

Service Guide

This guide contains detailed information about facility services, but it is not exhaustive. If you submit a work request to the Facilities Service Center, they will determine who provides the service and whether there is a cost to your unit.

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.

[F&O Service Guide Change Instructions](#)

[Change Request Form](#)

A

Access Control Systems

Maintenance and repair of the networked Campus Access Control System is the responsibility of the Maintenance Services 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 734-647-2059 or visit requests.fo.umich.edu.

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

University Hospital: keyidoffice@umich.edu

NCRC: 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

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

To report an air conditioning problem in a general fund building, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

See [Freon](#) [Heating](#)

Air Intakes

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

It is the responsibility of Maintenance Services 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 Services.

Call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu if you have any questions or wish to report problems.

Alarms

Maintenance Services maintains and tests 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 contact Facilities & Operations regarding the installation or repair of local, battery-operated door alarms, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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

Grounds Services 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.

Custodial 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

Maintenance Services 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. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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. Lighting timers in animal rooms are also repaired and replaced at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Animal Waste Disposal

Animal waste should be disposed in appropriate containers for removal by the waste removal experts in Environment, Health and Safety or University Lab Animal Medicine. Questions about animal waste disposal should be directed to EHS at 734-647-1142.

Animal Watering Devices

Maintenance Services supplies utilities to animal watering devices and will install, modify or repair these devices at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Arboretum

Nichols Arboretum 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, Maintenance Services is responsible for the maintenance of structures in the Arb. This includes repairs to the human and doggie drinking fountains.

Grounds Services has little to do with the maintenance of the grounds in the Arb, unless work is requested by the persons who oversee the Arb. Grounds 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 U-M bus services in winter. Custodial Services 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.

AEC Operations and Maintenance Engineering does provide limited engineering services at customer expense to address operational issues related to maintenance of mechanical systems within university buildings. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

See [Landscape Design](#)

Artwork, Maintenance

Facilities & Operations will arrange for the installation of artwork, at the request and direction of our customers. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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

Asbestos Removal

The Maintenance Services 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. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Ashtrays, Exterior

Custodial and Grounds Services is responsible for the maintenance of all exterior cigarette ash urns. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Asphalt Repair

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 U-M Athletic Department maintains athletic practice fields and playing fields, including the golf courses. Athletics also maintains the buildings and facilities that house their programs. The Athletic Department website is <http://www.mgoblue.com/> and their facilities office can be contacted at 647-9760.

Auditorium Seating

Maintenance Services 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 AEC O&M 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.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

See [Upholstery](#)

Autoclaves

Facilities & Operations is responsible for the ongoing 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 at customer expense. Contact [Procurement Services](#) to arrange for this service. 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 Services is responsible for cleaning the stations to ensure a safe and healthy environment for users. Maintenance Services is responsible for ensuring the station is securely attached to the structure.

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. AEC Construction Services is responsible for installing new baby diaper changing stations.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Ballast, Lighting

In general fund buildings, Maintenance Services replaces ballasts and lamps in fluorescent lights. All fluorescent lamps are disposed of by Maintenance Services through Environment, Health and Safety. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

The F&O Office of Campus Sustainability organizes the installation of energy-efficient lighting where possible. Learn more at <https://ocs.umich.edu/programs/energy-management/>.

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. For more information on banners, please contact SORC at <https://campusinvolvement.umich.edu/sorc/> or 734-764-0436.

Grounds crews will promptly remove all unauthorized banners from trees.

All Others

The University of Michigan Planner's Office has created guidelines covering the [installation of banners](#) on light poles and buildings on campus.

BAS

See [Building Automation Systems](#)

Baseboards

Maintenance Services will reattach baseboards when loose. The installation or replacement of baseboards is a customer expense and is usually associated with the installation of new floor coverings.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

See [Trim](#)

Batteries, Disposal

Environment, Health and Safety is responsible for removal and disposal of batteries. Information regarding this service can be obtained at <https://ehs.umich.edu/haz-waste/> or by calling EHS HazMat at 763-4568.

Batteries, for Clocks

Custodial Services will replace the batteries in clock systems in general fund areas. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

See [Clocks](#)

Batteries, for Uninterrupted Power Supply (UPS)

Maintenance Services 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, Maintenance Services performs battery replacement and/or UPS replacement at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Bells

The University of Michigan has two bell towers on campus. Burton Tower is on Central Campus, Lurie Tower is located on North Campus. Maintenance Services 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) are serviced by Maintenance Services. Services are limited to lubricating, repairing, or replacing hinges, drawer and cabinet pulls, drawer slides, repairing drawers, etc., when those hardware items cause problems. Maintenance Services is responsible for the utility services (water, vacuum, electric, gas) delivered to lab benches.

Maintenance Services is not funded to provide refinishing services (painting, staining, sealing) of built-in lab bench units. However, AEC Construction Services may be able to provide these services.

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. All repairs and replacements of Kemresin is at customer expense. When this occurs, it is the responsibility of the department to cover the replacement cost.

Portable lab benches are manufactured and serviced at customer expense. Facilities & Operations can design, build, and deliver portable lab benches to meet departmental needs.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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

Benches, Seating

Grounds Services maintains all exterior benches and seating areas in General Fund areas. See “[Furniture, Outdoors.](#)” Interior benches attached to the floor in public areas are the responsibility of Maintenance Services. Benches and other furniture items not fixed in place are the responsibility of the department.

To request service for built-in interior benches or exterior benches, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Furniture and upholstery repair may be done at customer expense. These services are available for procurement through the UManage program (link available at <https://umaec.umich.edu/about-us/aec-services/>).

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, Maintenance Services 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 call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Bicycle Lockers

Bicycle lockers are available for a charge through U-M Logistics, Transportation & Parking. Please visit <https://ltp.umich.edu/transportation-alternatives/bicycles/> for more information.

Bicycle Parking

Bicycles are a popular mode of transportation around campus. Over 8,500 parking spots are located in bicycle racks provided in hundreds of locations near campus buildings. For maps and other info, visit <https://ltp.umich.edu/transportation-alternatives/bicycles/>.

Departments are responsible for maintaining bicycle racks near their buildings. Custodial and Grounds Services is funded to clean debris from bicycle racks in General Fund areas. To report problems with bicycle racks, call the Facilities Service Center at 647-2059 or submit a request at <https://requests.fo.umich.edu/>.

Bicycle Paths

Facilities & Operations Custodial and Grounds Services maintains campus bicycle paths. The only dedicated bike paths are on the roads identified with sharrows. CGS is funded to cold patch General Fund roads. Report problems with campus bike paths to the Facilities Service Center at 647-2059 or requests.fo.umich.edu.

For more information on biking at the University of Michigan, please visit <https://ltp.umich.edu/transportation-alternatives/bicycles/>.

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. Environment, Health and Safety (EHS) 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 EHS 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. EHS technicians are NSF 49 trained and have the specialty equipment required to conduct this certification.

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

Maintenance Services 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 Maintenance Services maintains the exhaust system up to the BSC. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Bird Droppings

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 or requests.fo.umich.edu.

Bird droppings inside buildings should also be reported to the Facilities Service Center and the request will be directed to 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

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 Procurement Services at 647-0304 or check their managed contract information at <http://procurement.umich.edu/>.

Break Rooms

Custodial 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 734-647-2059 or visit requests.fo.umich.edu.

See also [Refrigerators and Freezers](#)

Brickwork on Buildings

See [Building Exterior](#)

Bridges

See [Street Maintenance](#)

Bridges, Pedestrian

F&O Custodial and Grounds Services is funded to apply cold patch to potholes on most university pedestrian bridges (except those at the Arboretum). To request service, call the Facilities Service Center at 647-2059 or submit a request at <https://requests.fo.umich.edu>.

Bugs

See [Pest Management](#)

Building Automation Systems (BAS)

Building Automation Systems (BAS) is a group within Maintenance Services 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 visit the [BAS website](#).

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.

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. 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

AEC Construction Services will repair minor exterior building problems as a general fund expense. The types of repairs sent to Construction Services include concrete repairs, brick or masonry repairs, wood trim, leaking windows, etc.

Maintenance Services repairs metal components of building exteriors (such as metal trim or siding) and metal handrails. To request service, call the Facilities Service Center at 647-2059 or submit a request at requests.fo.umich.edu.

More serious conditions are referred to F&O Engineering for study and 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 cases, departments may opt to fund the repair of the building exterior themselves. 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 complete a work order [at requests.fo.umich.edu](https://requests.fo.umich.edu).

Building Identification Signs

See [Signs](#)

Bulletin Boards

Bulletin boards (tack boards) are installed and maintained at customer expense. Maintenance Services and/or AEC 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 work order at requests.fo.umich.edu.

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 Area Transportation Authority (AAATA, also known as The Ride) 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 AAATA by contacting 734-973-6500 or <https://www.theride.org/about/contact-us>.

Campus-owned bus stop shelters are routinely cleaned of debris and trash by crews from LTP. The Crisler Arena shelter is primarily cleaned by the Athletics Grounds crew with LTP serving in a backup role. To report cleanliness problems with bus stop shelters, call the Facilities Service Center at 647-2059 or submit a request at requests.fo.umich.edu.

Cleanup of vomit and human excrement from bus stop shelters is the responsibility of LTP 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 LTP not be available, EHS Hazmat has agreed to serve as a backup. EHS Hazmat can be contacted at 763-4568.

Snow removal from bus stop shelters is the responsibility of LTP. To report problems with snow or ice in bus stop shelters or on the sidewalk areas around the shelters, contact the Facilities Service Center.

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 F&O Outside Lighting crew. To report lighting problems in bus stop shelters, contact the Facilities Service Center.

Graffiti removal and broken windows on bus stop shelters are addressed by AEC Construction Services 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, contact the Facilities Service Center.

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 LTP. Problems of this type should be reported to Logistics, Transportation & Parking at 764-3427 or <http://ltp.umich.edu/>.

C

Cabinets, Built-In

Maintenance Services provides maintenance and repair of built-in cabinets.

The Cabinetry Shop can assist with design, fabrication, 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 service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Cabinets, File

See [Office Equipment](#)

Cage Washers

Departments are responsible for the installation, additions, modifications, and repairs to cage washers.

Maintenance Services is responsible for supplying the utilities (water, electricity, etc.) to cage washers.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Campus Mail

Facilities & Operations does not provide campus mail service. The Campus Mail department distributes U.S. and campus mail to the university. Call Mail Services at 764-9227 or visit <https://printcopymail.umich.edu/mailsvcs/campusmail.htm>.

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

Card Readers

Maintenance Services Key Office is responsible for maintaining card reader systems in General Fund spaces.

The Key Office can install new card reader systems and modify existing systems in General Fund buildings at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Carpet

See [Floor Covering](#)

Ceiling Fans

Facilities & Operations will purchase, install, and repair ceiling fans at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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 Maintenance Services

- Metal Shops - Sheetmetal & Welding
- Plumbing Shop
- Refrigerant Recovery Shop
- Key Office
- Radio/Electronics Shop
- Fire Extinguisher Shop

In Construction Services

- Custom Millwork & Cabinet Shop
- Glass Shop
- Spray Painting and Finishing Shop
- Sign and Graphics 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 or visit requests.fo.umich.edu.

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 at departmental expense. Contact Procurement Services at <http://procurement.umich.edu>. 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. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Chairs

See [Furniture](#)

Chalkboards and Chalk

Chalkboards in general fund classrooms are the responsibility of Facilities & Operations to maintain and repair. Custodial 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 734-647-2059 or visit requests.fo.umich.edu.

Facilities & Operations can fabricate and install chalkboards in other areas at customer expense. Contact the Facilities Service Center to arrange this service.

See [White Boards](#)

Chemicals (Hazardous), disposal

Environment, Health and Safety is responsible for the disposal of hazardous waste and chemicals. Information regarding this service can be obtained by calling 647-1142 or at <https://ehs.umich.edu/haz-waste/>.

Excess chemicals suitable for rehomeing may be eligible for the ChEM Reuse Program instead of disposal. Contact sustainable-labs@umich.edu or visit <https://ocs.umich.edu/programs/waste-reduction/chem-reuse/>

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 requests.fo.umich.edu.

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 734-647-2059 or visit requests.fo.umich.edu.

Clocks

Maintenance Services 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.

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

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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

Cold Rooms

Facilities & Operations is funded to maintain and repair cold rooms installed in general fund spaces.

Cold rooms in non-general fund areas can be maintained and repaired by Facilities & Operations at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

See [Freon Refrigerators and Freezers](#)

Composting

The Office of Campus Sustainability can work with building and departmental staff to place compost bins according to university bin placement standards. Custodial Services empties these bins and Waste Management Services collects the compostable waste from the loading dock. Completing a "Where to Throw" training and modifying procurement practices may be required. Visit the Zero Waste Kitchen program webpage for more information: <https://ocs.umich.edu/programs/waste-reduction/composting/zero-waste-kitchens/>

The Office of Campus Sustainability also provides support for composting at campus events through the Zero Waste Events program. Please visit the webpage for more information: <https://ocs.umich.edu/programs/waste-reduction/composting/zero-waste-events/>

Collected compostable materials are placed in compost carts on the dock (usually) of campus buildings, which are serviced by Waste Management Services.

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, Maintenance Services 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 user's responsibility to maintain. Maintenance Services 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 Plant (CPP) through a hard-piped system. Utilities & F&O Engineering are responsible for the delivery of compressed air from the CPP to the building. In General Fund buildings, Maintenance Services 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, Maintenance Services 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.

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. Maintenance Services 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, Maintenance Services is only responsible for the piping systems delivering the gas, not the connections to it.

Vacuum and suction systems are located in University Hospital buildings and in some campus buildings. Maintenance Services supports the infrastructure of the delivery system up to the point of connection to user equipment.

To report issues with any of these systems, call the Facilities Service Center at 734-647-2059 or visit 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 or Construction Services. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

See [Electrical Connections](#)

Consulting Services

Architecture, Engineering and Construction (AEC) provides this service for facilities issues and can be contacted at 764-3414. AEC provides consulting services on a customer expense basis to address operational issues with mechanical, electrical, and plumbing systems. Departments desiring consulting services from Facilities & Operations may complete a services inquiry on the AEC website (<https://umaec.umich.edu/about-us/aec-services/>).

Court Floors and Rooms

See [Recreational Facilities](#)

Cranes, Outdoor

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. Areas where cranes are needed should be scheduled through an F&O project planner or coordinator.

Departments needing the assistance of cranes or lifts should complete a work order at requests.fo.umich.edu.

Custodial Service

In most General Fund buildings, custodial service is provided by Custodial 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.), Custodial 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 Custodial Services. Custodial Services will provide an estimate for enhanced service upon request. Please submit a work order at requests.fo.umich.edu.

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. 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 at <https://finance.umich.edu/risk-management> and by phone at 734-764-2200.

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. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu

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

Maintenance Services will replace or repair darkroom red lights at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Data, Ethernet Jacks

ITS installs and maintains Ethernet jacks. They may be contacted at <https://its.umich.edu/enterprise/wifi-networks/inbuilding-networks>.

Maintenance Services installs the conduit for these connections. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Deadbolts

Existing code-compliant deadbolts will be repaired by the Maintenance Services Key Office. To request service, call the Facilities Service Center at 734-647-2059 or visit 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 submitting a work order for the installation of a deadbolt, please contact the [EHS Fire Safety office](#) to obtain approval. When approved, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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 EHS Fire Safety.

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 EHS Fire Safety and the Maintenance Services Key Office.

See [Locks](#)

De-ionized Water Lines

Facilities & Operations maintains and repairs de-ionized water systems in various building on campus.

Modifications or expansion of these systems is performed at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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 or requests.fo.umich.edu to see if we can help with your departmental equipment concern.

Desks

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

Directories, Building

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

Maintenance Services maintains and repairs built-in directory boards. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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. Maintenance Services Regions will provide first response for repairs, but the work may have to be referred to a specialty vendor.

Facilities & Operations will install new departmental dishwashers, including new water and electric service, or will repair portable dishwashers, at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Dispensers Paper Towels, Sanitary, Soap, and Toilet Paper

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

Menstrual product dispensers - As of Winter Term 2022, Custodial Services (and Student Life Facilities) supplies tampons and pads in main floor public women's, gender-inclusive, and men's restrooms in all academic and student-facing buildings. Products are placed in countertop baskets, with one basket per restroom. In restrooms with little or no countertop space, baskets are hung on a wall. Custodial staff restock products in these designated restrooms as part of their normal restroom cleaning service. For other restrooms, Custodial Services will purchase, stock, and replace dispensers at customer expense.

Soap dispensers - If broken and cannot be repaired, will be replaced by Custodial Services with a university-standard replacement in General Fund buildings. Custodial Services will refill all soap dispensers. Installation or replacement of a new dispenser outside of the university standard dispenser can be done at customer expense.

Toilet seat cover dispensers - Custodial Services will purchase, stock, and replace dispensers at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

See [Restrooms](#)

Display Cases

Departments are responsible for cleaning the interior surfaces of display cases. Custodial 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.

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.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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 request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

See [Wind Screens](#)

Domestic Water and Water Systems

Utilities 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.

Maintenance Services 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 Maintenance Services are maintained and repaired by Maintenance Services. 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.

Modifications, additions and removals to the water distribution system are performed at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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

Maintenance Services repairs door bells at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Door Openers, Disability Access

The Maintenance Services Key Office installs door openers for disability access at customer expense. In general fund buildings, Facilities & Operations assumes responsibility for the ongoing maintenance and repair of these devices. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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 Key Office. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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

Departments must contact Facilities & Operations to make permanent connections to drains. This work is performed at customer expense. Please complete a Facilities & Operations Work Order at <https://requests.fo.umich.edu>.

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 the storm sewer system and possibly getting into nearby streams, ponds, or lakes. Whenever necessary, the drains should be plugged or bermed to prevent stormwater pollutants (e.g., chemicals, oils, grease, soaps, etc.) 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 or debris 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.

If a spill occurs, respond immediately and follow the Spill Emergency Response Procedures for your department. Contact EHS 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 EHS at 7-1143 or the 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

Custodial Services maintains, replaces, and installs draperies at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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. Custodial Services is responsible for the cleanliness of the drinking fountains and filling stations. Maintenance Services is responsible for the operation of the fountain or station.

AEC Construction Services will install new drinking fountains at customer expense.

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.

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 service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Dryers, Clothes

Facilities & Operations will repair departmental dryers at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Drywall

Facilities & Operations will repair drywall that has been damaged due to Facilities & Operations activities.

General wear and tear, customer-initiated work, or damage caused by others is repaired at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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 arrange this service at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Duct Work

The Maintenance Services Sheetmetal Shop repairs duct work in general fund buildings.

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.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Dumbwaiters

See [Elevators](#)

Dumpsters

You may not use university dumpsters for personal refuse. Departments should make arrangements with Property Disposition to dispose of furniture, equipment, appliances, and other large items. Property Disposition can be contacted at 764-2470 or <http://procurement.umich.edu/property-space-management/property-disposition-u-m-departments>.

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.

The Office of Campus Sustainability provides a Where to Throw search tool to identify items that can be recycled or composted rather than placed in a landfill dumpster. See <https://ocs.umich.edu/resources/where-to-throw>.

When departments generate larger than normal amounts of trash, the department may request more frequent trash pick-ups, at department expense, from Waste Management. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

See [Hazardous Waste disposal](#)

E

Electric Service

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

Utilities 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. Utilities continually monitors the electrical conditions on campus and is immediately alerted to building or area outages.

Inside General Fund buildings, Maintenance Services 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 continuously (3 hours or more), the total amperage cannot 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 than 3 hours at any time.

When a circuit breaker trips, Maintenance Services 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 into the outlet. Simply plug in a known working device to the outlet. 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, but only if spare capacity exists in branch circuit panels. This work is performed at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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 contact the Facilities Service Center at 647-2059 or requests.fo.umich.edu 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 at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Note: For safety purposes, Facilities & Operations must be contacted prior to the installation of any electrical equipment. Electrical inspectors 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 or requests.fo.umich.edu.

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 department and applicable code requirements. Modifications are performed at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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 left as a voicemail 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. (<https://ltp.umich.edu/contact-ltp/>)

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

Emergency Generators

Maintenance Services maintains and tests permanent (fixed) emergency generators in general fund facilities.

Non-general fund facilities may request Maintenance Services to maintain and test their emergency generators at customer expense. Departments requesting this service are encouraged to develop Service Level Agreements with Maintenance Services. More information on a Service Level Agreement is available by contacting the Facilities Service Center at 734-647-2059.

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. To initiate a project to install an emergency generator, please call AEC at 764-3414.

Periodically, maintenance requiring power shutdowns is required. 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.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Emergency Lighting

Maintenance Services 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. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Emergency Telephones

ITS installs and maintains exterior emergency telephones, providing immediate contact with the Department of Public Safety, in locations throughout campus. ITS may be contacted at 763-2000 or <https://its.umich.edu/communication/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 Maintenance Services at customer (ITS) expense. Report problems with lights on emergency phones to the Facilities Service Center at 734-647-2059 or requests.fo.umich.edu.

Energy Conservation

The Office of Campus Sustainability 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. 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.

Refer to the EHS Environmental Rooms standard operating procedure for proper use and prevention of mold: <https://ehs.umich.edu/wp-content/uploads/2016/02/EnvironmentalRooms.docx>

See [Cold Rooms](#)

Equipment, Departmental

See [Departmental Equipment](#)

Erasers

Custodial Services provides chalk and chalkboard erasers to classroom areas. Report shortages of chalk and erasers to the Facilities Service Center at 647-2059 or requests.fo.umich.edu.

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

Escalators

See [Elevators](#)

Estimates

An estimate can be requested for any service provided by Facilities & Operations. Submit an estimate request by completing the online form at: <https://requests.fo.umich.edu/Home/Estimate>. Customers can select between a fixed price or non-fixed price estimate or request a ballpark/budget estimate by noting it in the description of the work.

Estimate requests are routed to the appropriate F&O unit based on the scope of services requested. If the scope of work requires design or engineering (e.g. – modifying a laboratory, significant lighting upgrades, or mechanical system improvements) the request may be routed to AEC-Architecture & Engineering and developed as an Opinion of Probable Cost, which is a budgetary estimate that factors in code and engineering design requirements. Estimates are a free service unless design or engineering is required. Customers are responsible for design fees and will be notified prior to commencing if required.

Turnaround time on estimates varies depending on the scope and complexity of the project. Facilities & Operations asks that customers plan ahead when estimates are needed in order to assist in meeting project schedule goals. If you should need assistance initiating an estimate request or getting status updates, contact the Facilities Service Center (FSC) at (734) 647-2059.

Ethernet Jacks

See [Data, Ethernet Jacks](#)

Events

For information on planning an outdoor event on campus, visit the [Outdoor Events](#) page.

The Office of Campus Sustainability can aid on-campus events wishing to reduce their environmental footprint. For more information, visit [Zero Waste Events](#).

Exercise Rooms, Recreational Buildings

See [Recreational Facilities](#)

Exit Lighting

Maintenance Services 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 734-647-2059 or visit requests.fo.umich.edu.

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 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. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Eyewash Stations

Maintenance Services 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. F&O will also perform and document monthly eyewash checks for eyewashes located in public corridors, mechanical rooms, and other non-lab locations. Report problems with eyewash stations and emergency showers to the Facilities Service Center at 647-2059 or requests.fo.umich.edu.

Facilities & Operations installs new eyewash and shower stations at customer expense. Departments requesting this service should complete a work order at requests.fo.umich.edu.

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

Grounds Services maintains all fences on campus. AEC Construction Management maintains all construction fencing and other fencing in general fund areas. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Fields, Intramural and Play: see [Recreational Facilities](#)

Filters - HVAC Systems

Maintenance Services 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 service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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:

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

The Maintenance Services Fire Extinguisher Shop installs, inspects and maintains fire extinguishers in accordance with NFPA 10 standards. The Fire Extinguisher Shop has a monthly inspection program to comply with MIOSHA requirements. Working in cooperation with EHS, 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. EHS is responsible for funding fire extinguisher services in campus General Fund buildings. Auxiliary units are responsible for funding services in their respective areas. Maintenance Services 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, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Fire Command Centers

Fire Command Centers are located in some U-M 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, 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 ongoing 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 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. 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 734-647-2059 or visit requests.fo.umich.edu.

Fire Hydrants

All fire hydrant problems on the university campus should be directed to the Facilities Service Center at 647-2059. FSC will notify Utilities to investigate the concern. Because ownership of fire hydrants varies between the university and the City of Ann Arbor, Utilities 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 Utilities 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.

Maintenance Services 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.

For questions or concerns with fire shutters and curtains, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Flag Poles

Maintenance Services 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 734-647-2059 or visit requests.fo.umich.edu.

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 Division of Public Safety and Security operates the flag pole in front of the Campus Safety Services Building. DPSS 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 Environment, Health & Safety. Contact EHS at 647-1142 or ehs.umich.edu.

Floor Covering - Cleaning

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

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

Custodial Services cleans carpets in general fund buildings on a biennial basis. Spot cleaning of carpets is performed on a routine basis, per the Custodial Services Cleaning Guide.

In the event of a flood, fire or other calamity, emergency cleaning services are provided by the Custodial 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, Custodial Services can provide that increased level of service at customer expense.

To report problems with regular cleaning in general fund space or arrange for increased service levels, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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 or visit requests.fo.umich.edu 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 AEC 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. AEC 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 work order at requests.fo.umich.edu.

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

Flowers and Plants

F&O Custodial and Grounds Services plants and maintains outdoor plantings in general fund areas. For non-general fund areas, departments wishing to have plants or flowers planted outdoors should contact Grounds Services at 763-5539.

Facilities & Operations does not provide or service 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 Procurement Services at 647-0304 or procurement.umich.edu.

Flowers and Plants for Special Events

Grounds Services no longer provides flowers or plants for special events. Outside vendors may be used for this service at the customer's expense.

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.

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) 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 Maintenance Services 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, Custodial Services does not provide custodial services to food service preparation or serving counters. CS does provide floor cleaning and trash removal services to the public areas of the food service operation according to the cleaning standards—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 CS at customer expense.

Other university entities such as Environment, Health and Safety 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 visit requests.fo.umich.edu.

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 Maintenance Services, call the Facilities Service Center at 647-2059 and ask to speak with the Maintenance Services SLA Program Manager.

Fountains, Outdoor

Maintenance Services is responsible for maintaining several exterior fountains on campus:

- The Thomas S. Cooley Memorial Fountain located on Ingalls Mall. (Operations funded by general fund.) 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 general fund.) 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 general fund.) Serviced by the Central Campus West Region.
- The drinking fountain located at the corner of N. University Street and State Street. (Operations funded by general fund.) 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 predicted freezing temperatures or other weather conditions that could damage the fountains.

To report problems with the reflecting pool or fountains, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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. Maintenance Services maintains and repairs 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 program and provide regular cleanings and inspection of the freezer components.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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. Maintenance Services performs routine maintenance on fume hoods. Environment, Health and Safety conducts periodic safety checks and relays this information to Maintenance Services 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 visit requests.fo.umich.edu.

Departments are responsible for the cost of replacing or redesigning non-compliant fume hoods to meet current safety guidelines. AEC 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 submit a request at requests.fo.umich.edu.

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. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Classroom furniture that is movable or freestanding can be installed or repaired at customer expense. These services are available for procurement through the UManage program. See UManage guidelines on the [AEC Services](#) page.

For new manufactured furniture, contact AEC Interior Design Services at 764-8294 or submit a service inquiry (<https://umaec.umich.edu/about-us/aec-services/>)

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 or submit a service inquiry (<https://umaec.umich.edu/about-us/aec-services/>)

Procurement Services has office furniture available from Steelcase and other vendors. They may be contacted at 998-4040 or <http://procurement.umich.edu/buying/buying-methods/m-marketsite>

AEC Construction Services can build custom furniture at customer expense. Furniture that is movable or freestanding can be repaired or reupholstered at customer expense. These services are available for procurement through the UManage program (see guidelines on the [AEC Services](#) page).

Facilities & Operations can repair desks, file cabinets, wall partitions and chairs. To arrange for the construction of new furniture or the repair of old furniture, please visit requests.fo.umich.edu.

Old or unneeded furniture - **Furniture should not be disposed of in dumpsters or trash compactors.**

Departments are encouraged to consider options for furniture reuse within or between departments prior to contacting Property Disposition. The sale of old furniture is handled by Property Disposition. They can be contacted at 764-2470 or <http://procurement.umich.edu/property-space-management/property-disposition-u-m-departments>

Furniture that cannot be resold is handled as separate waste. Contact the Facilities Service Center at 647-2059 or requests.fo.umich.edu to arrange disposal.

Moving and Trucking can provide assistance in the removal of furniture and delivery to Property Disposition. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Furniture, Outdoor

Facilities & Operations installs outdoor furniture for much of the campus. Inquiries for new outdoor furniture should be directed to the Planners Office by filling out this request form: <https://umaec.umich.edu/services-2/>.

Departments are responsible for maintaining outdoor furniture near their buildings. Grounds Services is funded to remove debris from outdoor furniture areas in General Fund areas. Report problems with outdoor furniture to the Facilities Service Center at 647-2059 or requests.fo.umich.edu.

G

Garbage Disposals

Facilities & Operations repairs garbage disposals in general fund buildings.

Facilities & Operations installs new garbage disposals at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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: <https://ltp.umich.edu/contact-ltp/>

General Fund

Facilities & Operations is funded by the university to perform maintenance activities in what is commonly referred to as "General Fund" space.

According to the Office of Budget and Planning, the general fund "Includes those economic resources of the University which 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 plant and scholarship and fellowships -- and which are not restricted by external sources or designated by the Board of Regents for other than operating purposes."

Various entities of F&O receive a portion of the General Fund each budget year and strive to maximize the use of this limited resource. Of the approximately 37 million square feet of space on the Ann Arbor campus, approximately half is maintained by the General Fund. (Source: <https://obp.umich.edu/campus-statistics/michigan-almanac/>)

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.

Facilities & Operations will install new departmental glass washers, including new water and electric service, or will repair portable dishwashers, at customer expense. Portable glass washers are considered departmental equipment and are serviced at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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 Custodial and Grounds Services removes graffiti on interior walls in General Fund space.

To report graffiti on campus, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

See [Vandalism](#)

Grounds

Grounds Services provides grounds maintenance for general fund supported areas, and other areas, at the request of our customers. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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

Growth Chambers

Growth chambers constructed as part of the building are maintained by Maintenance Services. 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.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Gutters

Gutter cleaning on general fund buildings is the responsibility of Facilities & Operations. 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 Maintenance Services Sheetmetal Shop.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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 Environment, Health and Safety at 647-1142 or visit <https://ehs.umich.edu/haz-waste/biological-waste/>

See [Vomit](#)

Heaters, Portable Electric

See [Electric Space Heaters](#)

Heating

Maintenance Services maintains heating systems in general fund buildings. Utilities is responsible for the steam distribution systems in most areas of campus. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Hoods

See [Fume Hoods](#)

Humidifiers

Maintenance Services maintains and repairs humidifiers that are part of the heating and cooling systems in general fund buildings on campus.

Maintenance Services can also repair small, portable room humidifiers at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

I

Ice Machines

Ice machines are considered departmental equipment. Facilities & Operations can support the installation, maintenance and repair of these devices at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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 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. Please call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Interior Design Service

AEC Interior Design Services offers interior design service. Please visit <https://umaec.umich.edu/about-us/aec-services/>.

K

Key Plans

See [Building Drawings](#)

Keys

The Maintenance Services 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 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.

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.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Customers must pick up keys at the Key Office located at 525 Church Street, Room 1103.

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

Environment, Health & Safety oversees the safe disposal of lab waste and chemicals on campus. Call (734) 763-4568 or visit <http://ehs.umich.edu/hazardous-waste/request-collection-and-supplies/>.

Excess chemicals suitable for rehousing may be eligible for the ChEM Reuse Program instead of disposal. Contact sustainable-labs@umich.edu or visit <https://ocs.umich.edu/programs/waste-reduction/chem-reuse>.

Lab Equipment

Lab equipment is considered departmental equipment. Facilities & Operations can support maintenance and repair of some lab equipment at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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

Exterior - Grounds Services installs and maintains exterior waste and recycling receptacles in general fund areas of campus. Grounds services these receptacles on a regular basis. Inquiries for new exterior waste receptacles should be directed to Grounds Services at 763-5539.

Interior - Custodial Services installs and maintains waste receptacles inside public areas, corridors, offices, labs and restrooms in general fund buildings. The frequency of Custodial Services waste 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](https://requests.fo.umich.edu). To request a bin, submit a work order at <https://requests.fo.umich.edu>.

Parking structures - Waste receptacles in parking structures are maintained by Parking Services. Parking Services can be contacted by phone at 764-1225 or at ltp.umich.edu.

Landscape Design

Landscape design services are provided by both Grounds Services and the AEC University Planner's Office. Contact Grounds Services at 763-5539 for clarification on how we can serve your specific need.

Lasers

Class 3B or Class 4 Lasers - All non-clinical lasers must comply with U-M Laser Safety Program. Anyone wanting to purchase a laser must complete a 'Request to Purchase a Class 3B or Class 4 Laser' and obtain approval from the EHS Laser Safety Officer. <https://ehs.umich.edu/research-clinical/lasers/>

EHS staff must conduct routine laser safety inspections to verify protocols and procedures are followed according to the ANSI standard. Training is required for technicians, engineers, maintenance and service personnel before operating a laser through MyLinc [EHS BLS005w Laser Safety Basic Training](https://ehs.umich.edu/research-clinical/lasers/).

Lasers are considered departmental equipment and are typically not serviced or repaired by Maintenance Services. Departments should contact an outside vendor for most laser services. If requested, Maintenance may repair a laser system heat exchanger at customer expense.

Maintenance is responsible for providing deionized water to laser cooling systems.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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

Contact Environment, Health and Safety regarding all lead abatement activities on campus. Call 647-1142 or visit <https://ehs.umich.edu/working-safely/risk-factors/respiratory/>.

Life Safety Systems

Life Safety Systems (fire alarm systems, fire suppression systems) in General Fund buildings are maintained and repaired by Maintenance Services. The Life Safety Systems manager ensures compliance with life safety code. The manager routinely performs inspection schedule "load-balancing" for Region staff, coordinates vendor involvement, and provides service guidance to staff.

The life safety manager's responsibilities also include:

- oversight of the fire extinguisher inspection program, radio systems, and the portable sound system utilized by various student and other groups on campus
- review new construction and renovation plans
- 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 life safety program manager, please call the Facilities Service Center at 67-2059.

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

Lifts

See [Elevators](#)

Lighting, Building Interior

Maintenance Services maintains lighting in general fund buildings. They burned out lamps, broken switches and burned out ballasts. They are also responsible for replacing lenses on light fixtures when damaged or missing and replacing special “red” light bulbs in photographic dark rooms.

Custodial Services is responsible for cleaning light fixtures.

Facilities & Operations will maintain and repair desk lamps, table lamps, lamps in display cases, and under-cabinets lights at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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

Lighting, Building Exterior

Maintenance Services and Utilities - Outside Lighting maintain outside lighting. 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 Maintenance Services – 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.

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 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.

Note: Lights in the underground parking area on the outside of the Rackham Building (00172) are handled in a joint effort between Maintenance Services and Logistics, Transportation & Parking. LTP is responsible for bulb replacement and Maintenance Services is responsible for the electrical components.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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 <https://ltp.umich.edu/contact-ltp/>

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 request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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. In some instances, primarily recreational buildings, user rental fees are collected to cover the expense of maintenance and repair.

Facilities & Operations will repair and maintain lockers at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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

The Key Office repairs battery-operated locks on doors. Mechanical failure of the lock (e.g., 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.

The Key Office will install a battery-operated lock (to replace the existing mechanical lock) at customer expense. 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, please submit a Non-General Fund Work Order.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Locks, Combination safes

Combination locks on safes and vaults are serviced and repaired by the Maintenance Services Key Office at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Locks, Combination lockers

Combination locks on lockers are serviced by the Maintenance Services Region Shops or Key Office at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Locks, Door

The Key Office repairs all locks on doors in all general fund buildings. They 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.

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 request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

See [Deadbolts](#)

Locks, Waste Receptacles

Custodial Services is responsible for the repair of waste receptacle locks which are found in many restrooms in general fund buildings. **To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.** The FSC will issue a work order on F&O Custodial and Grounds Services general fund account to the 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) at 763-1131.

Found keys should be turned over to the Facilities & Operations Key Office at 525 Church Street, Room 1103. 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 at 764-3481.

M

Mail

See [Campus Mail](#)

Mailbox Centers

The Maintenance Services Cabinetry Shop creates custom mailbox centers for departments at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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

Custodial 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, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

See [White Boards](#)

Mats, Entrance

Custodial Services provides and maintains entrance mats inside most buildings. The mats are cleaned on a regular basis.

Custodial Services will purchase and install additional exchangeable mats for departments at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Mechanical Equipment

Maintenance Services 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. Maintenance Services has expert trades people in each of these craft areas.

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.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Media Equipment

Maintenance Services 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

Contact Environment, Health and Safety for all issues related to the safe handling and disposal of mercury-containing devices. Call 647-1142 or visit <https://ehs.umich.edu/wp-content/uploads/2016/10/thermguideline.pdf>.

Microwaves

The Electronics Shop will install or repair microwave ovens at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Mirrors, Restroom

The AEC Glass Shop will repair or replace damaged mirrors in restrooms in general fund spaces.

They will also install new mirrors at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Moving

We offer a full range of services to assist departments in the moving process. 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.

Facilities & Operations assists departments by disconnecting departmental equipment and reinstalling it in the new location. The Maintenance Services Machine Repair Shop will dismantle and reassemble office partitions. Waste Management can provide extra waste and recycling containers for use during the move.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

To arrange for relocation of telephone and data circuits, see <https://its.umich.edu/enterprise/business-services/service-request-system>.

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

Mowing

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 campus. For more information, call Grounds at 763-5539 or visit <https://cgs.fo.umich.edu/services/landscape-grounds/>.

N

Nameplates

The AEC Sign Shop provides nameplates for desk or wall mounting at customer expense. A wide variety of styles, colors and materials are available. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

See [Signs](#)

Natural Gas Service

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

Utilities is responsible for delivering natural gas to university buildings. Natural gas piping inside of general fund buildings is the responsibility of Maintenance Services.

Facilities & Operations connects departmental equipment to the natural gas system at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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

O

Odor Problems

In general fund buildings, all strange or persistent odors should be reported to the Facilities Service Center at 647-2059 or requests.fo.umich.edu.

Odor problems are investigated by the Maintenance Services – 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 Procurement Services at 647-0304 or visit <http://procurement.umich.edu/>.

Facilities & Operations can repair office equipment (such as desks and file cabinets) and office partitions. The Cabinet Shop repairs and reconditions wood furniture and cabinetry. The Key Office provides keys to locking office furniture and cabinets at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

P

PA Systems

The Maintenance Services 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.

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.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Paint Booth Systems

Maintenance Services 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.

Environment, Health and Safety conducts periodic safety checks and relays this information to Maintenance Services for follow-up.

For "low" or "no flow" problems with paint booths, please call the Facilities Service Center immediately at 647-2059. For other maintenance needs, visit <https://requests.fo.umich.edu/>.

Painting

Facilities & Operations will use general funds to paint a wall or area to restore a wall to its original condition **only** 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 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. AEC 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.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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

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 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.

Pest Management

The Custodial and Grounds Services Pest Management team 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, visit requests.fo.umich.edu.

Phone Jacks

ITS installs and maintains telephone jacks. They may be contacted at <https://its.umich.edu/enterprise/business-services/service-request-system>.

Facilities & Operations installs the conduit for these connections at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

See [Telephone Equipment](#)

Picnic Tables

See [Furniture, Outdoor](#)

Pictures

Facilities & Operations will hang or move pictures at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Plants: Outdoor/Indoor

See [Flowers and Plants](#)

Plaster Repairs

Facilities & Operations will repair plaster that has been damaged due to Facilities & Operations activities.

General wear and tear, customer-initiated work, or damage caused by others is repaired at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Playing Fields

See [Recreational Facilities](#)

Playground Equipment

Facilities & Operations repairs playground equipment at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

To certify the safety of playground equipment, customers may call Environment, Health and Safety at 647-1142.

Plumbing

Maintenance Services responds to all reported plumbing problems. From dripping faucets to major floods, Maintenance Services 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 online at requests.fo.umich.edu.

Plumbing problems in non-general fund buildings can be repaired at customer expense. Maintenance Services can also install department equipment at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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](#)

Podiums

See [Furniture, Classroom](#)

Power Outages

Utilities is responsible for providing electricity to the university campus. Facilities & Operations generates electricity at the Central Power Plant 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 Central Power Plant (CPP) provides steam to Central Campus and Medical Campus. The CPP 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 buildings. The CPP is staffed 24 hours per day, 365 days per year.

For more information about the Central Power Plant, check out <https://utilities.fo.umich.edu/services/energy-utilities/>.

Process Cooling Water

Utilities must review and authorize the installation of process cooling water using central chilled water. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Projection Screens

Maintenance Services 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.

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

Installation of additional projection screens, either powered or manually operated, is available through Construction Services.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Propane Service

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

Propane tanks may be installed to provide a source of heat and hot water to some non-General Fund 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.

Departments must contact Facilities & Operations before making modifications to existing gas piping.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Note: Propane tanks may not be stored in any U-M building. For more information on this topic, please contact the EHS Fire Safety office at <https://ehs.umich.edu/living-safely/fire-prevention/>.

Pumps

Facilities & Operations is responsible for the pumps that support utility systems in general fund buildings.

Facilities & Operations also maintains pumps for non-general fund buildings at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

R

Ranges: Gas, Electric

See [Stoves](#)

Recreational Facilities

Recreational Sports, 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 <http://www.recsports.umich.edu/>

Maintenance Services is responsible for the cleaning, repair, and maintenance of indoor recreational facilities on campus. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Recycling

All Ann Arbor main campus buildings have single-stream recycling services. Recycling bins are available throughout building common areas, hallways, and office areas.

The Office of Campus Sustainability provides information about how to properly recycle on campus. Visit <https://ocs.umich.edu/resources/where-to-throw/> for current guidelines.

Custodial Services empties all Ann Arbor campus recycling bins except within the hospital. To report concerns regarding the emptying of bins inside your building, call the Facilities Service Center at 647-2059 or complete a work order at <https://requests.fo.umich.edu>.

Waste Management Services is responsible for the collection of all recyclables from Ann Arbor campus. Current rates and service information can be found at <https://ltp.umich.edu/waste-management/waste-management-services-and-rates/>. 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.

Refrigerant Gas

To comply with EPA regulations and thereby avoid the potential of thousands of dollars in fines for non-compliance, U-M personnel and outside contractors must contact the Facilities Service Center if installation or removal of equipment containing refrigerant gases (sometimes referred to as freon, chloro-fluorocarbons (CFCs), or hydro-chloro-fluorocarbons (HCFCs)) is performed.

The 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.

Departments removing or installing equipment containing any of these refrigerants should contact the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu. Refrigerant removal is performed at customer expense.

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

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 contribute to longer life of the equipment and lower utility costs. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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 Property Disposition. Property Disposition has procedures in place to deal with these devices. They can be reached at 764-2470 and <http://procurement.umich.edu/property-space-management/property-disposition-u-m-departments>.

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

Region Maintenance

The Maintenance Services Regions 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 at <http://maintenance.fo.umich.edu/mr>

To send work to any of these shops, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu. The address for all Central Shops is 326 E. Hoover Street, Campus Zip 1002.

Remodeling

AEC Construction Services provides project management and delivery services for small renovation and construction projects. 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 ongoing 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!

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Residence Halls

Housing Maintenance Services provides maintenance and custodial support for the residence halls. More information is available at <https://kb.housing.umich.edu/hc/en-us/articles/360002969692-Contact-FIXIT>.

Maintenance emergencies in residence halls are dispatched through the Facilities Service Center. Call FSC at 734-647-2059.

Restrooms

Custodial Services is responsible for cleaning restrooms in general fund buildings. Maintenance Services will repair broken fixtures in restrooms in general fund buildings.

Facilities & Operations will clean restrooms or repair restroom fixtures in non-general fund buildings at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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

Reverse Osmosis Water Filtration Systems

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 a general fund building, F&O would maintain it. However, if it were on a piece of lab equipment in a general fund building, F&O would not maintain/repair it. If it is in a customer-pay building, F&O would not maintain/repair it.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Roofs

The 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 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 Grounds Services.

The Roofing Shop also performs inspections and repairs to roofs for non-general fund buildings at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

See [Gutters](#)

S

Safes

The Maintenance Services Key Office will repair safes at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Screens, Audiovisual

Maintenance Services maintains and repairs audiovisual screens in all general fund space.

Facilities & Operations installs new screens and repairs screens in non-general fund and non-classroom spaces at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Screens, Window

Maintenance Services repairs existing window screens in general fund buildings. Screens that are worn out are replaced if needed.

Maintenance Services provides new window screens, at customer expense, in locations where screens were not previously installed.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

It is worth noting that in many locations, opening windows can have a negative effect on air balance in the building. Therefore, in the interest of building energy efficiency, most windows should be kept shut.

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. 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 will maintain and repair these devices when provided with the appropriate work order.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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 depending on the complexity of the services being requested and whether existing equipment templates are already established.

A Maintenance Services 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 Maintenance Services, call 647-2059 and ask to speak with the Maintenance Services SLA Program Manager.

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

Sharpening Services

The Maintenance Services 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 U-M departments is Hayes Grinding Service. They can be contacted at 313-259-3333.

To engage the Sheetmetal Shop for sharpening needs, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Shelving

Facilities & Operations can make, install, or repair shelving at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Shelving – Restrooms

Shelving in restrooms is maintained and repaired by Facilities & Operations. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

See [Restrooms](#)

Shower Curtains

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

See [Showers](#)

Showers

Custodial Services is responsible for cleaning showers in general fund buildings. Maintenance Services will repair showers in general fund buildings.

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 are very limited for this activity. When Facilities & Operations receives a shower replacement request in a general fund building, that request is referred to AEC - 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.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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

Showers, Emergency

See [Eyewash Stations](#)

Sidewalks

Grounds Services is funded to apply cold patch to reduce tripping hazards to sidewalks in general fund areas. AEC 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, AEC identifies funding sources as a capital project.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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

Custodial and Grounds is funded to clean most exterior building signs in general fund areas.

Logistics, Transportation & Parking is responsible for street signs and parking lot signs on campus. To report problems with street and parking lot signs, contact Parking Maintenance at 764-1225 or <https://ltp.umich.edu/contact-ltp/>.

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

The various schools and colleges are responsible for interior signs. The AEC Sign Shop will design, fabricate, and install interior signs at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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.

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.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Smoke Detectors

The 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. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Smoking

Smoking is prohibited in all university buildings including Michigan Medicine, facilities, grounds, and university-owned vehicles. Smoking in privately-owned vehicles and on sidewalks adjacent to public thoroughfares is not prohibited.

For further information, please refer to the U-M Standard Practice Guide, Section 601.04 which is available at <http://spg.umich.edu/>

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

Snow and Ice Removal

Grounds Services clears snow 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, sidewalks and entrances of general fund buildings, contact the Facilities Service Center at 647-2059 or requests.fo.umich.edu.

Logistics, Transportation & Parking is responsible for snow and ice removal in U-M parking lots and parking structures. To report problems with snow and ice removal in lots and structures, call Parking Maintenance at 764-1225.

Many streets around campus are maintained by the City of Ann Arbor. The city's Street Maintenance Department provides information about snow removal at <https://www.a2gov.org/departments/public-works/street-maintenance/Pages/Snow-Removal.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 requests.fo.umich.edu.

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.

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 AEC - 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.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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

Stalls - Restrooms

Maintenance Services repairs damaged restroom stalls, including doors, partitions, and hardware, in general fund buildings.

Maintenance Services will do repairs in non-general fund buildings at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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

Sterilizers

Facilities & Operations has skilled trades people available to install sterilizers for departments on campus.

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 Procurement Services at 647-0304 or <http://procurement.umich.edu/>.

Facilities & Operations is responsible delivering utilities to sterilizers. To report electrical, water or steam problems associated with sterilizers, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

See [Autoclaves](#)

Stoves – Gas, Electric

Installation of new stoves (requiring electrical wiring or gas piping) should be coordinated through AEC Engineering to ensure a safe and reliable installation.

Facilities & Operations will install replacement stoves or repair departmental stoves at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Street Maintenance

Grounds Services is funded to apply cold patch to potholes of university streets. To report problems with university streets, call the Facilities Service Center at 647-2059 or visit requests.fo.umich.edu.

Facilities & Operations is responsible for the replacement in general fund areas. When F&O receives these requests they are referred to AEC 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.

Logistics, Transportation & Parking is responsible for U-M parking lots and parking structures. To report problems in lots and structures, call Parking Maintenance at 764-1225.

Many streets around campus are maintained by the City of Ann Arbor. The city's Street Maintenance department can be contacted at 734-794-6320 and <https://www.a2gov.org/departments/public-works/street-maintenance/Pages/default.aspx>,

Structures, Parking

See [Parking](#)

Surplus Furniture and Equipment

Property Disposition is responsible for the sale or disposal of surplus furniture and equipment. When disposing surplus items, contact Property Disposition at 764-2470 or <http://procurement.umich.edu/property-space-management/property-disposition-u-m-departments>.

Moving and Trucking has the staff and equipment to move surplus items to Property Disposition at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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

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

Swimming Pools

Maintenance Services maintains university swimming pools in various recreation facilities on campus. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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 are maintained by Utilities. Environment, Health and Safety 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

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

<https://its.umich.edu/communication/telephone>

Facilities & Operations installs the conduit for these connections at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

See [Phone Jacks](#)

Temperature Controls

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, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Departments wishing to change the designated temperature of an area can contact BAS directly at 734-763-4013 and request changes within certain parameters.

Tennis Courts

Outside tennis courts are the responsibility of Recreational Sports. They may be contacted at 763-0050 or <https://recsports.umich.edu/>.

Theater, Recital Hall, and Auditorium Seating

In General Fund areas, fixed theater, recital hall, and auditorium seating is maintained and repaired by Maintenance Services. 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 request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Maintenance Services 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. 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, Maintenance Services has limited resources for these repairs and the cost of repairs may exceed the funds available. Generally, if the problems involve less than 10 seats, Maintenance Services will proceed with repairs. When Maintenance Services receives requests for large-scale seating condition problems (10 seats or more) in theaters, recital halls, and auditoriums, those requests are referred to AEC 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. AEC 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. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Thermostats, Lockboxes

Facilities & Operations will install thermostats and lockboxes at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Tile - Ceiling

Facilities & Operations will replace missing or stained ceiling tile in general fund buildings.

Departments wishing to upgrade ceiling tile or completely replace ceiling tile in an area may do so at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Tissue Culture Hoods

See [Biological Safety Cabinets](#)

Traction Strips

AEC Construction Services is responsible for repairing traction strips on stair treads in general fund buildings. In non-general fund buildings, Construction Services provides this work at customer expense. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

See [Stair Treads](#)

Trash Compactors

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 request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Trash Removal

Custodial Services provides 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.

Waste Management staff removes trash from building dumpsters and trash compactors for recycling or to a landfill.

At customer expense, additional trash pick-ups can be provided when departments are discarding large quantities of trash. Please request this service well in advance.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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

Trees and Shrubs

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 campus. Grounds foresters maintain an inventory of all trees on campus. For more information, call Grounds Services at 763-5539 or visit <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 at <https://umaec.umich.edu/policies-procedures/>,

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Trim

Maintenance Services will reattach trim where needed.

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 AEC 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. AEC Construction Services is equipped to remove the old trim and install new trim. Construction Services has the capability to manufacture trim that will match existing trim pieces, so entire replacement may not be necessary.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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.

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. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

See [Batteries](#)

Upholstery

Upholstery cleaning is handled by Custodial Services on a customer-pay basis. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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 requests.fo.umich.edu.

Facilities & Operations can 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 daily. Facilities & Operations vehicles are clearly marked with the University of Michigan 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. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Vent Cleaning

Custodial Services offers a cleaning service for vents that are less than 12 feet from the floor.

Vents that are more than 12 feet from the floor can be cleaned at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

See [Duct Cleaning](#)

Vomit

Vomit and other blood borne pathogen-carrying materials must be cleaned up by personnel trained in the proper cleanup 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 Custodial 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 AEC Engineering to ensure a safe and reliable installation. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Water

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

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

Modifications, additions, and removals to the water distribution system are performed at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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

Maintenance Services 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 requests.fo.umich.edu.

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 Users Network via email.

Weeds

Weeds in flower and planting beds are usually removed during normal grounds maintenance. Grounds Services 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.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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

Wells, Water

Some university facilities are in areas where municipal utility services may not be provided. When a municipal water source is not available, water is provided 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. Maintenance Services 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, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Modifications, additions and removals to the water distribution system are performed at customer expense.

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

Custodial Services cleans white boards on a regular basis as part of their normal custodial duties. Maintenance Services will repair white boards in general fund classroom spaces.

White boards in non-general fund areas can be installed or repaired at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

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. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Window Air Conditioning

See [Air Conditioning](#)

Window Coverings

For existing blinds or shades: Maintenance Services is responsible for repairing blinds installed integral to the glass (between the glass sections). AEC Construction Services repairs broken horizontal blinds in general fund buildings at customer expense.

For areas without window blinds & shades, departments can arrange the purchase and installation of blinds and shades at customer expense.

Blackout shades can be manufactured and installed by F&O Custodial and Grounds Services at customer expense.

Window film can be installed to the exterior of the windows to block out unwanted sun and heat at customer expense. The Facilities & Operations Sign Shop will install film on interior door and window glass for privacy, also at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

See [Draperies](#)

Window Screens

See [Screens, Window](#)

Window Washing

Custodial Services cleans the glass on interior windows in campus buildings, and exterior glass only at entrances.

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 may also request more frequent interior window cleaning. Custodial Services coordinates this activity with building occupants and it is completed at customer expense.

To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Window Wells

Grounds Services cleans and maintains window wells. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.

Windows and Related Hardware

Maintenance Services maintains and repairs existing windows and related hardware in general fund buildings. To request service, call the Facilities Service Center at 734-647-2059 or visit requests.fo.umich.edu.