Fund Buildings. CGS will refill all soap dispensers. Installation of a new dispenser outside of the University standard or replacement outside of the University standard dispenser can be done at customer expense. Departments requesting this service should complete

a Facilities & Operations [Work Order](#) and fax or send it to the Facilities Service Center at:  
Fax: 763-2932 or Mail: 326 East Hoover, 1002

*Toilet Seat Cover dispensers* - F&O Custodial and Grounds Services will purchase, stock, and replace dispensers at customer expense. To request this service, departments should complete a Facilities & Operations Work Order and fax or send it to the Facilities Service Center at:  
Mail: 326 East Hoover, 1002  
or complete the non-general fund request at <https://requests.fo.umich.edu/Home/NonGeneralFund>

To report problems with existing soap dispensers, toilet paper dispensers, or paper towel dispensers, call the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

See [Restrooms](#)

## Display Cases

Departments are responsible for cleaning the interior surfaces of display cases. F&O Building and Grounds Services will clean the outside surfaces of glass display cases on a regular basis.

It is the responsibility of Facilities & Operations to maintain built-in display cases. This includes lighting, locks and electrical connections, or the repair of broken glass. Report problems with built-in display cases to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Departments are responsible for display cases that are not part of the building structure, including broken glass. Facilities & Operations can maintain and repair these display cases at customer expense. Departments needing assistance with their "non built-in" display cases may send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Docks, Loading

Loading docks at University buildings are used by a wide variety of people. Facilities & Operations is responsible for keeping the trash picked up in loading dock areas and keeping Facilities & Operations materials stored on a loading dock to a minimum. In most cases, the storage of materials on loading docks is the responsibility of the college or school using the building.

Facilities & Operations is responsible for the maintenance and repair of loading dock equipment such as: dock lifts, garage doors, door openers, lighting, etc. To report problems with equipment on loading docks or concerns with the cleanliness of the outside areas, call the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

See [Wind Screens](#)

## Domestic Water and Water Systems

The Facilities & Operations - Utilities group maintains and repairs the large domestic water systems throughout campus, up to the outlet of the backflow prevention assembly serving a building. In buildings without backflow prevention, Utilities responsibilities end at the outlet of the water meter assembly.

Facilities & Operations - Facilities Maintenance is responsible for the distribution, maintenance, and repair of water distribution systems inside buildings, from the point Utilities responsibilities end. Backflow prevention devices connected to equipment serviced by Facilities Maintenance are maintained and repaired by Facilities Maintenance. Backflow prevention devices connected to user equipment, such as coffee machines, vending machines, lab equipment, etc., are the responsibility of the department to maintain and repair.

Report problems with domestic water systems to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Modifications, additions and removals to the water distribution system are performed at customer expense. To arrange for a Facilities & Operations plumber, please complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>)

and send it to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

**Note: To ensure the safety of the domestic water system, departments may not attach equipment or instruments to domestic water systems. Contact Facilities & Operations for safe, code-compliant installation of your department equipment.**

See [Wells, Water](#)

## Door Bells

Facilities & Operations – Facilities Maintenance repairs door bells at customer expense. To request this service, simply complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) and fax or send it to the Facilities Service Center at:

Fax: 763-2932

Mail: 326 East Hoover, 1002

## Door Hold Open Devices

At no time should a fire door be blocked or held open with a wood wedge or placing an item so the door will not close. In the event of a fire, a fire door must close to save lives and to reduce damage to property.

An approved door hold open method is an electromagnetic door holding device installed as part of the building fire alarm system. When installed, the door is held open by an electromagnet and if the fire alarm system is activated, the magnet releases and the door will close and latch in accordance with the fire code. Electromagnetic door open devices may only be installed if the building fire alarm system has the capacity to power such a device and the proper authority having jurisdiction has approved the installation. To arrange for the installation of an electromagnetic door hold open device, please complete and send a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Doors with closers that are not fire doors and are not required to close and latch by fire code can be held open in a couple ways. A delayed action door closer will hold the door open for up to 20 seconds before beginning to close. A second method is to install a hold open arm to hold the door open until someone pulls it closed. To initiate the process of investigating whether this is a feasible option for your situation, please complete and send a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Due to the possibility of serious injury, tampering with a door closer by adjusting controls or by removing parts (such as closer arms, screws, etc.) is strictly forbidden. In general, most door closers on campus are adjusted so the door closes within 10 to 15 seconds of being fully opened. If a door is closing improperly, please call the Facilities Service Center at 7-2059 or report the concern online at: <https://requests.fo.umich.edu/>.

## Door Openers, Disability Access

Facilities & Operations – Key Office installs door openers for disability access at customer expense. In General Fund buildings, Facilities & Operations assumes responsibility for the on-going maintenance and repair of these devices.

Departments requesting the installation of an automatic door opener should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

For repairs or adjustments to automatic door openers in General Fund buildings, please call the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>



## Doors and Related Hardware

Facilities & Operations performs routine maintenance and repairs on door hardware in all general fund buildings. All locksmith work performed on campus must be authorized by the Facilities & Operations – Key Office. Report problems with doors and hardware to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

See [Keys](#) [Locks](#) [Door](#)

## Drains

Facilities & Operations maintains indoor and outdoor sanitary and storm water drains in general fund buildings and outside areas. Report slow or stopped-up drains to the Facilities Service Center at 647-2059 or on-line through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Departments must contact Facilities & Operations to make permanent connections to drains. This work is performed at customer expense. Please send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

### **Note: The following information was copied from the University of Michigan Environmental Stewardship website:**

Knowing the relationship between the nearest storm drains and your living and working areas makes it easier to take precautions to prevent materials from entering them. Whenever necessary, the drains should be plugged or bermed to prevent contaminated liquids from entering the storm system. Even if your activity doesn't require water, it is a good idea to cover the storm drain to prevent any loose material from getting into the system. Sweep the area and pick up the debris instead of washing it down the drain. If sediment is a concern, fabric bag filters can be hung in the catch basin to filter solids from runoff. These bags can be removed when they are full. If possible, divert any water to a vegetated area, after all - the grass can really use the water.

If a spill does occur, respond immediately and follow the Spill Emergency Response Procedures for your department. Contact University of Michigan EH&S at 3-4568 or Dept. of Public Safety (DPS) at 911 for all spills that occur on campus. Never wash spilled materials down a storm drain, sanitary sewer, or allow them to evaporate.

If improper dumping or discharge is observed on University property, immediately notify the University of Michigan EH&S at 7-1143 or the University's Department of Public Safety (DPS) at 3-1131. Report any off-campus dumping into Ann Arbor storm drains to the City of Ann Arbor Water Utilities Department at 994-1760.

## Draperies

F&O Building and Grounds Services maintains, replaces, and installs draperies at customer expense. Departments needing assistance with draperies may send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

See [Window Coverings](#)

## Drinking Fountains and Water Bottle Filling Stations

Facilities & Operations maintains and repairs indoor drinking fountains and water bottle filling stations in General Fund buildings. F&O Custodial and Grounds Services is responsible for the cleanliness of the drinking fountains and filling stations. Facilities Maintenance is responsible for the operation of the fountain or station.

Drinking fountain drains are sized to drain the overflow of water while in use. Please do not use a drinking fountain to dispose of solids, such as coffee grounds.

Report problems with the cleanliness or operation of the drinking fountains and water bottle filling stations to the Facilities Service Center at 647-2059 or on-line through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Some drinking fountains may be upgraded to include water bottle filling stations at customer expense. Drinking fountains that cannot be modified to include a filling station must be replaced with a new model. To request the upgrade, please complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) and fax or send it to the Facilities Service Center at:

Fax: 763-2932

Mail: 326 East Hoover, 1002

## Dryers, Clothes

Facilities & Operations will repair departmental dryers at customer expense.

For this service, simply complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) and fax or send it to the Facilities Service Center at:

Fax: 763-2932

Mail: 326 East Hoover, 1002

**Note: For safety purposes, Facilities & Operations must be contacted prior to the installation of electrical equipment. Call the Facilities Service Center at 647-2059.**

## Dryers, Hand and Hair

Facilities & Operations will repair built-in hand and hair dryers in general fund buildings. For repair needs call the Facilities Service Center at 647-2059 or report on-line through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

## Drywall

Facilities & Operations will repair drywall that has been damaged due to Facilities & Operations activities. Report problems caused by Facilities & Operations to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

General wear and tear, customer initiated work, or damaged caused by others is repaired at customer expense. For this service, simply complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) and fax or send it to the Facilities Service Center at:

Fax: 763-2932

Mail: 326 East Hoover, 1002

## Duct Cleaning

Facilities & Operations is not funded to perform air duct cleaning as a General Fund service. Customers and departments who wish to have their air ducts cleaned may contact Facilities & Operations to arrange this service at customer expense. Please complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) and fax or send it to the Facilities Service Center at:

Fax: 763-2932

Mail: 326 East Hoover, 1002

## Duct Work

Facilities & Operations – Sheetmetal Shop repairs duct work in general fund buildings. Call the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

The Sheetmetal Shop can also repair duct work in non-general fund buildings at customer expense. Departments may also request new diffusers on their heating and air conditioning outlets. Departments requesting these services should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Dumbwaiters

See [Elevators](#)

## Dumpsters

You may not use University dumpsters for personal refuse. Departments should make arrangements with University of Michigan Office of Property Disposition to dispose of furniture, equipment, appliances, and other large items. Property Disposition can be contacted at 764-2470 and their website is available at: <http://umich.edu/~ofa/PropDisp/>

Facilities & Operations – Sustainability has an outstanding web site with information regarding items that can be recycled rather than placed in a dumpster. Please reference this information at: <http://sustainability.umich.edu/ocs/recycling>

Generally speaking, dumpsters are used to collect general waste from buildings. Construction debris, hazardous waste, lab waste, needles, etc., should never be placed in a dumpster.

**Please note: Charcoal from grills, cigarettes, and other items that could ignite the contents of the dumpster, should never be thrown into a dumpster.**

When departments generate larger than normal amounts of trash, the department may request more frequent trash pick-ups, at department expense, from Waste Management. Departments requesting this service should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

See [Hazardous Waste disposal](#)

## E

## Electric Service

Two Facilities & Operations groups are responsible for electrical distribution on campus.

Facilities & Operations - Utilities & F&O Engineering is responsible for providing electricity to University buildings. A portion of the electricity used on campus is generated at the Central Power F&O and the balance is purchased electricity from outside vendors. Facilities & Operations - Utilities & F&O Engineering continually monitors the electrical conditions on campus and is immediately alerted to building or area outages.

Inside General Fund buildings, Facilities & Operations - Facilities Maintenance is responsible for the distribution of electricity providing power to outlets and to permanently wired fixtures and devices, such as light fixtures.

Electric circuits are sometimes overloaded, causing the circuit breaker (an overcurrent device) to trip and shut off electricity to an outlet or several outlets. Most electric circuits on campus are rated for a maximum load of 20 amps. All electric appliances and devices should have a label providing the rated amperage of the device used while in operation. Users may simply total the amperage from all **non-continuous running equipment** plugged in to the circuit feeding them and if that number exceeds 20 amps, the breaker will likely trip. (Note: If you have equipment that runs continuous (3 hours or more) the total amperage can not exceed 16 amps per 20 amp circuit breaker. In other words: your amperage can be between 16- 20 amps but not more than 16 amps for more that 3 hours at any one time.)

When a circuit breaker trips, Facilities Maintenance staff must disconnect some devices from the circuit prior to resetting the breaker, to ensure the safety of the worker and those working in the area.

Prior to reporting a loss of power to an outlet, users should first verify the problem is not with the device plugged in to the outlet - by simply plugging in a known working device to the outlet and testing operation. If that device fails to operate, please report the outage to Facilities & Operations.

Facilities & Operations electricians are available to install additional circuits in problem areas - only if spare capacity exists in branch circuit panels. This work is performed at customer expense. To arrange for the installation of additional outlets, departments should send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

To report a loss of electricity or to obtain an update during an electrical outage, call the Facilities Service Center at 647-2059.

Damage that occurs to departmental equipment as the result of an electrical outage should be reported directly to Risk Management at 764-2200.

## Electric Space Heaters

Facilities & Operations recognizes that individuals have different levels of comfort associated with temperature and heat. Before considering the purchase of an electric space heater, please call the Facilities Service Center at 647-2059 and allow us the opportunity to investigate the situation.

If the situation cannot be corrected immediately, the use of an electric space heater, as a temporary measure, is allowed according to the following guidelines:

- Space heaters must be electric powered and ideally, oil-filled or ceramic.
- Fuel powered (such as propane, wood, natural gas, or kerosene) space heaters are not permitted inside occupied buildings.
- Space heaters must not take more than 110 volts of electricity to operate.
- Space heaters that have exposed heating elements (the type that glow red hot) are not recommended.
- Space heaters must have a Tip-Over Shutdown feature and must be UL (Underwriters Laboratory) approved.
- Space heaters must have a thermostat that automatically shuts off when a certain temperature is reached.
- Space heaters should be kept at least 3 feet away from any combustible material and should always be turned off and unplugged when area being heated is not occupied.
- Nothing should ever be placed on top of or touching a space heater.
- Do not place heaters under desks or in other enclosed areas.
- Heaters must be plugged directly into a wall receptacle. Never plug a heater into an extension cord or portable power strip / surge protector. Never plug space heaters into dedicated data receptacles.
- Heaters need to be monitored daily. Heaters that are missing guards, control knobs, feet, or other parts must be taken out of service immediately and repaired by a competent person or discarded.

Electric Space Heaters are typically extremely inefficient and use large amounts of electricity. Facilities & Operations recommends minimal use of these heaters for both environmental and safety reasons.

**Note: Only oil filled electric radiator space heaters are approved for University of Michigan Hospitals and Health Centers. Space heaters are not allowed in dorm rooms according to Housing policy.**

## Electrical Connections

Facilities & Operations can install electrical connections of various voltages in departmental space. Requests of this nature are funded by the departments at customer expense. Departments needing installation of electrical connections may send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

**Note: For safety purposes, Facilities & Operations must be contacted prior to the installation of any electrical equipment. Electrical inspectors from AEC must inspect and approve the installation of new electrical circuits.**

See [Extension Cords](#)

## Elevators

**Elevator emergencies should be reported to the Department of Public Safety at 911.**

Facilities & Operations maintains elevators, dumbwaiters, stage lifts, escalators, and wheelchair lifts in all General Fund buildings. To report a problem with any of these devices, call the Facilities Service Center at 647-2059.

The elevator mechanics in Facilities & Operations regularly test all elevators (and other devices) in accordance with State of Michigan laws. All modifications to elevators must be approved, in advance, by the State of Michigan Elevator Safety Division.

The Facilities & Operations - Elevator Program Manager, oversees all aspects of elevator operations on campus, ensuring our compliance with the law. Anyone with a question or a concern about elevators or the other lifting devices on campus, should contact the Elevator Program Manager through the Facilities Service Center at 647-2059. If modifications are needed to an existing elevator, the Elevator Program Manager will work with departments to estimate and execute modifications to meet the operational requirements of the departments and applicable code requirements. Modifications are performed at customer expense. Departments requesting a modification to their elevator should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Facilities & Operations is also responsible for servicing the elevators in Housing, Parking and the Athletic Department. Problems with elevators in these facilities should be routed through the appropriate facilities department, who in turn, will notify Facilities & Operations.

## Emergency Calls

**In case of fire and other life-threatening emergencies, dial 911.**

**For maintenance emergencies in general fund buildings** - call the Facilities Service Center at (734) 647-2059, 24 hours per day, 365 days per year.

Facilities & Operations is staffed around-the-clock to address facilities emergencies. Response time to address emergency situations should be no longer than 1 hour at any time.

Maintenance emergencies should NEVER be reported via fax, left as a voice-mail message, or sent through our online maintenance request system. Please call us directly at (734) 647-2059 and speak directly to an operator.

**For maintenance emergencies in University Hospital facilities**, please call Hospital Maintenance at (734) 936-5054 (<http://www.med.umich.edu/facilities/>)

**For maintenance emergencies in Housing facilities**, please call the Facilities Service Center at (734) 647-2059, 24 hours per day, 365 days per year. (<http://www.housing.umich.edu/fixit>)

**For maintenance emergencies in Parking structures and lots**, please call Parking Maintenance at (734) 764-1225. (<http://ltp.umich.edu/site-tools/contact.php>)

**For maintenance emergencies in Athletic facilities**, please call the Division of Public Safety and Security at (734) 763-1131.

## Emergency Generators

Facilities & Operations - Facilities Maintenance maintains and tests permanent (fixed) emergency generators in Maintenance General Fund (MGF) facilities and in non-MGF facilities.

Non-MGF facilities may request Facilities & Operations - Facilities Maintenance to maintain and test their emergency generators at customer expense. Departments requesting this service are encouraged to develop Service Level Agreements with Facilities Maintenance. More information on a Service Level Agreement is available by contacting the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Emergency generation may be installed in a building (or an area within a building) at the request and expense of the school or department. The department responsible for development of these projects is AEC - Architecture & Engineering (A&E). To initiate a project to install an emergency generator, please call AEC at 764-3414.

Periodically, maintenance is performed on University electrical substations requiring power shutdowns in campus buildings. When scheduled, and with advanced planning, it may be possible to arrange for a building (or specific areas of a building) to be temporarily powered using an emergency generator. This service is performed at customer expense and must be arranged well in advance of the need. The simplest method of notifying Facilities & Operations of the need to provide temporary power is to notify Facilities & Operations immediately upon notice of a planned power shutdown.

In the event of a major electrical outage on campus, Facilities & Operations does not have enough portable electrical generating capacity to provide power to every building. If a major outage occurs, Facilities & Operations crews work hard to protect the assets of the University in accordance with University and Facilities & Operations emergency operations plans. Schools and departments are encouraged to regularly review their emergency operations plan to better understand operations in emergency situations.

Report concerns or problems with fixed emergency generators to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

## Emergency Lighting

Facilities & Operations - Facilities Maintenance is responsible for maintaining and testing emergency lighting in general fund buildings. Emergency lights are included in the Preventive Maintenance program to ensure the lights are tested at regular intervals.



Report problems with emergency lights to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>.

## Emergency Telephones

ITCom installs and maintains exterior emergency telephones, providing immediate contact with the Department of Public Safety, in locations throughout the University campus. ITCom may be contacted by phone at 763-2000 or through their web site at: <http://www.itcom.itd.umich.edu/telephone/>

Most elevators on the University campus have emergency phones installed in them. These phones dial 911 and connect the caller to the Department of Public Safety.

Immediately report problems with any emergency phone to the Department of Public Safety at 763-1131.

Illumination lights on exterior emergency phones are maintained by Facilities Maintenance at customer (ITCom) expense. Report problems with lights on emergency phones to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

## Energy Conservation

Facilities & Operations' Energy Management team is responsible for monitoring utility consumption in campus buildings, implementing energy conservation projects, and educating the campus community on energy conservation. If you want to share any ideas or ask questions, please contact the team at [energyconservation@umich.edu](mailto:energyconservation@umich.edu). For more information, visit <http://energymanagement.umich.edu>.

## Environmental Rooms and Chambers

Environmental rooms and chambers are maintained by Facilities & Operations. Report problems with environmental rooms and chambers immediately to the Facilities Service Center at 647-2059.

See [Cold Rooms](#)

## Equipment, Departmental

See [Departmental Equipment](#)

## Erasers

F&O Building and Grounds Services provides chalk and chalkboard erasers to classroom areas. Report shortages of chalk and erasers to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Dry erase markers and erasers for white boards are provided by schools and colleges.

## Escalators

See [Elevators](#)

## Estimates

Facilities & Operations - Work Management coordinates all estimate requests in Facilities & Operations. An estimate may be requested for any service provided by Facilities & Operations. Estimate requests may be submitted on-line at: <https://requests.fo.umich.edu/Home/Estimate>

For estimate requests under \$1000, Facilities & Operations will produce a non-detailed, "ballpark" estimate with a range of costs for a particular job at no charge to the customer. Ballpark estimates will be based on information in our Facilities Management System and will be for time & material work orders only.

Construction Services provides free estimates for all work assigned to their shop. Construction Services will provide either a time & materials estimate or a fixed-price estimate, depending on the needs of the customer.

For larger, mechanical-type projects, Facilities & Operations will produce a "ballpark" estimate without extensive design for customer approval. If after receiving the estimate the customer requests a more detailed estimate involving design work, the customer will need to submit a Facilities & Operations Work Order and assume the costs for the design work necessary to complete the detailed estimate.

To submit a funded-estimate request, departments may send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Turn around time on estimates varies depending on the complexity and nature of the project. Facilities & Operations requests customers to plan ahead and submit estimate requests early. Call the Facilities Service Center at 647-2059 for an update on the status of any estimate request.

## Ethernet Jacks

See [Data, Ethernet Jacks](#)

## Exercise Rooms, Recreational Buildings

See [Recreational Facilities](#)

## Exit Lighting

Facilities & Operations – Facilities Maintenance is responsible for maintaining and testing exit lighting in general fund buildings. Exit lights are included in the Preventive Maintenance program to assure that the lights are tested at regular intervals.

To report problems with exit lights, call the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

## Extension Cords

The University of Michigan follows guidelines found in national electrical and fire codes pertaining to the use of extension cords. Extension cords cannot be used as a permanent wiring method and may only be used to provide a temporary means of power for no longer than 30 days.

Extension cords may be used to provide temporary power for portable equipment, such as a vacuum cleaner, electric drills, or lighting. Remove the cord when the task is completed.

Extension cords should NEVER be used to power permanent appliances, such as lab equipment, kitchen equipment, copiers, etc.

Surge-protector plug strips for personal computers and their components are acceptable. The plug strips must be UL-rated and contain an over-current protection device. Electrical appliances, such as hotplates or coffeemakers, should never be plugged into a plug strip.

All extension cords and plug strips must:

- be grounded
- be rated to carry the electrical load of the device attached to it
- never routed under rugs, through walls, doors, windows, ceilings or floors, or across hallways or paths of ingress or egress
- never be concealed behind building walls, ceilings or floors
- be in good repair (replace any damaged cord or plug strip)
- never be modified or repaired
- never be daisy-chained to achieve additional outlets

Additional safety information is available on the University of Michigan Environment, Safety & Health website at: <https://ehs.umich.edu/research-clinical/equipment-tools/extension-cord-power-strip/>

Facilities & Operations will install additional outlets in spaces that require them. Requests of this nature are funded by the departments on a customer pay basis. Departments needing installation of additional outlets may send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Eyewash Stations

Facilities & Operations – Facilities Maintenance is responsible for maintaining eye wash stations. Eye wash stations and emergency showers are included in the Facilities & Operations Preventive Maintenance program to assure regular tests are performed. Testing of eye wash stations and showers is performed by F&O Building and Grounds Services. Report problems with eyewash stations and emergency showers to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Facilities & Operations installs new eyewash and shower stations at customer expense. Departments requesting this service should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## F

### Fans, Portable

Generally speaking, Facilities & Operations does not provide portable fans to departments. However, in the event that a heating or cooling system has broken down and the occupants of the affected space are uncomfortable, Facilities & Operations will attempt to locate sufficient portable fans to aid those in need.

Contact the Facilities Service Center at 647-2059 should a situation of this nature occur.

### Fences

F&O Building and Grounds Services maintains all fences on campus. AEC – Construction Management maintains all construction fencing and other fencing in general fund areas.

To report problems with permanent fences on campus, call the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

## Fields, Intramural and Play

See [Recreational Facilities](#)

## Filters - HVAC Systems

Facilities & Operations – Facilities Maintenance is responsible for replacing filters in the large heating, ventilation and cooling (HVAC) units in general fund buildings. These filters are specifically designed to remove particles from the air to prevent contamination of interior spaces. Filter replacements are planned and scheduled through the Facilities & Operations Preventive Maintenance program.

In most cases, building occupants do not have access to the areas housing the HVAC equipment. Questions about filters and filter replacement can be directed to the Facilities Service Center at 647-2059.

## Filters - Special

In certain buildings, some departments have opted to install additional filters (e.g. High Efficiency Particulate Air (HEPA) filters to further reduce the particles entering or leaving their lab and research spaces. Facilities & Operations can replace these expensive filters; however, the work is performed at customer expense.

To request this service, departments should send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or fax: 763-2932.

## Fire

**In case of fire and other life-threatening emergency, please dial 911.**

## Fire Extinguishers

The University of Michigan has divided the responsibility for fire extinguishers in campus buildings into the following areas:

- University of Michigan Environment, Safety & Health (EH&S) department will ensure University compliance with MIOSHA regulations
- The EH&S Office of Fire Safety Service retains the institutional Authority Having Jurisdiction (AHJ) and is responsible for fire extinguisher user training
- Facilities & Operations - Facilities Maintenance is responsible for inspecting and maintaining fire extinguishers in General Fund buildings and Auxiliary buildings where contracted

The Facilities & Operations - Facilities Maintenance, Fire Extinguisher Shop installs, inspects and maintains fire extinguishers in accordance with NFPA 10 standards. The Fire Extinguisher Shop has developed a monthly inspection program to comply with MIOSHA requirements. Working in cooperation with the EH&S department, the Fire Extinguisher Shop ensures proper fire extinguisher coverage is achieved throughout all buildings they maintain.

Funding for services performed by the Fire Extinguisher Shop comes from a variety of sources, all utilizing Service Level Agreements. EH&S is responsible for funding fire extinguisher services in campus General Fund buildings. Auxiliary units within the U-M are responsible for funding services in their respective areas. Facilities Maintenance does not support fire extinguisher services out of their operational budget.

If you discover a fire extinguisher is empty or has been partially used, please contact the University of Michigan Police Department (UMPD) at 763-1131 (or 911 if used to extinguish a fire) – to file a report.

If a fire extinguisher is broken or missing from the assigned location, contact the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

## Fire Command Centers

Fire Command Centers are located in some UM buildings based on the requirements of life safety codes. These centers are to be available to first responders in the event of an emergency in the building and must remain in a constant "state of readiness" for use by the Ann Arbor Fire Department, U-M Environment, Health & Safety, U-M Police Department, and others.

In General Fund buildings, Fire Command Centers are keyed to a restricted key. Similar to mechanical rooms, these spaces are not intended for the storage of items unrelated to the purpose of the room. Approval is required from the U-M Fire Safety Office for the space to be regularly or temporarily occupied. The access path to the Fire Command Center must be free of obstacles.

All building drawings and other building information located in the Command Center are intended for use in that location and may not be removed. These resources are critical in the event of an emergency.

Fire Command Centers require the installation of a dedicated phone and the costs for the phone are the responsibility of the school, college or department occupying the building. It is a requirement to maintain on-going service on this phone line.

## Fire Hose Boxes

Facilities & Operations is responsible for maintaining fire hose boxes in general fund buildings. In many cases, the fire hoses have been removed and the boxes have been secured to prevent further vandalism. It is important to note that in responding to a fire, the fire department will use their hoses and equipment to extinguish the fire and they do not rely on the equipment that may be in the buildings.

To report problems with fire hose boxes in general fund buildings, call the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

## Fire Hydrants

All fire hydrant problems on the University campus should be directed to the Facilities Service Center (FSC) at 647-2059. The FSC will notify the Facilities & Operations - Utilities & F&O Engineering (UPE) department of the problem and the UPE group will investigate the concern. Because ownership of fire hydrants varies between the University and the City of Ann Arbor, UPE will determine which group is responsible and, if necessary, will notify the proper department at the City of Ann Arbor Department of Public Works.

Facilities & Operations requests all fire hydrant concerns on campus be handled in the above manner because many of the water supply lines serving fire hydrants also supply water to various campus buildings. If there is a problem and the campus water supply may be interrupted, it is imperative UPE is aware of the problem and involved in the repair process.

## Fire Safety

See [Alarms Life Safety Systems](#)

## Fire Shutters and Curtains

Rolling fire shutters and curtains are typically installed in atrium or hallway areas to prevent fire or smoke from crossing fire compartments or fire barrier separations - effectively preventing fire and smoke from further penetrating a building. Similar devices may be installed in some areas to address security situations.

These devices may be manually operated (self lowering) or electrically operated with battery backup. Activation of the shutter occurs when a fusible metal link is melted (due to heat) or upon activation of the building fire alarm system.

Facilities Maintenance performs annual testing of fire shutters and curtains in accordance with fire codes. Fire shutters and curtains must lower completely to be effective. Therefore, it is critical that building users not install or place items in the operational area of the fire shutter or curtain that would potentially interfere with or obstruct operation of the shutter or curtain. Further, fire shutters and curtains should not be tampered with or used for any other purpose than which they are intended.

Questions or concerns with fire shutters and curtains may be directed to the Program Manager for Life Safety Systems via the Facilities Service Center at 7-2059 or submitted via an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

## Flag Poles

Facilities & Operations - Facilities Maintenance is responsible for flags and flag poles at the following locations:

- North Side of the Diag (Central Campus East Region)
- Physical Properties Building (South Campus Region)

Flags are replaced when they show evidence of wear. To report problems with flags or flag poles at either of these locations, call the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

The City of Ann Arbor Fire Department operates the flag pole in front of the Fire Service Center on North Campus. The Ann Arbor Fire Department is responsible for purchasing the flags and raising and lowering the flag. Facilities & Operations will repair the flag pole trolley and rope system, if needed.

The University of Michigan Division of Public Safety and Security operates the flag pole in front of the Campus Safety & Service Building on South Campus. The Division of Public Safety and Security is responsible for purchasing the flags and raising and lowering the flag. Facilities & Operations will repair the flag pole trolley and rope system, if needed.

Other flag poles on campus are operated by various groups, including the Hospital, NCRC, and Athletics. Those groups are responsible for the operation and repair costs of their flag poles. Concerns with these flag poles should be directed to the group responsible.

The authorization to raise and lower flags is provided by the University of Michigan Division of Public Safety and Security and is based on directives received from agencies of the government.

## Flammable - Liquid Cabinets

Departments are responsible for providing flammable-liquid cabinets. More information on these cabinets can be obtained from the University of Michigan Environmental Health & Safety department (EH&S). Contact EH&S at 647-1142 or visit their web site at: <http://ehs.umich.edu/>

## Floor Covering - Cleaning

F&O Custodial and Grounds Services is responsible for cleaning floor surfaces in all general fund space. Building Services will use the methods and equipment deemed most suitable for a particular floor surface.



F&O Custodial and Grounds Services has developed an extensive plan for cleaning the areas and the frequency of cleaning depends on the use of the space. The F&O Custodial and Grounds Services Cleaning Guide can be viewed on the F&O Custodial and Grounds Services web site at: <http://cgs.fo.umich.edu/wp-content/uploads/2017/12/Cleaning-Standards.pdf>

To report problems with regular cleaning in general fund space, call the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

F&O Custodial and Grounds Services cleans carpets in general fund buildings on a biennial basis. Spot cleaning of carpets is performed on a routine basis, as per the F&O Building and Grounds Services Cleaning Guide.

In the event of a flood, fire or other calamity, emergency cleaning services are provided by the F&O Custodial and Grounds Services Customer Response Team (CRT). The services of the CRT are arranged by contacting the FSC at 647-2059.

If additional floor cleaning services are requested by a department, school or college, F&O Custodial and Grounds Services will provide that increased level of service at customer expense. To arrange for these services, departments should send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Floor Covering – Repair and Replacement

Facilities & Operations is funded to make repairs to floor coverings in general fund space. Floor tile and carpet, when damaged or torn, can become a tripping hazard to passersby and our desire is to repair the problem as soon as possible. Please call the Facilities Service Center at 647-2059 to report the problem.

Facilities & Operations is responsible for the replacement of floor coverings in general fund space. However, the need far exceeds the funds available for this activity. When Facilities & Operations receives carpet replacement requests from general fund buildings, those requests are referred to F&O Engineering for inclusion on the Facilities Condition Assessment (FCA). Once the request is on the FCA, it will be prioritized against other capital projects and the work performed when funds are made available. Unfortunately, this process is lengthy and funding is not a certainty.

In many cases, departments opt to fund the replacement of floor coverings themselves. Facilities & Operations – Construction Services is equipped to perform this work utilizing outside vendors for the removal of old material and the installation of the new surface. Construction Services will meet with the department to properly plan the installation and can provide samples of the materials that meet University standards for installation.

Departments interested in floor covering replacement should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Departments who wish to hire an outside contractor should consult the [UManage Guidelines](#).

## Flowers and Plants

F&O Custodial and Grounds Services approves, plants, and maintains outdoor plantings in general fund areas. View their web site at:

<http://cgs.fo.umich.edu/services/landscape-grounds/>

For non-general fund areas, departments wishing to have plants or flowers planted outdoors should call the Landscape Architect's Office at 764-0532.

Facilities & Operations no longer provides or services indoor plants. The University has contracted with an outside vendor for this service. You can obtain a list of contractors approved to maintain indoor plants from the University Purchasing Department. Contact Purchasing at 647-0304 or visit their web site at:

<http://umich.edu/~purch/>

F&O Building and Grounds Services can provide plants and flowers for special events (see below).

## Flowers and Plants for Special Events

F&O Building and Grounds Services can provide flowers or plants for special events at the University at customer expense. Please order well in advance of the event. Simply complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) and fax or mail it to the Facilities Service Center at: Fax: 763-2932. Mail: 326 East Hoover, 1002

## Food Service Operations

Facilities & Operations is not funded via the General Fund to maintain or repair food service operations and related systems in University buildings. By definition, food service operations are locations where food or beverages are prepared and sold to the general public, students, visitors, etc. Some examples (not inclusive) of food service operations are: Bert's Cafe's in Shapiro and Taubman Medical Library, Fields Cafe in Palmer Commons, Aikens Commons in the Law School, and the Siegle Cafe in the Ross School of Business, etc.

The various schools and colleges responsible for hosting and contracting these entities are responsible for either a) maintaining the equipment and the costs which can be directly attributed to these activities within these various spaces, or b) responsible for including appropriate language, responsibilities, and insurance in covering this work and costs as a part of their vendors contract within their agreement(s) regarding the space, equipment in providing foodservice operations.

There are general building systems/components supported by Facilities & Operations - Facilities Maintenance whereby these systems/components are common to the building space or primary building systems. Those items include: general coverage illumination/lighting (typically 2'x4'

fluorescent fixtures), standard ceiling tile, general heating, ventilation and air conditioning, building life safety systems, and general area access control systems (card reader and keyed lock sets). Utility services such as water, sanitary, electricity, steam, gas, etc. are generally not metered in these locations, and costs are already directly borne by the host school or college.

Items not serviced by Facilities & Operations via general funds with in these food service operation areas are: specialty lighting (for food counters, signs, and cabinets), equipment, sinks and fixtures used in food service production; equipment and fixtures in serving areas; furniture, floor coverings, security systems, gates or screens; special fire suppression systems, dedicated exhaust/filtering systems, refrigerators or walk-in coolers, ice makers, dishwashers and dryers, sink grinders, back-flow preventers, and clogged/broken plumbing systems directly attributed to use within or in support of these food service operations. Also excluded are vendor specific door or card access systems. Facilities & Operations support activities associated with the connection/inspection to these utility/building component systems is customer pay and must be installed and inspected in compliance with applicable codes and University installation standards.

In addition, Facilities & Operations - Custodial and Grounds Services (C&GS) does not provide custodial services to food service preparation or serving counters. C&GS does provide floor cleaning and trash removal services to the public areas of the food service operation according to the cleaning standards - and only in the areas on the "public" side of the food service operation counter. Services such as extra cleaning, pest management, and waste removal are available from C&GS at customer expense.

Other University entities such as Environment, Safety & Health (EH&S) are required to be involved in food service operations.

To arrange for Facilities & Operations-provided services, please call the Facilities Service Center at 647-2059 or send a request on-line through our web site at: <https://requests.fo.umich.edu/Home/NonGeneralFund>

Facilities & Operations may provide maintenance and custodial services to food service operations via a Service Level Agreement with the operators or with the School or College. A Service Level Agreement details the customer expectations, the estimated annual costs to provide preventive and corrective maintenance services for services, and specifies the account information to be used to charge the customer for this work. To begin the process for a SLA with Facilities Maintenance, call the Facilities Service Center at 647-2059 and ask to speak with the Facilities Maintenance SLA Program Manager.

## Fountains, Outdoor

Maintenance is responsible for maintaining several exterior fountains on campus. The installations serviced by Maintenance are:

- The "Thomas S. Cooley Memorial Fountain" located on Central Campus - Ingalls Mall. (Operations funded by MGF.) Serviced by the Central Campus East Region.
- The "Class of '47E Reflecting Pool and Fred's Fountain", located near the Lurie Engineering Building on North Campus. (Operations funded by MGF.) Serviced by the North Campus Region.

- The Class of 42E Plaza water feature on North Campus near G.G. Brown. (Operations funded by the College of Engineering.) Serviced by the North Campus Region.
- The Class of 1956 Memorial Fountain located between the Michigan Union and LSA Building. (Operations funded by MGF.) Serviced by the Central Campus West Region.
- The drinking fountain located at the corner of N. University Street and State Street. (Operations funded by MGF.) Serviced by the Central Campus West Region.

All campus water features and fountains are normally activated prior to Spring Commencement and deactivated the week after the Fall Homecoming football game. The schedule will vary due to expected freezing temperatures or other weather conditions which could potentially damage the fountains.

To report problems with the reflecting pool or fountains, please call the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund/>

## Fountains, Water

See [Drinking Fountains](#)

## Freezers, Moveable

Departments provide and maintain moveable freezers, such as chest, vertical freezers (not built-in), -80 or ultra-low freezers. Facilities & Operations – Facilities Maintenance provides service to maintain and repair freezers at customer expense. The work can be performed on an “as requested” basis or Facilities & Operations can schedule this activity in the Preventive Maintenance (PM) program and provide regular cleanings and inspection of the freezer components.

Departments requesting service on a freezer should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Facilities & Operations does not pay for loss of contents due to power failure; contact Risk Management at 764-2200.

See [Refrigerators and Freezers](#)

## Freezers, Walk-in

See [Cold Rooms](#)

## Freon

See [Refrigerant Gas Refrigerators and Freezers](#)

## Fume Hoods

Departments pay for the installation of new fume hoods. Facilities & Operations - Facilities Maintenance performs routine maintenance on fume hoods. University of Michigan EH&S conducts periodic safety checks and relays this information to Facilities Maintenance for follow-up. For "low" or "no flow" problems with fume hoods, please call the Facilities Service Center immediately at 647-2059. For other maintenance needs call the Facilities Service Center or send the request on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Departments are responsible for the cost of replacing or redesigning non-compliant fume hoods to meet current safety guidelines. F&O Engineering can provide the engineering that is required for any fume hood installation or relocation. Further, the installation work can be performed by Facilities & Operations staff. Departments wishing to relocate or install a fume hood should send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

**Note: For safety purposes, Facilities & Operations must be contacted prior to the installation of fume hoods. Call the Facilities Service Center at 647-2059.**

## Furniture, Classroom

Classroom furniture (desks, tables, chairs, podiums) that is bolted to the floor or wall is maintained by Facilities & Operations. For repair needs call the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Classroom furniture that is movable or freestanding can be installed or repaired at customer expense. Facilities & Operations – Upholstery Shop can repair and reupholster used classroom furniture. Facilities & Operations – Construction Services can build custom classroom furniture at customer expense. To request any of these services, submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

See [Upholstery](#)

## Furniture, Indoor

Departments are responsible for the purchase and installation of furniture in their areas. For new manufactured furniture, contact AEC - Interior Design Services at 764-8294.

University of Michigan Stores has office furniture available from Steelcase and other vendors. They may be contacted at 998-4040 or view their web site at: <http://umich.edu/~purch/mstores/>

At customer expense, Facilities & Operations – Construction Services can build custom furniture; Facilities & Operations – Upholstery Shop can repair and reupholster used furniture; and Facilities & Operations – Machine Repair Shop can repair desks, file cabinets, wall partitions and chairs. To arrange for the construction of new furniture or the repair of old furniture, please send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

See [Upholstery](#)

**Furniture should not be disposed of in refuse dumpsters or trash compactors.**

The sale of old furniture is handled by the Office of Property Disposition. Property Disposition can be contacted at 764-2470 and their web site is available at: <http://umich.edu/~ofa/PropDisp/>

Furniture that cannot be resold is handled as separate waste. Contact the Facilities Service Center at 647-2059 for a Work Order to have F&O Building and Grounds Services dispose of it.

F&O Material and Moving Services can provide assistance in the removal of furniture and delivery to Property Disposition. Departments needing assistance with moving or disposing of furniture may send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Furniture, Outdoor

Facilities & Operations – Grounds installs and maintains outdoor furniture for much of the campus. Inquiries for new outdoor furniture should be directed to the Landscape Architect's Office at 764-0532. Report problems with outdoor furniture to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

## G

## Garbage Disposals

Facilities & Operations repairs garbage disposals in general fund buildings. To initiate a repair, call the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Facilities & Operations installs new garbage disposals at customer expense. Departments requesting this service should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Gates, Traffic Control

Logistics, Transportation & Parking, is responsible for traffic control gates into parking lots and structures. Parking Maintenance can be contacted at 764-1225 and their web site is available at: <http://ltp.umich.edu/site-tools/contact.php>

## General Fund

Facilities & Operations (F&O ) is funded by the University to perform maintenance activities in what is commonly referred to as "General Fund space or areas".

"Revenues for the General Fund come from State of Michigan appropriations, student tuition and fees, indirect cost recovery tied to sponsored grants and contracts, and other income."

(Source: [http://obp.umich.edu/wp-content/uploads/almanac/Almanac\\_Ch10\\_Sep2015.pdf](http://obp.umich.edu/wp-content/uploads/almanac/Almanac_Ch10_Sep2015.pdf))

General Fund dollars "are expendable for the purpose of performing the primary missions of the institution -- instruction, research, and public service; supporting programs of academic support, student services, institutional support, operations, and maintenance of F&O and scholarship and fellowships -- and which are not restricted by external sources or designated by the Board of Regents for other than operating purposes."

(Source: [http://obp.umich.edu/wp-content/uploads/pubdata/factsfigures/finance\\_uma\\_15-16.pdf](http://obp.umich.edu/wp-content/uploads/pubdata/factsfigures/finance_uma_15-16.pdf))

Various entities of F&O receive a portion of the General Fund each budget year and strives to maximize the use of this limited resource. Of the approximately 35.7 million square feet of space on the University of Michigan - Ann Arbor campus, 15.3 million square feet of space is maintained by the General Fund. (Source: F&O Administrative Services, FY 2015 Plt Utl Master Bldg File)

## Glass Replacement

See [Windows](#)

## Glass Washers

Facilities & Operations will repair glass washers (hard-wired and fixed plumbing), including water and electric service, in general fund buildings. For repair needs call the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Facilities & Operations will install new departmental glass washers, including new water and electric service, or will repair portable dishwashers, at customer expense. For these services, simply complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) and fax or send it to the Facilities Service Center at:

Fax: 763-2932

Mail: 326 East Hoover, 1002

Portable glass washers are considered departmental equipment and are serviced at customer expense. Departments requesting service should send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932

## Graffiti Removal

Facilities & Operations is funded to remove graffiti from public areas of campus. Facilities & Operations performs graffiti removal according to the following guidelines:

Sidewalks and plazas: Chalk graffiti on sidewalks and plazas will not be removed. Painted graffiti on sidewalks and plazas will be removed as soon as possible.

Building exterior walls, retaining walls and other vertical surfaces: Graffiti applied to vertical surfaces will be removed as soon as possible, whether chalk or paint.

Building interior walls: F&O Building and Grounds Services removes graffiti on interior walls in General Fund space.

To report graffiti on campus, call the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

See [Vandalism](#)



## Grounds

F&O Building and Grounds Services provides grounds maintenance for general fund supported areas, and other areas, at the request of our customers. To report problems relating to grounds maintenance, please call the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

See [Moving Snow and Ice Removal Street Maintenance](#)

## Growth Chambers

Growth chambers constructed as part of the building are maintained by Facilities & Operations – Facilities Maintenance. To report problems with built-in growth chambers, call the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

For growth chambers that are not built-in, Facilities & Operations can support maintenance and repair of these devices at customer expense. Departments requesting service should send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Gutters

Gutter cleaning on general fund buildings are the responsibility of Facilities & Operations – Roofing Shop. When weeds are observed to be growing from gutters, this should be reported to Facilities & Operations so the weeds can be removed.

Repairs to gutters and downspouts are the responsibility of the Facilities & Operations – Sheetmetal Shop.

To report problems with gutters or downspouts, call the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

See [Roofs](#)

## Gym Floors and Walls

See [Recreational Facilities](#)

# H

## Hardscape

See [Sidewalks](#)

## Hazardous Waste Disposal

For specifics on the disposal methods for Infectious and Bio-Hazardous Waste, contact University of Michigan EH&S at 647-1142. Information on this topic is available on the EH&S web site at: <https://ehs.umich.edu/haz-waste/biological-waste/>

See [Vomit](#)

## Heaters, Portable Electric

See [Electric Space Heaters](#)

## Heating

Facilities & Operations – Facilities Maintenance maintains heating systems in general fund buildings. Facilities & Operations - Utilities is responsible for the steam distribution systems in most areas of campus. To report problems with heating on campus, call the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

## Hoods

See [Fume Hoods](#)

## Humidifiers

Facilities Maintenance maintains and repairs humidifiers that are part of the heating and cooling systems in general fund buildings on campus. To report humidity problems, please call the Facilities Service Center at 647-2059 or report on-line through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Facilities Maintenance may also repair small, portable room humidifiers at customer expense. Please send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/Home/NonGeneralFund>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

# I

## Ice Machines

Ice machines are considered departmental equipment. Facilities & Operations can support the installation, maintenance and repair of these devices at customer expense. Departments requesting service should send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/Home/NonGeneralFund>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

**Note: To ensure the safety of the domestic water system, departments may not attach equipment or instruments to domestic water systems. Contact Facilities & Operations for safe, code-compliant installation of your department equipment.**

See [Water Domestic Water](#)

## Ice Removal/Salting

See [Snow and Ice Removal](#)

## Icicles

Icicles hanging from buildings are a potential signal that something may be wrong with a building system (water leak) or perhaps an insulation or heating problem. Icicles also present safety problems to people if they fall from high levels and they can damage buildings or building equipment on their descent. Facilities & Operations should be notified when icicles are observed hanging from buildings.

To report problems with icicles, call the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

See [Snow and Ice Removal](#)

## Incubators

Incubators are considered departmental equipment. Facilities & Operations can support installation, maintenance and repair of these devices at customer expense. Departments requesting service should send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Infectious/Bio-Hazardous Waste

See [Hazardous Waste Disposal Vomit](#)

## Intercom Systems

Intercom systems are considered departmental equipment. Facilities & Operations can support maintenance and repair of these devices at customer expense. Departments requesting service should send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Interior Design Service

Facilities & Operations does not offer interior design service.

Please contact AEC - Interior Design Services at 764-8294.

# K

## Key Plans

See [Building Drawings](#)

## Keys

The Facilities & Operations - Key Office coordinates keying in all General Fund space and many auxiliary spaces. Each building has an individual keying plan developed with input from the users of the space.

To obtain keys from the Key Office, two forms may be needed. The first is a "Key Requisition" form which must be signed by the person authorized to allow distribution of the requested key. Key Requisition Forms are available from the Key Office.

When the department wishes to cover the cost of the key, a second form, a Maintenance Work Order, is required. The form is available here: <https://requests.fo.umich.edu/Home/NonGeneralFund>.

At the request of a department, the Key Office will collect a deposit for a particular key to aid in the eventual return of the key. The Key Office charges \$5, \$10, or \$20 deposits and the deposit rate is set by the requesting department. Deposits are payable in cash only. Receipts are provided.

All keys issued are tracked in the Key Office M-Keys system. Key authorizers from departments may request a report of keys issued in their areas of responsibility by contacting the Key Office at 764-3481 or [keyoffice@umich.edu](mailto:keyoffice@umich.edu).

The cost of re-keying a space or a building is the responsibility of the department occupying the space. Re-keying usually becomes necessary, at some point, due to lost or stolen keys. As a general rule, the Key Office does not perform complete re-keying of buildings unless directed to do so by the school or college using the space. In those instances, the school or college would be expected to provide funding for the project.

Departments may replace key systems with card reader access systems at their own expense. Card reader systems shall be approved by the Key Office only and must be compatible with existing systems.

The Key Office also provides keys to locking office furniture and cabinets at customer expense. Departments requesting re-keying of a building, installation of a card reader system, or keys for furniture and cabinets should submit a completed Maintenance Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Customers must pick up keys at the Key Office located at 525 Church Street, Room 1103. A map with the location of the Key Office is available on their web site at: <http://maintenance.fo.umich.edu/our-teams/facilities-maintenance/key-office/>

**Note: All signed Key Requisition forms should be delivered to the Key Office at time of key pickup. All Maintenance Work Orders are sent to the Facilities Service Center.**

See [Locks](#)

# L

## Lab Chemical, Disposal

The U-M Environment, Health & Safety (EH&S) department oversees the safe disposal of lab waste and chemicals on campus. Information may be obtained from EH&S Hazardous Materials Management at (734) 763-4568 or via their web site at: <http://ehs.umich.edu/hazardous-waste/request-collection-and-supplies/>.

## Lab Equipment

Lab equipment is considered departmental equipment. Facilities & Operations can support maintenance and repair of some lab equipment at customer expense. Departments requesting service should send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

**Note: For safety purposes, Facilities & Operations must be contacted prior to the installation of any lab equipment installation that requires modification to existing electrical, plumbing, exhaust or ventilation systems. Call the Facilities Service Center at 647-2059, or email the FSC for more information.**

## Landfill Receptacles

Facilities & Operations Custodial & Grounds Services installs and maintains exterior landfill and recycling receptacles in public areas of campus. Grounds services these receptacles on a regular basis. Inquiries for new exterior waste receptacles should be directed to the Landscape Architects Office at 764-0532.

F&O Custodial and Grounds Services installs and maintains waste receptacles inside public areas, corridors, offices, labs and restrooms in general fund buildings. The frequency of Custodial Services landfill removal is in accordance with their custodial plans for particular areas.

Additional waste receptacles can be provided as long as their style and placement are in accordance to the University waste bin standards (<http://sustainability.umich.edu/media/files/Waste%20Bin%20Guidelines.docx.pdf>). Departments requesting bins should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Landfill receptacles in parking structures are maintained by Parking Services. Parking Services can be contacted by phone at 764-1225 or via their web site at: <http://ltp.umich.edu/site-tools/contact.php>.

## Landscape Design

Landscape design services are provided by both F&O Building and Grounds Services-Landscape Architect's Office and by AEC – University Planner's Office. Contact the Landscape Architect's Office for clarification at 764-0532.

## Lasers

Lasers are considered departmental equipment and are typically not serviced or repaired by Maintenance. Departments should contact an outside vendor for most laser services. If requested, Maintenance may repair a laser system heat exchanger at customer expense. Departments requesting this service should send a completed Maintenance Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Maintenance is responsible for providing deionized water to laser cooling systems. For problems involving water supply to laser cooling systems, contact the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>.

**Note: For safety purposes, Maintenance must be contacted prior to the installation of any lab equipment installation that requires modification to existing electrical, plumbing, exhaust or ventilation systems. Call the Facilities Service Center at 647-2059, or email the FSC at for more information.**

## Lead Abatement

University of Michigan EH&S should be contacted regarding all lead abatement activities on campus. Call them for information at 647-1142 or visit their web site at: <http://www.EH&S.umich.edu/guidelines/lmp.shtml>

## Life Safety Systems

Life Safety Systems (fire alarm systems, fire suppression systems) in General Fund buildings are maintained and repaired by Facilities & Operations - Facilities Maintenance. The Program Manager of Life Safety Systems ensures life safety code compliance is adhered to by the Facilities Maintenance Regions and Shops involved in providing services. The Program Manager routinely performs inspection schedule "load-balancing" for

Region staff, coordinates vendor involvement, provides service guidance to staff, etc. The Program Manager is involved in new construction and renovation plan review and acceptance for projects on campus. Oversight of the Fire Extinguisher inspection program and Radio Systems is included in the responsibilities of the Program Manager - Life Safety Systems.

The Program Manager also has managerial responsibility for the portable sound system utilized by various student and other groups on campus.

In addition, the Program Manager has the responsibility of collating all (General Fund, Auxiliary, Hospital, Housing, Athletics, Unions, etc.) data on life safety systems testing for annual reporting to the U-M Fire Marshal and AVPFO.

To contact the Program Manager, please call the Facilities Service Center at 7-2059.

See: [Alarms Fire Extinguishers PA Systems](#)

## Lifts

See [Elevators](#)

## Lighting, Building Interior

Facilities & Operations – Facilities Maintenance maintains lighting in general fund buildings. Facilities Maintenance replaces burned out lamps, broken switches and burned out ballasts. They are also responsible for replacing lenses on light fixtures when damaged or missing.

Facilities & Operations – Facilities Maintenance is also responsible for replacement of special “red” light bulbs in photographic dark rooms.

F&O Building and Grounds Services is responsible for cleaning light fixtures.

To report problems with light fixtures in interior spaces, call the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Facilities & Operations will maintain and repair desk lamps, table lamps, lamps in display cases, and under-cabinets lights at customer expense. Departments requesting service on these devices should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

For lighting in animal rooms/labs, see [Animal Rooms](#)



## Lighting, Building Exterior

Facilities & Operations – Facilities Maintenance and Utilities - Outside Lighting maintain outside lighting installed on the University campus. Typically, if the light fixture is attached to the building and can be reached from a stepladder, the responsibility of maintaining the light goes to one of the Facilities Maintenance – Region Maintenance Shops. Light fixtures attached to a building but not accessible from a stepladder, and street & sidewalk lighting fixtures are the responsibility of the Utilities – Outside Lighting Shop. To report problems with outside lighting on campus, call the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Some of the University's outside lighting circuits are on sensors or time clocks to control when the lights turn on and off. Other outside lighting circuits are computer-controlled by the Facilities & Operations – Building Automation System. Facilities & Operations appreciates being notified when outside lighting fails to turn on at night or is on during the daytime and wasting electricity. Please call the Facilities Service Center at 647-2059 to report these problems.

Note: Lights in the underground parking area on the outside of RACKHAM HORACE H GRAD STUDIES (00172) are handled in a joint effort between the Facilities Maintenance department and Logistics, Transportation & Parking. Logistics, Transportation & Parking is responsible for bulb replacement and Facilities Maintenance is responsible for the electrical components.

## Lighting, Parking Lots and Structures

Logistics, Transportation & Parking, is responsible for lighting in parking lots and parking structures. Please notify Parking Maintenance at 764-1225 or visit their web site at: <http://ltp.umich.edu/site-tools/contact.php>

## Lighting, Street and Walkway

Street and walkway lighting and light fixtures attached to a building (not accessible from a step ladder) are the responsibility of the Utilities – Outside Lighting Shop. To report problems with outside lighting on campus, call the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

## Loading Docks

See [Docks, Loading](#)

## Lockers

Lockers in general fund buildings are considered departmental equipment that is totally controlled by the departments occupying the building. Facilities & Operations does not assign lockers to users or collect fees for their use. Facilities & Operations will repair and maintain lockers at customer expense. In some instances, primarily recreational buildings, user rental fees are collected to cover the expense of maintenance and repair.

Facilities & Operations will service lockers in need of repair or un-jamming at customer expense. Call the Facilities Service Center at 647-2059 or send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Locks, Door Battery-Operated Combination locks (Keypad, Push Button, Card Reader)

Facilities & Operations - Key Office repairs battery-operated locks on doors. Mechanical failure of the lock (i.e. the handle coming off, the lock is loose, push buttons not pushing, or the latch is not aligning with the strike plate) are considered general fund repairs. Call the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Facilities & Operations - Key Office will install a battery-operated lock (to replace the existing mechanical lock) at customer expense. Departments requesting this service should send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Upon installation, battery-operated locks become the responsibility of the department occupying the space for battery replacement and reprogramming. The Key Office trains the people occupying the space in performing these activities upon completion of a lock installation. In the event further training is needed or the department requests the Key Office perform battery replacement or reprogramming, departments should obtain a Non-General Fund Work Order (<https://requests.fo.umich.edu/>) and send it to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Locks, Combination safes

Combination locks on safes and vaults are serviced and repaired by the Facilities Maintenance Key Office at customer expense. To arrange for service, customers must obtain a Non-General Fund Work Order (<https://requests.fo.umich.edu/>) and send it to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Locks, Combination lockers

Combination locks on lockers are serviced and repaired by the Facilities Maintenance Region Shops or Key Office at customer expense. To arrange for service, customers must obtain a Non-General Fund Work Order (<https://requests.fo.umich.edu/>) and send it to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Locks, Door

Facilities & Operations - Key Office repairs all locks on doors in all general fund buildings. Call the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Facilities & Operations - Key Office will replace door hardware when a locksmith determines parts are no longer available or the cost of repairing the device exceeds the cost of replacement.

Requests to change hardware, or change door function, due to department requirements, are performed at customer expense. Departments requesting this service should send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

The cost of re-keying a space or a building is the responsibility of the department occupying the space. Re-keying usually becomes necessary, at some point, due to the number of lost or stolen keys. The Key Office will make recommendations to departments when rekeying is advised or necessary. To initiate a rekeying project, please submit a Facilities & Operations Work Request (<https://requests.fo.umich.edu/>) and send it to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

See [Deadbolts](#)

## Locks, Waste Receptacles

F&O Building and Grounds Services is responsible for the repair of waste receptacle locks which are found in many restrooms in general fund buildings. When locks are broken, they should be reported to the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

The FSC will issue a work order on F&O Building and Grounds Services general fund account to the Facilities & Operations – Key Office for repair.

## Lost & Found

There is no central lost and found collection site on campus. Some buildings may have a collection site for found items and it is best to check with someone in the building first. If items cannot be readily located, persons are encouraged to contact the University of Michigan Police Department (UMPD). The phone number to contact UMPD is 763-1131. Found keys should be turned over to the Facilities & Operations Key Office at 525 Church Street, Room 1103. The Key Office phone number is 764-3481. Keys found outside of normal Key Office Hours (7:30 a.m. to 3:45 p.m.) may be turned over to UMPD. The Key Office will attempt to determine ownership of the keys. Person who have lost keys are encouraged to contact the Key Office.

## M

### Mail

Facilities & Operations does not provide mail service on campus.

The Campus Mail Service Department distributes U.S. and campus mail to the University. Mail Service can be contacted at 764-9227, or visit their web site at: <http://mbiz.bf.umich.edu/mailevcs/campusmail.htm>.

The address for Facilities & Operations is 326 E. Hoover St., campus zip code 1002.

### Mailbox Centers

Facilities & Operations – Cabinetry Shop creates custom mailbox centers for departments at customer expense. Departments that would like to install a custom mailbox center may send a completed Facilities & Operations Work Order

(<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

### Manhole Covers

Broken or missing manhole covers should be immediately reported to the Facilities Service Center (FSC). To effectively respond to these concerns, the FSC will need as much information as possible about the location and type of service contained in the manhole. If the manhole cover is not

missing, please provide the FSC any name that is cast on the manhole cover, such as: Water, Electric, Sewer, DTE, City of Ann Arbor, etc. Also provide the exact location of the manhole including nearest cross street, whether it is in the street, sidewalk, curb, lawn, etc.

To report problems with a manhole cover, contact the Facilities Service Center at 647-2059.

## Markers, White Board

F&O Building and Grounds Services cleans white boards on a regular basis as part of their normal custodial duties. Markers and erasers for white boards are the responsibility of the departments, schools and colleges.

To request special cleaning of white boards, please contact the Facilities Service Center at 647-2059 or send the request on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

See [White Boards](#)

## Mats, Entrance

F&O Building and Grounds Services provides and maintains entrance mats inside most buildings. The mats are cleaned on a regular basis. To report problems with entrance mats, please call the Facilities Service Center at 647-2059 or report the problem on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

F&O Building and Grounds Services will purchase and install additional exchangeable mats for departments at customer expense. Departments requesting additional mats should send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Mechanical Equipment

Facilities & Operations – Facilities Maintenance maintains mechanical equipment that supports building infrastructure systems in general fund areas. The mechanical systems support the heating, ventilation, air conditioning, and plumbing systems of the buildings. Facilities Maintenance has expert trades people in each of these craft areas to support the University's facilities. To report problems with any mechanical system, contact the Facilities Service Center at 647-2059 or report the problem on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Some mechanical equipment is installed by departments to support a particular project or need. Mechanical equipment that is not part of the building infrastructure (as noted above) would be considered department-owned equipment. Facilities & Operations has the staff and knowledge to maintain and repair department-owned mechanical equipment at customer expense. Departments requesting Facilities & Operations to

maintain their mechanical equipment should send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Media Equipment

Facilities & Operations – Facilities Maintenance Electronics Shop offers a variety of services for media & audio-visual equipment. The Electronics Shop can repair department-owned equipment at customer expense. Projectors, tape recorders, sound systems, and other media devices can sometimes be repaired at a lower cost than replacing the unit.

The Electronics Shop also provides a “Portable Sound System” for events on the Diag and other areas at customer expense. This service is widely used by student organizations for rallies and for athletic events. The portable sound system comes complete with an operator to set up the equipment, monitor the equipment, set the appropriate volume levels, and remove the equipment when the event is over.

Departments and organizations that would like to have equipment repaired or wishing to rent the Portable Sound System may send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Facilities & Operations does not rent or lend other types of audio-visual equipment. In many areas, the schools and colleges have made this equipment available internally. The College of Literature, Science & Arts offers this equipment through the LS&A Instructional Support group for LSA Faculty and UM students enrolled in LSA courses. They can be contacted at 763-4048 or on their web site at: <http://www.lsa.umich.edu/facstaff/instructionalsupportservicesiss>

## Mercury

All issues related to the safe handling and disposal of mercury-containing devices are referred to University of Michigan EH&S. For more information, contact EH&S at 647-1142 or visit their web site at <http://ehs.umich.edu/wp-content/uploads/sites/37/2016/10/thermguideline.pdf>.

## Microwaves

Facilities & Operations – Electronics Shop will install or repair microwave ovens at customer expense. For this service, please submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Mirrors, Restroom

Facilities & Operations – Glass Shop will repair or replace damaged mirrors in restrooms in general fund spaces. To report a damaged mirror, please call the Facilities Service Center at 647-2059 or report the problem on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

## Moving

Call Facilities & Operations!! We offer a full range of services to assist departments in the moving process!

Facilities & Operations - Moving & Trucking provides hauling, lifting and moving services at customer expense. A successful move begins with advance planning! The Moving & Trucking staff is knowledgeable in all phases of planning a move and will meet with departments and groups to develop the plan. To arrange for assistance from Moving & Trucking, submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Facilities & Operations assists departments by disconnecting departmental equipment and reinstalling it in the new location. The Facilities Maintenance – Machine Repair Shop will dismantle and reassemble office partitions. Waste Management can provide extra waste and recycling containers for use during the move. Departments needing assistance with moving projects involving any of the Facilities & Operations shops should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

If you have questions or need additional information, call the Facilities Service Center at 647-2059.

To arrange for relocation of telephone and data circuits, call ITCom at 763-2000 or visit their web site at: <http://www.itcom.itd.umich.edu/telephone/>

Departments who wish to hire an outside contractor should consult the [UManage Guidelines](#).

## Mowing

Facilities & Operations – Grounds Services is responsible for maintaining lawns and grass in general fund areas. Other areas are maintained at customer expense.

Grounds has an extensive, well-planned maintenance program for all areas of the University campus. For more information, call Grounds at 763-5539 or visit their web site at: <http://cgs.fo.umich.edu/services/landscape-grounds/>

# N

## Nameplates

Facilities & Operations - Sign Shop provides nameplates for desk or wall mounting at customer expense. A wide variety of styles, colors and materials are available to meet the requirements of all University departments.

Departments ordering nameplates should send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

See [Signs](#)

## Natural Gas Service

Delivering natural gas to University buildings is the responsibility of the Facilities & Operations – Utilities & F&O Engineering group. Natural gas piping inside of general fund buildings is the responsibility of Facilities & Operations – Facilities Maintenance.

**If you smell natural gas, immediately call the Department of Public Safety at 911.**

**Departments must contact Facilities & Operations when modifying existing gas piping. Call the Facilities Service Center at 647-2059 to obtain more information.**

Facilities & Operations connects departmental equipment to the natural gas system at customer expense. Departments needing assistance with natural gas piping should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

# O

## Odor Problems

In general fund buildings, all strange or persistent odors should be reported to the Facilities Service Center at 647-2059 or reported on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>



Odor problems are investigated by the Facilities Maintenance – Region Maintenance offices. Persistent odor problems may be referred to the F&O Engineering group for resolution.

## Office Equipment & Furnishings

Departments are responsible for the maintenance and repair of office equipment. Many times, furniture repair is covered by a manufacturer's warranty. Contact University of Michigan Purchasing at 647-0304 or visit their web site at: <http://umich.edu/~purch/purch/>

Facilities & Operations can repair office equipment and office partitions. The Facilities Maintenance – Machine Repair Shop has the expertise to repair common problems with desks, file cabinets, chairs and office partitions. To arrange for the repair of office equipment, departments should send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

For more information call the Facilities Service Center at 647-2059.

The Facilities & Operations – Cabinet Shop repairs and reconditions wood furniture and cabinetry. Departments should send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

For more information call the Facilities Service Center at 647-2059.

Departments wishing to have metal office furniture refinished should reference the service provided by UM Purchasing. Information on this service can be found on the web at: <http://umich.edu/~purch/Contracts/index.html#Furniture>

The Key Office provides keys to locking office furniture and cabinets at customer expense. To order furniture and cabinet keys, please submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## P

### PA Systems

Facilities & Operations – Facilities Maintenance, Electronics Shop maintains public address systems in general fund buildings when the system was installed as part of the original construction. In most cases, public address systems are considered departmental equipment and, therefore, the expense of maintaining and repairing the system belongs to the department. Departments requesting Facilities & Operations to repair their public

address systems should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

The Electronics Shop also provides a "Portable Sound System" for events on the Diag and other areas at customer expense. This service is widely used by student organizations for rallies and for athletic events. The portable sound system comes complete with an operator to set up the equipment, monitor the equipment, set the appropriate volume levels, and remove the equipment when the event is over.

Departments and organizations that want to rent the Portable Sound System may send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Paint Booth Systems

Facilities & Operations – Facilities Maintenance maintains Paint Booth Systems at customer expense, unless installed as part of the original building construction. Repairs and maintenance can be scheduled by the customer, or the equipment can be included in the Facilities & Operations Preventive Maintenance Program.

Departments and organizations that are requesting service to a Paint Booth System should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Painting

Facilities & Operations, due to budgetary constraints imposed in the early 1980's, no longer performs maintenance painting. There is one exception: Facilities & Operations uses general funds to paint a wall or area to restore a wall to its original condition after making a repair to a building system.

Most general fund buildings have painting projects that need to be completed. In general, those projects are included in the F&O Engineering - Facilities Condition Assessment (FCA). Once the request is included in the FCA, it will be prioritized against other capital projects and the work performed when funds are made available. Unfortunately, this process is lengthy and funding is not a certainty.

In many cases, departments opt to fund painting projects themselves. Facilities & Operations – Construction Services has a large staff of painters available to perform painting projects in a timely and professional manner. Construction Services will meet with the department to properly plan the project and can provide samples of the paint and painting techniques that meet University standards for installation. Departments who wish to hire an outside painting contractor must contact UM Purchasing for a purchase order. By UM guidelines, contractors are required to pay the prevailing wage and have the necessary insurance. Projects costing over \$10000 must be competitively bid.

Departments interested in planning a painting project should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Departments who wish to hire an outside contractor should consult the [Umanage Guidelines](#).

## Parking

Logistics, Transportation & Parking is responsible for all parking assignments and parking maintenance on campus. The Parking Office can be reached by phone at 764-8291 or via their website at: <http://ltp.umich.edu/>

The Department of Public Safety is responsible for enforcing the University ordinance to regulate parking. Regulations are in force throughout the calendar year except for the following:

- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the day following
- Christmas Day through New Year's Day

The Parking Maintenance Office handles maintenance and repair concerns in parking lots and structures. The Parking Maintenance Office can be reached at 764-1225 and their web site is available at: <http://ltp.umich.edu/site-tools/contact.php>

## Pest Management

F&O Building and Grounds Services, Pest Management Office provides professional pest control services for general fund buildings. In non-general fund space, Pest Management provides their services at customer expense. Pest Management also responds to emergency calls for stinging or biting animals or insects inside buildings.

Emergency pest control problems should be directed to the Facilities Service Center at 647-2059. For routine or non-emergency problems in general fund buildings, please submit your request to the FSC directly or on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Customers who wish to contract for Pest Management services should complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>)

and send it to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Phone Jacks

ITCom installs and maintains telephone jacks. They may be contacted at 763-2000 or through their website at:

<http://www.itcom.itd.umich.edu/telephone/>

Facilities & Operations installs the conduit for these connections at customer expense. To arrange for the conduit installation, please complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>)

and send it to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

See [Telephone Equipment](#)

## Picnic Tables

See [Furniture, Outdoor](#)

## Pictures

Facilities & Operations will hang or move pictures at customer expense. To request this service, departments may submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Plants: Outdoor/Indoor

See [Flowers and Plants](#)

## Plaster Repairs

Facilities & Operations will repair plaster that has been damaged due to Facilities & Operations activities. Report problems caused by Facilities & Operations to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

General wear and tear, customer initiated work, or damaged caused by others is repaired at customer expense. For this service, simply complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) and mail or fax it to the Facilities Service Center (326 East Hoover Street - 1002) Fax: 763-2932.

## Playing Fields

See [Recreational Facilities](#)

## Playground Equipment

Facilities & Operations repairs playground equipment at customer expense. Departments requesting the repair of playground equipment should send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

To certify the safety of playground equipment, customers may call University of Michigan EH&S at 647-1142.

## Plumbing

**To ensure the safety of the domestic water system, departments may not attach equipment or instruments to domestic water systems. Contact Facilities & Operations for safe, code-compliant installation of your department equipment.**

Facilities & Operations - Facilities Maintenance responds to all reported plumbing problems. From dripping faucets to major floods, Facilities Maintenance has the knowledgeable staff to deal with any plumbing problem.

To report a plumbing problem in general fund buildings, call the Facilities Service Center at 647-2059. Minor leaks (leaks running into a drain) can be reported on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Plumbing problems in non-general fund buildings can be repaired at customer expense. Call the Facilities Service Center at 647-2059 or send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

To arrange for installation of department equipment, departments should send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

See [Water Domestic Water](#)

## Podiums

See [Furniture, Classroom](#)

## Power Outages

Facilities & Operations – Utilities & F&O Engineering is responsible for providing electricity to the University campus. Facilities & Operations generates electricity at the Central Power F&O and purchases electricity from outside vendors. Facilities & Operations constantly monitors the electrical conditions on campus and is immediately alerted to outages.

**To report a loss of electricity or to obtain an update during an electrical outage, call the Facilities Service Center at 647-2059.**

If damage occurs to departmental equipment as the result of an electrical outage, the department should report the damage to Risk Management at 764-2200.

## Power Plant

The Facilities & Operations – Utilities & F&O Engineering, Central Power F&O (CPP) provides steam to the Central Campus and Medical Campus areas of the University campus. The Central Power F&O is able to generate 45,000 kilowatts of electricity at 13,200 volts. The CPP provides electrical services to over 130 University of Michigan buildings. It also provides heat/hot water services to nearly 100 University of Michigan buildings. The CPP is staffed 24 hours per day, 365 days per year.

For more information about the Central Power Plant, check out the Utilities website at: <http://utilities.fo.umich.edu/our-teams/utilities/>

## Process Cooling Water

Facilities & Operations - Utilities & F&O Engineering must review and authorize the installation of process cooling water using central chilled water. Departments that would like to request installation of process cooling water should send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Projection Screens

Facilities & Operations - Facilities Maintenance is responsible for the repair of power-operated projection screens in General Fund buildings on campus. These types of screens typically operate from buttons located in the vicinity of the screen, allowing the users to run the screen up and down. Report problems with power-operated projections screens to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Non-powered (manual) projection screens are not serviced by Facilities Maintenance and are the user's responsibility to repair or replace when necessary. Facilities & Operations - Facilities Maintenance or Construction Services may perform this work when requested on a customer-funded

basis. Departments requesting this service should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax:763-2932.

Installation of additional projection screens, either powered or manually operated, is available through Construction Services. Departments requesting the installation of a projection screen should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Propane Service

Propane tanks may be installed to provide a source of heat and hot water to some non-General Fund University facilities. These facilities are located where municipal services are not provided. Propane tanks are normally refilled on an automatic, periodic basis. No action should be necessary on the part of facility users.

The Facilities & Operations department responsible for propane services is Utilities & F&O Engineering. To report problems with an exterior propane tank, please call the Facilities Service Center at 7-2059 or report the concern online at: <https://requests.fo.umich.edu/>

**If you smell propane gas, immediately call the Department of Public Safety at 911.**

Departments must contact Facilities & Operations before making modifications to existing gas piping. Call the Facilities Service Center at 647-2059 to obtain more information.

Note: Propane tanks may not be stored in any U-M building. For more information on this topic, please contact the U-M EH&S Fire Safety Service Office.

## Pumps

Facilities & Operations is responsible for the pumps that support utility systems in general fund buildings. To report problems with vacuum, circulating, or other types of pumps, call the Facilities Service Center at 647-2059 or report the problem on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Facilities & Operations also maintains pumps for non-general fund buildings at customer expense. Departments needing maintenance and repair of pumps should send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

# R

## Ranges: Gas, Electric

See [Stoves](#)

## Recreational Facilities

Recreational Sports Services, a division of Student Life, is responsible for all of the outdoor intramural fields and oversees the activities within indoor recreational facilities on campus. To obtain further information about Recreation Sports, call them at (734)763-3084 or visit their web site at: <http://www.recsports.umich.edu/>

Facilities & Operations – Facilities Maintenance is responsible for the cleaning, repair, and maintenance of indoor recreational facilities on campus. To report problems in these areas, call the Facilities Service Center at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at:

<https://requests.fo.umich.edu/Home/GeneralFund>

## Recycling

Facilities & Operations - Waste Management Services oversees one of the largest and most successful recycling operations at any university in North America.

The success of our recycling program is due, in large part, to the efforts of the schools and colleges in encouraging their departments to participate in recycling. All University buildings have recycling services for mixed paper, metal and plastics. Look for recycling bins throughout building common areas, hallways, office areas, and near copy machines. Corrugated cardboard boxes should be emptied, flattened and placed next to the recycling bin.

For special activities or events, Facilities & Operations provides temporary cardboard landfill, recycling and compost containers. Please call the Facilities Service Center at 647-2059 to arrange for this service.

Scrap Metal Recycling - Small scrap metal, like aluminum & steel cans, broken staplers, pots, pans, etc., can be placed in any campus recycling bin. Larger pieces of scrap metal should be placed in small quantities on the loading dock for collection & recycling at no charge. Large volumes of scrap metal can be recycled by requesting a roll off dumpster. Units will be charged for dumpster rental (fees available here: <http://ltp.umich.edu/wm/>), but reimbursed for 100% of the revenue received for the recycling of the material.



In General Fund buildings, large, blue, wheeled recycling carts may be provided for large-scale office clean-outs. Carts must be emptied by the office occupant. There is a \$25 charge/dozen carts for delivery and pick up. Deliveries only occur on Tuesdays and Thursdays. If interested in having an office clean-out, contact Facilities & Operations - Office of Campus Sustainability at 764-1601. Hospital facilities are excluded from this service.

F&O Custodial Services custodial personnel regularly empty all campus recycling bins. Custodians transport the material to larger recycling dumpsters located at the building loading docks. To report concerns regarding the emptying of bins inside your building, call the Facilities Service Center at 647-2059 or report on-line through our web site at

<https://requests.fo.umich.edu/Home/GeneralFund>

Much more information about recycling at the University of Michigan is available on the Waste Management web site at: <http://sustainability.umich.edu/ocs/recycling>

## Refrigerant Gas

To comply with EPA regulations and thereby avoid the potential of thousands of dollars in fines for non-compliance, UM personnel and outside contractors must contact the Facilities & Operations – Air Conditioning Shop if installation or removal of equipment containing refrigerant gases (sometimes referred to as freon, chloro-fluorocarbons (CFC's), or hydro-chloro-fluorocarbons (HCFC's) is performed.

The Facilities & Operations – Air Conditioning Shop has developed procedures to legally remove ozone-depleting refrigerant gases, refrigerant-laden oils, and utilizes a comprehensive database to track refrigerant usage and reclamation per the EPA.

The Facilities & Operations – Air Conditioning Shop has posted a refrigerant reporting form on their web site that must be completed when refrigeration equipment containing CFC's or HCFC's are removed, relocated, or installed: [https://intranet.fo.umich.edu/partners/Documents/CFC\\_Form.pdf](https://intranet.fo.umich.edu/partners/Documents/CFC_Form.pdf)

More information about ozone-depleting gases can be found on the EPA website at: <http://www.epa.gov/ozone/title6/608/608fact.html>.

[https://intranet.fo.umich.edu/partners/Pages/dispose\\_rca.aspx](https://intranet.fo.umich.edu/partners/Pages/dispose_rca.aspx)

Departments removing or installing equipment containing any of these refrigerants should immediately contact the Facilities & Operations – Air Conditioning Shop through the Facilities Service Center at 647-2059. Refrigerant removal is performed at customer expense. For refrigerant removal, please submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

See [Refrigerators and Freezers](#) below for more information on equipment disposal and the removal of refrigerant gases.

## Refrigerators & Freezers

Facilities & Operations encourages the use of energy-efficient refrigeration and regular maintenance of refrigerators and freezers to keep operating costs to a minimum.

To assist in this effort, Facilities & Operations offers campus departments a maintenance and repair service on refrigerators and freezers. This program is offered at customer expense, however the costs are reasonable and the benefits will occur through a longer life of the equipment and in lower utility costs. Departments that would like to involve Facilities & Operations in maintaining refrigerators and freezers should send a completed [Facilities & Operations Work Order](#) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

To meet governmental regulations, all refrigerators and freezers being disposed of must be drained of all gases and oil before they can be recycled or disposed. When disposing of a refrigerator or freezer, contact University of Michigan Property Disposition. Property Disposition has procedures in place to deal with these devices. They can be reached at 764-2470 and their web site is available at: <http://umich.edu/~ofa/PropDisp/>

See [Cold Rooms Refrigerant Gas Freezers, Moveable](#)

## Region Maintenance

Maintenance - Regions in Facilities & Operations - Facilities Maintenance are the front-line response for facilities issue in our General Fund buildings. Each shop is staffed with maintenance mechanics and tradespeople sufficient to address the needs of the particular region of campus for which they are responsible.

More information about Maintenance – Regions can be found on their website at: <http://maintenance.fo.umich.edu/mr>

To send work to any of these shops, call the Facilities Service Center at 647-2059. The address for all Central Shops is 326 E. Hoover Street, Campus Zip 1002.

## Remodeling

Facilities & Operations – Construction Services provides project management and delivery services for small renovation and construction projects on the University of Michigan campuses. Construction Services is a full service construction group, providing the right tools and the right people to handle large and small projects. Construction Services provides high quality construction at very competitive prices.

Construction projects can be complex and disruptive to the on-going operations of the University. Construction Services will work with clients to minimize the impact on their work environment. Further, much of the complexity in getting a project completed (estimating, scheduling, drawings,

inspection, fire marshal approval, etc.) is handled by Construction Services. All in all, the goals are to complete the construction project on-time and on-budget, with happy customers using their new space!

Departments who wish to involve Facilities & Operations – Construction Services in a renovation or construction project should send a completed [Facilities & Operations Work Order](#) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Residence Halls

Housing Facilities Maintenance provides maintenance and custodial support for the residence halls. The Housing Facilities Maintenance telephone hotline is "FIXIT" (763-4948). Their web site is available at: <http://www.housing.umich.edu/fixit>

After-hours emergency facility services in Residence Halls are dispatched through the Facilities Service Center. Residents should first call FIXIT and, when instructed, notify the FSC at 647-2059.

## Restrooms

F&O Building and Grounds Services is responsible for cleaning restrooms in general fund buildings. Facilities & Operations – Facilities Maintenance will repair broken fixtures in restrooms in general fund buildings. To report problems in these restrooms, contact the Facilities Service Center at 647-2059 or report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Facilities & Operations will clean restrooms or repair restroom fixtures in non-general fund buildings at customer expense. For these services send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

See also [Dispensers Shelving – Restrooms Stalls – Restrooms](#)

## Reverse Osmosis Water Filtration Systems

Problems can be reported to Facilities Service Center at 734-647-2059.

Maintenance and repair of these is dependent not only on what building it is in, but on which piece of equipment it is attached to. For example, if it is on a kitchen sink of an MGF building, F&O would maintain it. However, if it were on a piece of lab equipment in an MGF building, F&O would not maintain/repair it. If it is in a Customer Pay building, F&O would not maintain/repair it.

## Roofs

Facilities & Operations – Roofing Shop is responsible for maintaining roofs on general fund buildings. To help us prevent leaks, do not store any materials on roofs.

When weeds are observed growing from a roof or a gutter, the Roofing Shop asks that it be reported to the Facilities Service Center so the roof or gutter can be cleaned. This activity is considered a part of normal roofing maintenance.

Rooftop plazas, with planters, that are open to the public are maintained by Facilities & Operations – Grounds Department.

Problems with roofs should be directed to the Facilities Service Center at 647-2059 or reported on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

The Roofing Shop also performs inspections and repairs to roofs for non-general fund buildings at customer expense. Departments wishing to have the Roofing Shop inspect or repair their roof may send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

See [Gutters](#)

## S

### Safes

Facilities & Operations – Key Office will repair safes at customer expense. For this service, send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

### Safety Issues

**For fire and other life threatening emergencies call 911.**

Facilities & Operations encourages our campus community to report safety issues of a general nature (items ready to fall, trip hazards, open electrical devices, slippery sidewalks, F&O vehicles blocking a sidewalk, etc.). Please promptly report any apparent safety issues to the Facilities Service Center at 647-2059.

## Saunas

Facilities & Operations maintains and repairs saunas in general fund buildings on campus. For repair needs call the Facilities Service Center at 647-2059 or report on-line through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>. For repair needs in non general fund buildings, please send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Screens, Audiovisual

Facilities & Operations – Facilities Maintenance maintains and repairs audiovisual screens in all general fund space. Report problems with audiovisual screens to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Facilities & Operations installs new screens and repairs screens in non-general fund and non-classroom spaces at customer expense. Departments requesting this service should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Screens, Window

Facilities & Operations - Facilities Maintenance repairs existing window screens in general fund buildings. Screens that are worn out are replaced if needed. Problems with existing window screens should be directed to the Facilities Service Center at 647-2059 or reported on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Facilities Maintenance provides new window screens, at customer expense, in locations where screens were not previously installed. It is worth noting that in many locations, opening windows could have a negative effect on air balance in the building. Therefore, in the interest of building energy efficiency, most windows should be kept shut.

To order a screen for a window, send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Security

**For fire and other life-threatening emergencies - call 911.**

For other security issues, call the Department of Public Safety at 763-1131.

## Security Systems

Installation of security systems is coordinated by AEC - Architecture & Engineering (A&E). They may be contacted at 764-3414.

Facilities & Operations is not funded to maintain security systems. Security systems are installed, maintained and repaired at customer expense. Facilities & Operations – Fire Protection Shop will maintain and repair these devices when provided with the appropriate work order. Departments requesting this service should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Note: Card Reader Systems are “access control systems” and are not considered “security systems”. See [Card Readers](#)

## Service Level Agreement

A Facilities & Operations Service Level Agreement (SLA) is a document that details precisely the services that Facilities & Operations will provide to a specific customer. They are generally written for auxiliary funded departments on campus to receive preventive, predictive maintenance as well as corrective repair service for their buildings and equipment. Typically, the development of an SLA takes 8-12 weeks to complete depending on the complexity of the services being requested, and if existing equipment templates are already established.

A Facilities Maintenance Service Level Agreement outlines the customer's equipment, the estimated annual costs to provide preventive and corrective maintenance services for that equipment, BAS monitoring instructions (if applicable), and specifies the account information to be used to charge the customer for this work.

Service Level Agreements can also be written for F&O Custodial & Ground Services, Outside Lighting and other departments.

To begin the process for a SLA with Facilities Maintenance, call 647-2059 and ask to speak with the FM SLA Program Manager.

Visit the SLA site here: <http://maintenance.fo.umich.edu/our-teams/facilities-maintenance/service-level-agreements/>

## Sharpening Services

Facilities & Operations – Sheetmetal Shop has the equipment to sharpen various types of devices (paper cutters, knives, scissors, etc.). However, the cost of having this work performed may exceed the cost of the device. Departments may find that an outside vendor can provide this service more economically.

One vendor used by various UM departments is Hayes Grinding Service. They can be contacted at 313-259-3333.

Departments wishing to use the services of the Facilities & Operations – Sheetmetal Shop for sharpening needs should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Shelving

Facilities & Operations can make, install, or repair shelving at customer expense. Departments requesting this service should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Shelving – Restrooms

Shelving in restrooms is maintained and repaired by Facilities & Operations. To report any damage to restroom shelving, call the Facilities Service Center at 647-2059 or submit a report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

See [Restrooms](#)

## Shower Curtains

Facilities & Operations does not provide or obtain shower curtains. These are the responsibility of the customer.

See [Showers](#)

## Showers

F&O Building and Grounds Services is responsible for cleaning showers in general fund buildings. Facilities & Operations – Facilities Maintenance will repair showers in general fund buildings. Problems with showers should be directed to the Facilities Service Center at 647-2059 or reported on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Showers are replaced when they are worn out. Facilities & Operations is responsible for the replacement of shower stalls in general fund areas. However, the funds available are very limited for this activity. When Facilities & Operations receives a shower replacement request in a general fund building, that request is referred to F&O Engineering for inclusion on the Facilities Condition Assessment (FCA). Once the request is on the FCA, it will be prioritized against other capital projects and the work performed when funds are made available. Unfortunately, this process is lengthy and funding is not a certainty.

In many cases, departments opt to fund the replacement of shower stalls themselves. Departments interested in having this work performed should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

See also [Dispensers Restrooms Shelves – Restrooms Shower Curtains Stalls](#)

## Showers, Emergency

See [Eyewash Stations](#)

## Sidewalks

Facilities & Operations – Grounds is funded to maintain and perform minor repairs to sidewalks in general fund areas. The Grounds staff performs regular checks of sidewalks to verify the condition of the campus sidewalks. When sidewalk conditions have degraded to the point where they require major repair, or replacement, Grounds works with AEC and Facilities & Operations – Construction Services to identify funding sources as a capital project. Problems with sidewalks can be reported to the Facilities Service Center at 647-2059 or reported on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

In non-general fund areas, Grounds oversees the maintenance and repair of sidewalks; but all maintenance, repair and replacement costs are at customer expense. Departments requesting sidewalk maintenance and repair should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Sidewalk replacement and the installation of new sidewalks are typically handled by the AEC – University Planner’s Office. Call 764-3414 for these projects.

## Signs

Facilities & Operations – Grounds is responsible for the maintenance and repair of most exterior building signs in general fund areas. To report problems with these signs, call the Facilities Service Center at 647-2059 or send a report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Our sister organization, Logistics, Transportation & Parking is responsible for street signs and parking lot signs on campus. To report problems with street and parking lot signs, call Parking Maintenance at 764-1225. Their website is available at: <http://ltp.umich.edu/site-tools/contact.php>

Logistics, Transportation & Parking has also posted information about their various signs on the web. That information is available at: <http://ltp.umich.edu/>



Departments wishing to install new outdoor signs must receive approval from the University Planner's Office. They can be reached at 764-2455.

The various schools and colleges are responsible for interior signs. Facilities & Operations – Sign Shop will design, manufacture and install interior signs at customer expense. Departments requesting this service should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

See [Nameplates](#)

## Smoke Detectors, Battery Operated

Most smoke detectors on campus are wired devices, reporting to a central fire alarm system. In some instances, battery-operated devices have been installed. Facilities & Operations will replace batteries in smoke alarms when needed at Burnham House only. To report problems with these smoke alarms, call the Facilities Service Center at 647-2059.

Battery smoke alarms installed by departments, schools and colleges in various areas (kitchenettes, labs, etc.) are not F&O-maintained. Facilities & Operations can maintain these devices at customer expense. Please send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Smoke Detectors

Facilities & Operations – Fire Protection Shop maintains and tests building smoke detectors on a regular basis and according to governmental regulations. Smoke detectors are tied into building fire alarm and notification systems to make occupants aware of problems in buildings.

**Smoke detectors should never be tampered with, painted, covered or removed. Call the Facilities Service Center at 647-2059 to report problems with any smoke detector.**

The Fire Protection Shop will temporarily disconnect fire protection devices to accommodate certain construction activity - with the permission of the University's fire insurance underwriter. This service is provided at customer expense. Departments requesting such service should first send a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Smoking

The University does not permit smoking in University buildings or University vehicles. However, there are some specifically designated areas for smoking located outside of some buildings. Smokers are expected to stay a reasonable distance from building entrances and building air intakes.

The entire University of Michigan Medical Center is a smoke-free environment. For further information, please refer to the U of M Standard Practice Guide, Section 601.4 which is available on-line at: <http://spg.umich.edu/>

For information on smoking ashtrays, see [Ashtrays, Exterior](#)

## Snow and Ice Removal

Facilities & Operations – Grounds Services plows, sands, and salts University streets, plazas and sidewalk areas. Each year, Grounds develops a comprehensive “snow plan” which addresses the critical areas on campus and the response mechanisms used to staff accordingly. To report problems with snow and ice removal from University streets, plazas, and sidewalks, call the Facilities Service Center at 647-2059 or send the report via the Grounds on-line “Snow Removal Request Form” on their web site at: <http://cgs.fo.umich.edu/services/landscape-grounds/request-snow-removal/>

F&O Custodial and Grounds Services is responsible for snow and ice removal around the entrances of general fund buildings. Problems should be directed to the Facilities Service Center at 647-2059 or reported on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Logistics, Transportation & Parking, is responsible for snow & ice removal in University of Michigan parking lots and parking structures. To report problems with snow and ice removal in lots and structures, call Parking Maintenance at 764-1225 or visit their web site at: <http://ltp.umich.edu/site-tools/contact.php> for more information.

Many streets around campus are maintained by the City of Ann Arbor. The city’s Street Maintenance Department has a “Snow Desk” which operates during the winter months. The “Snow Desk” phone number is 734-994-2359 and information about the city’s snow removal plan is available on their web site at:

<http://www.a2gov.org/departments/field-operations/Pages/SnowRemoval.aspx>

## Soft Drink Machines, Pop/Soda Fountains, Juice Dispensers, Milk Dispensers, etc.

Facilities & Operations is not responsible for the maintenance and repair of any soda fountains, milk, juice, or any other form of soft drink dispensers. Vendors maintain soft drink machines. Facilities & Operations Utilities is responsible for providing utilities to all of these devices. Report utility losses to the Facilities Service Center at 647-2059, or send the report on-line through our web site at <https://requests.fo.umich.edu/Home/GeneralFund>.

See [Break Rooms Vending Machines Domestic Water and Water Systems](#)

## Sound Systems

See [PA Systems](#)

## Space Heaters

See [Electric Space Heaters](#)

## Special Temperature Rooms

See [Growth Chambers](#) [Environmental Rooms and Chambers](#) [Cold Rooms](#)

## Stage Lifts

See [Elevators](#)

## Stair Treads

Facilities & Operations will repair damaged stair treads in general fund buildings. Call the Facilities Service Center at 647-2059 or send a request on-line through our web site at:

<https://requests.fo.umich.edu/Home/GeneralFund>

Stair treads should be replaced when they are worn out. Facilities & Operations is responsible for the replacement of stair treads in general fund space. However, the need far exceeds the funds available for this activity. When Facilities & Operations receives these requests from general fund buildings, those requests are referred to F&O Engineering for inclusion on the Facilities Condition Assessment (FCA). Once the request is on the FCA, it will be prioritized against other capital projects and the work performed when funds are made available. Unfortunately, this process is lengthy and funding is not a certainty.

In many cases, departments opt to fund the replacement of stair treads themselves. Departments interested in stair tread replacement should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

See [Traction Strips](#) [Floor Covering](#)

## Stalls - Restrooms

Facilities & Operations – Facilities Maintenance repairs damaged restroom stalls, including doors, partitions, and hardware, in general fund buildings. To report any problems with restroom stalls, call the Facilities Service Center at 647-2059 or send a request on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Facilities Maintenance will do repairs in non-general fund buildings at customer expense. To request this service submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

See [Dispensers](#) [Restrooms](#)

## Sterilizers

Facilities & Operations has the skilled trades people available to install sterilizers for departments on campus. Departments requesting this service should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Sterilizers are considered department-owned and therefore are not maintained by Facilities & Operations. The University has contracted with an outside vendor for this service. You can obtain a list of vendors approved to maintain sterilizers from the University Purchasing Department. Contact Purchasing at 647-0304 or visit their web site at: <http://umich.edu/~purch/>

Facilities & Operations is responsible for the delivering of utilities to sterilizers. To report electrical, water or steam problems associated with sterilizers, call the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

See [Autoclaves](#)

## Stoves – Gas, Electric

Installation of new stoves (requiring electrical wiring or gas piping) should be coordinated through Facilities & Operations – F&O Engineering to ensure a safe and reliable installation. Departments wishing to install a new stove should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Facilities & Operations will install replacement stoves or repair departmental stoves at customer expense. Departments requesting this service should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Street Maintenance

Facilities & Operations – Grounds & Waste Management is responsible for the maintenance of University streets, plazas and sidewalk areas. To report problems with University streets, plazas and sidewalks, call the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Logistics, Transportation & Parking, is responsible for University of Michigan parking lots and parking structures. To report problems in lots and structures, call Parking Maintenance at 764-1225 or visit their web site at: <http://ltp.umich.edu/site-tools/contact.php> for more information.

Many streets around campus are maintained by the City of Ann Arbor. The city's Street Maintenance Department can be contacted at 734-994-1617. More information about city streets is available on their web site at:

<http://www.a2gov.org/departments/field-operations/Pages/StreetMaintenanceServices.aspx>

## Structures, Parking

See [Parking](#)

## Surplus Furniture and Equipment

Surplus furniture and equipment should **not** be disposed of in dumpsters and trash compactors.

The University of Michigan Office of Property Disposition is responsible for the sale or disposal of surplus furniture and equipment. When disposing surplus items, contact University of Michigan Property Disposition at 764-2470. Their web site is available at: <http://umich.edu/~ofa/PropDisp/>

F&O Material and Moving Services has the staff and equipment to move surplus items to Property Disposition. This activity is performed at customer expense. Departments requesting Moving and Trucking to haul surplus furniture and equipment should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

See also "[Refrigerators and Freezers](#)" for special information on the disposal of these items.

## Swimming Pools

Facilities & Operations – Facilities Maintenance maintains University swimming pools in various recreation facilities on campus. To report any problems or maintenance needs, call the Facilities Service Center at 647-2059 or send a request on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

## T

### Tables – Classroom

See [Furniture, Classroom](#)

### Tack Boards

See [Bulletin Boards](#)

### Tanks, Underground Water Retention

Underground water retention tanks have been installed in two locations (to date) on the University of Michigan campus. The tank located under the Palmer Street Parking Structure (Life Sciences Institute) has pumps that will be maintained by the Facilities & Operations – Utilities department. The University of Michigan Environment, Safety & Health department (EH&S) is responsible for cleaning this tank once every 10 years.

Athletics department has a similar tank and it is Athletics responsibility to maintain this tank. Athletics department will authorize Facilities & Operations to perform any service on this tank and the proper work order forms will be forwarded at that time.

### Telephone Equipment and Service

ITCom installs and maintains telephone equipment. They may be contacted at 763-2000 or through their website at: <http://www.itcom.itd.umich.edu/telephone/>

Facilities & Operations installs the conduit for these connections at customer expense. To arrange for the conduit installation, please complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>)

and send it to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

See [Phone Jacks](#)

## Temperature Controls

Facilities & Operations – Building Automation Systems (BAS) automatically controls the temperature in many general fund buildings.

In areas where thermostat lockboxes are installed and a correction is needed, Facilities & Operations should be called. Please contact the Facilities Service Center at 647-2059 or report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Departments wishing to change the designated temperature of an area can contact BAS directly and request changes within certain parameters. BAS can be contacted at 763-4013.

## Tennis Courts

Outside tennis courts are the responsibility of Recreational Sports Services. They may be contacted by calling 763-0050 or visit their web site at: <http://recsports.umich.edu/about>

## Theater, Recital Hall, and Auditorium Seating

In General Fund areas, fixed theater, recital hall, and auditorium seating is maintained and repaired by Facilities Maintenance. Please notify the Facilities Service Center (FSC) if seating becomes loose or detached from the floor surface. Also, notify the FSC if seats are broken, noisy in operation, or do not retract properly. To report problems, call the FSC at 647-2059 or submit an on-line maintenance request through the Facilities & Operations web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Facilities Maintenance is responsible for repairing or replacing damaged seat surfaces (seat and back), such as plastic, wood, or fabric, if the surface is a potential hazard to users. If appropriate, funding for these repairs may come from Risk Management if vandalism is the apparent cause. If the seating surfaces wear out and replacement is needed, Facilities Maintenance has limited resources for these repairs and the cost of repairs may exceed the amount of maintenance funds available. Generally, if the problems involve less than 10 seats, Facilities Maintenance will proceed with repairs. When Facilities Maintenance receives requests for large-scale seating condition problems (10 seats or more) in theaters, recital halls, and auditoriums, those requests are referred to Engineering for inclusion on the Facilities Condition Assessment (FCA). Once the request is in the FCA, it

will be prioritized against other capital projects and the work performed when funds are made available. We cannot guarantee timing and funding for these projects.

Departments may opt to fund the replacement of theater, recital halls, and auditorium seating themselves. Construction Services is equipped to perform replacement or reconditioning work to improve the seating. Construction Services will meet with the department to properly plan the installation and can provide samples of the materials that meet University standards for installation. Departments interested in seating replacement or reconditioning work should submit a completed Facilities & Operations Work Order <https://requests.fo.umich.edu/> to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Thermostats, Lockboxes

Facilities & Operations will install thermostats and lockboxes at customer expense. To request this service, submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Tile - Ceiling

Facilities & Operations will replace missing or stained ceiling tile in general fund buildings. To report tile in need of replacement, call the Facilities Service Center at 647-2059 or send a request on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Departments wishing to upgrade ceiling tile or completely replace ceiling tile in an area, may do so at customer expense. To obtain this service submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Tissue Culture Hoods

Facilities & Operations maintains and repairs tissue culture hoods that are permanently attached to the building. For service needs, call the Facilities Service Center at 647-2059 or send a request on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Portable tissue culture hoods can be installed and repaired by Facilities & Operations at customer expense. To obtain this service, departments may submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.



## Traction Strips

Facilities & Operations – Construction Services is responsible for repairing traction strips on stair treads in general fund buildings. To have this work performed call the Facilities Service Center at 647-2059 or send a request on-line through our web site at:

<https://requests.fo.umich.edu/Home/GeneralFund>.

To have this work done in non general fund spaces submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

See [Stair Treads](#)

## Trash Compactors

Facilities & Operations – Grounds & Waste Management is responsible for maintaining and repairing trash compactors in general fund buildings. In non-general fund buildings, Waste Management provides this service at customer expense.

To report problems with trash compactors, call the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

## Trash Removal

F&O Custodial Services custodians provide routine trash removal in general fund spaces according to their Cleaning Guide, which can be found on the web at: <http://cgs.fo.umich.edu/wp-content/uploads/2017/12/Cleaning-Standards.pdf>. Custodians are responsible for removing the trash from interior spaces to a central dumpster or trash compactor.

Facilities & Operations – Waste Management staff removes trash from building dumpsters and trash compactors for recycling or to a landfill. To report problems with trash removal, call the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

At customer expense, additional trash pick-ups may be requested when departments are discarding large quantities of trash. To request this service, please plan well in advance and send or fax a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center at:

Fax: 763-2932

Mail: 326 East Hoover, 1002

See [Dumpsters](#) [Hazardous Waste Disposal](#)

## Trees and Shrubs

F&O Building and Grounds Services is responsible for trees and shrubs in general fund-supported areas. Trees and shrubs in other areas of campus are maintained at customer expense.

Grounds has an extensive, well-planned maintenance program for all areas of the University campus. Grounds foresters maintain an inventory of all trees on campus. For more information, call Grounds Services at 763-5539 or visit their web site at: <http://cgs.fo.umich.edu/services/landscape-grounds/>

The University of Michigan has developed a campus Tree Preservation Policy to guide architects and contractors when working in and around campus trees. The policy is available on the web at:

<http://www.umaec.umich.edu/wp-content/uploads/2013/08/tree-preservation-policy-FINAL-07.24.2003.pdf>

To report problems with campus trees and shrubs, call the Facilities Service Center at 647-2059 or send a report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

## Trim

Facilities & Operations – Facilities Maintenance will reattach trim where needed. To request this service call the Facilities Service Center at 647-2059 or send a report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Trim should be replaced when it is worn out. Facilities & Operations is responsible for the replacement of trim in general fund areas. However, the replacement need far exceeds the funds available for this activity. When Facilities & Operations receives trim replacement requests from general fund buildings, those requests are referred to F&O Engineering for inclusion on the Facilities Condition Assessment (FCA). Once the request is on the FCA, it will be prioritized against other capital projects and the work performed when funds are made available. Unfortunately, this process is lengthy and funding is not a certainty.

In many cases, departments opt to fund the replacement of trim themselves. Facilities & Operations – Construction Services is equipped to remove the old trim and install new trim. Construction Services has the capability to manufacturer trim that will match existing trim pieces, so entire replacement may not be necessary. Departments interested in trim replacement should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

See [Floor Coverings](#) [Baseboards](#)

## U

## Ultraviolet (UV) lamps

“Effective July 1, 2002 the University of Michigan no longer supports the use of ultraviolet germicidal irradiation (UVGI) in general-purpose biological safety cabinets (BSC). The goals of this two-part initiative are: (1) to increase awareness of the inherent limitations of UVGI, and (2) to support the Mercury Reduction Initiative set forth by Administration in September 2001. UVGI lends little to product sterility or personal safety in research settings, and has caused numerous hazardous exposures to employees while creating an expensive hazardous waste disposal problem.”

More information on this concern is found at the above referenced web link.

## Uninterruptible Power Supplies (UPS)

UPS systems are considered department-owned equipment. Departments are responsible for the cost of purchasing, installing and maintaining these devices. Facilities & Operations can service these devices at customer expense. Departments requesting this service should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

See [Batteries](#)

## Upholstery

Upholstery cleaning is handled by F&O Building and Grounds Services on a customer pay basis. Departments requesting this service should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## V

## Vandalism

Vandalism should first be reported to the Department of Public Safety at 763-1131.

In general fund buildings and areas, Facilities & Operations should also be notified of the damage to make immediate repairs or to remove graffiti. Report vandalism and graffiti in these areas to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Facilities & Operations can also repair damage from vandalism in non-general fund areas at customer expense. Departments may then seek reimbursement from Risk Management. To request this service, or for more information, call the Facilities Service Center at 647-2059.

See [Damage Repair](#) [Graffiti](#)

## Vehicles, F&O

Facilities & Operations has a large fleet of service vehicles that compete for parking spaces on campus on a daily basis. Facilities & Operations vehicles are clearly marked with the Facilities & Operations logo and the name of the shop.

Facilities & Operations instructs staff to park legally and in assigned spaces. There are times when we cannot avoid parking on sidewalks and in areas other than parking lots. F&O staff has been given some flexibility in this area, but there are requirements that staff are expected to follow. For instance, when parking on a sidewalk, orange safety cones must be placed in front of and behind the vehicle and adequate room provided for pedestrians and persons in wheelchairs to navigate around the vehicle.

To report problems with Facilities & Operations vehicles, please call the Facilities Service Center at 647-2059 with the location of the vehicle, the vehicle license plate number, and the shop to which the vehicle is assigned (as noted on the driver and passenger door). Providing this information will aid us in locating the driver of the vehicle to have it relocated and will help us in our efforts of preventing problems of this nature in the future.

## Vending Machines

Vending machines are the responsibility of the machine owner. Facilities & Operations will, however, check for power to electrical outlets when requested. Request the electrical outlet check for the vending machine from the Facilities Service Center at 647-2059 or send the request on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

## Vent Cleaning

F&O Building and Grounds Services offers a cleaning service for vents that are less than 12 feet from the floor. To have this work performed, call the Facilities Service Center at 647-2059 or send a request on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>.

F&O Building and Grounds Services will schedule cleaning for vents that are more than 12 feet from the floor at customer expense. Simply

complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) and fax or send it to the Facilities Service Center at:  
Fax: 763-2932  
Mail: 326 East Hoover, 1002

See [Duct Cleaning](#)

## Vomit

Vomit and other blood borne pathogen-carrying materials, must be cleaned up by personnel trained in the proper clean up of such items.

In general fund buildings and most outdoor locations, blood borne pathogens requiring clean up should be reported to the Facilities Service Center at 647-2059. F&O Building and Grounds Services staff will be dispatched to clean up the infected area as soon as possible.

## W

### Washing Machines

Installation of new washing machines (requiring electrical wiring or water piping) should be coordinated through Facilities & Operations – F&O Engineering to ensure a safe and reliable installation. Departments wishing to install a new washing machine should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Facilities & Operations will install replacement washing machines or repair washing machines at customer expense. For these needs, complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) and fax or send it to the Facilities Service Center at:

Fax: 763-2932

Mail: 326 East Hoover, 1002

## Water

Facilities & Operations is responsible for the distribution of water throughout the University campus. All of our domestic water is purchased from the City of Ann Arbor, where it is treated and monitored. Each building has a water meter and charges for water usage are charged accordingly.

The Facilities & Operations – Utilities group maintains and repairs the domestic water system throughout campus, up to the point that the water reaches the building. Facilities & Operations – Facilities Maintenance is responsible for the distribution of water inside the buildings. Facilities &

Operations is funded for the maintenance and repair of the water distribution system. Report problems with domestic water systems to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Modifications, additions and removals to the water distribution system are performed at customer expense. To arrange for a Facilities & Operations plumber, please complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>)

and send it to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

**Note: To ensure the safety of the domestic water system, departments may not attach equipment or instruments to domestic water systems. Contact Facilities & Operations for safe, code-compliant installation of your department equipment.**

See [Domestic Water](#) [Drains](#) [Wells, Water](#)

## Water Bottle Filling Stations

See [Drinking fountains](#) [Wells, Water](#)

## Water Damage

Facilities & Operations – Facilities Maintenance responds to all calls regarding water damage in general fund buildings. Report leaks and water damage to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Departments should report damage to departmental equipment or supplies by calling Risk Management at 764-2200.

## Water Mains

**To report a water main break, contact the Department of Public Safety at 911 or the Facilities Service Center at 647-2059.**

Depending on the location of the water main, Facilities & Operations or the City of Ann Arbor Water Utilities Department is responsible for the repair of water mains on campus. Water main breaks are treated as emergencies and notification to the campus community is usually sent to the Facilities User's Network via email.

## Weeds

Weeds in flower and planting beds are usually removed in the course of normal grounds maintenance. Facilities & Operations – Grounds department will address concerns about weeds growing around buildings and entrances when notified.

Weeds observed growing from gutters and other unusual building locations should be reported to Facilities & Operations.

Report problems with weed removal to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

See [Roofs](#) [Gutters](#)

## Wells, Water

Some University facilities are located in areas where municipal utility services may not be provided. When a municipal water source is not available, the facilities are provided water from wells located on the property. Most wells are the responsibility of the department or school responsible for the oversight of the building or property. Facilities & Operations - Facilities Maintenance is responsible for maintaining and repairing wells, and the pumps associated with them, at the Matthaei Botanical Gardens only.

To report problems with water service at the Matthaei Botanical Gardens, please call the Facilities Service Center at 7-2059 or report the concern online at: <https://requests.fo.umich.edu/>

Modifications, additions and removals to the water distribution system are performed at customer expense. To arrange for a Facilities & Operations plumber, please complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) and send it to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Note: To ensure the safety of the domestic water system, departments may not directly attach equipment or instruments to domestic water systems. Contact Facilities & Operations for safe, code-compliant installation of your department equipment.

See [Water](#) [Domestic Water](#)

## Wheelchair Lifts

See [Elevators](#)

## White Boards

F&O Building and Grounds Services cleans white boards on a regular basis as part of their normal custodial duties. Facilities & Operations – Facilities Maintenance will repair white boards in general fund classroom spaces. Report problems with white boards to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

White boards in non-general fund areas can be installed or repaired at customer expense. Departments requesting this service should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

See [Chalkboards and Chalk](#) [Markers, White Board](#)

## Wind Screens

The Facilities & Operations Millwrights Shop will replace wind screens, also called plastic strips, for dock doors. This service is provided on a customer pay basis.

Departments requesting this service should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Window Air Conditioning

See [Air Conditioning](#)

## Window Coverings

For existing blinds or shades: F&O Construction Services repairs broken horizontal blinds in general fund buildings at customer expense. Please complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) and fax or send it to the Facilities Service Center at:  
Fax: 763-2932

Mail: 326 East Hoover, 1002

For windows that have blinds installed integral to the glass (between the glass sections), Facilities & Operations – Facilities Maintenance is responsible for repairing these blinds. Problems with blinds installed between the glass sections should be reported to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>



For areas without window blinds & shades, departments should send a requisition to the Facilities Service Center for inquiry, purchase and installation of blinds and shades at customer expense. Complete a Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) and fax or send it to the Facilities Service Center at:

Fax: 763-2932

Mail: 326 East Hoover, 1002

Blackout shades can be manufactured and installed by F&O Building and Grounds Services at customer expense. Departments requesting this service should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Window film can be installed to the exterior of the windows to block out unwanted sun and heat by the Facilities & Operations Glass shop on a customer pay basis. The Facilities & Operations Sign Shop will install film on interior door and window glass for privacy, also on a customer pay basis. Departments requesting this service should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

See [Draperies](#)

## Window Screens

See [Screens, Window](#)

## Window Washing

F&O Building and Grounds Services cleans the glass on interior windows in campus buildings, and exterior glass only at entrances. Report windows needing cleaning to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

Other exterior glass on general fund buildings can be cleaned at customer expense. In some cases, Facilities & Operations has contracted with schools and colleges to include window washing of their buildings in the Facilities & Operations Preventive Maintenance program, at customer expense. Departments requesting one-time service or inclusion in the Preventive Maintenance program should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

Departments may also request more frequent interior window cleaning. F&O Building and Grounds Services coordinates this activity with building occupants and it is completed at customer expense. Departments requesting this service should submit a completed Facilities & Operations Work Order (<https://requests.fo.umich.edu/>) to the Facilities Service Center (326 East Hoover Street - 1002) or Fax: 763-2932.

## Window Wells

Facilities & Operations – Grounds cleans and maintains window wells. To report problems with window wells, please call the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>

## Windows and Related Hardware

Facilities & Operations – Facilities Maintenance maintains and repairs existing windows and related hardware in general fund buildings. Report window problems to the Facilities Service Center at 647-2059 or send the report on-line through our web site at: <https://requests.fo.umich.edu/Home/GeneralFund>