

# A S t a f f G u i d e t o Housing Facilities

The Housing Facilities Department is a service organization that is responsible for the maintenance and operation of Housing's physical plant, including its buildings, equipment, grounds, and utility systems. We are also responsible for the renovation, remodeling, and alteration of the facilities.

Our staff of over 250 people includes clericals, custodians, designers, engineers, maintenance mechanics, movers, secretaries, and trades persons. We manage and operate a building inventory that encompasses over four million square feet of floor space and houses over 16,000 residents.

Our mission is to help plan, create, and maintain an environment conducive to comfortable living and learning, while meeting our needs for well-being and growth.

The information included in this booklet  
is also available online at:

[www.housing.umich.edu](http://www.housing.umich.edu)

U n i v e r s i t y o f M i c h i g a n



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## Emergencies

### After-Hours Emergencies

**Phone: 647-2059**

For after-hours emergency services (4:00 p.m.–7:30 a.m. on weekdays and anytime on Saturdays, Sundays, or holidays), call the University's Plant Operations call center at 647-2059.

**Please note:** Only emergencies should be reported to this after-hours call-in number. A facilities-related emergency has been defined as one of the following:

- Loss of hot or cold water;
- Loss of heat;
- Loss of electricity;
- Electrical hazard;
- Flooding or major leak;
- Fire;
- Loss of steam to residence hall kitchens;
- Glass window breakage that is a potential safety and/or security hazard;
- Passenger trapped in elevator;
- Loss of elevators;
- Gas leaks;
- Lockouts or lock problems;
- Any condition that represents a significant imminent threat or potential hazard to the community;
- Pest emergencies (bats, bees, etc.);
- Refrigerator failure — Residence Halls: Failure of commercial-type unit; Family Housing: Failure of apartment unit, unless repair staff is able to respond during normal working hours within 24 hours;
- Toilets (Family Housing only): Loss of service, unless repair staff is able to respond during normal working hours within 24 hours.

## FIXIT Maintenance Repairs

**Phone: 76-FIXIT (763-4948)**

Web: <http://www.housing.umich.edu>

To request maintenance service, except for telephone or cable repairs, contact FIXIT.

All maintenance work is handled via a telephone- and Web-based service request system (FIXIT), which is staffed Monday through Friday from 7:30 a.m. to 4:00 p.m. For non-emergency after-hours requests, FIXIT has automatic telephone answering equipment that accepts service requests 24 hours a day, 7 days a week.

When contacting Facilities for maintenance repairs, please be prepared to provide the following information:

1. Your name.
2. Your complete address or hall room number.
3. Your phone number.
4. Nature of the maintenance problem.
5. Exact location of the maintenance problem.

## Telephone Repair / IT Com

**Phone: 647-8888**

The University Information Technology Communications Services (IT Com) is responsible for maintaining and servicing telephones. Related service requests in residence halls and family housing can be made by calling them directly.

## Cable Repair / Comcast

**Phone: 1-800-COMCAST**

Cable service is provided by Comcast. Contact them for all cable problems, cable service requests, converter boxes, or premium channel requests.

## Courier, Warehousing, Moving, and Other Services

### Phone: 76-FIXIT (763-4948)

Authorized Housing staff may use FIXIT, our telephone-based service request system, to request various support services or comment on the quality of service. The services listed below are presently available through FIXIT.

### Service Requisitions

When requesting non-repair services, a Housing Service Requisition (HSR) form and short code is required. (HSR forms can be obtained by calling 763-4333.) Examples of services requiring an HSR include support for special events, building alterations or improvements, and remodeling projects. Such extraordinary services are not part of the Facilities operating budget and their costs are therefore recharged.

An improvement is defined as work required to increase the functionality or usefulness of a facility or equipment. An alteration is defined as work required to transform a facility or equipment so that it may perform or support a function other than the one it currently performs/supports. Installation of new bookshelves and assembly of office furniture are examples of minor alterations and/or improvements.

In order to respond to your request, we need the following completed on the HSR form:

1. A description of the work or service required.
2. The contact person.
3. Chartfield or short code.
4. An authorized signature.

Completed forms should be forwarded to the Administrative Services Area at 3261 Baxter Road, campus ZIP 2170.

## Services Directly Available via FIXIT (Phone: 76-FIXIT)

Authorized Requestor	Maintenance	Housekeeping	Courier	Moving & Warehousing	Painting	Plumbing, Electrical, & Refrigeration	Carpentry & Masonry
Administration	X	X	X	X <sup>1</sup>	X <sup>1</sup>	X <sup>1</sup>	X <sup>1</sup>
Conference Staff	X	X	X	X <sup>1</sup>			
Facilities Staff	X	X	X	X	X	X	X
Family Housing Staff	X	X	X	X <sup>1</sup>	X		X <sup>2</sup>
Food Service Staff	X	X	X	X <sup>1</sup>			
Project Coordinators <sup>1</sup>	X	X	X	X	X	X	X
Resident Education Staff	X	X	X	X <sup>1</sup>			
Residents	X	X					

<sup>1</sup> A request for service must be supported by an account number or chart field if estimated cost exceeds \$200.

<sup>2</sup> For apartment turnovers only.

## Major Projects

Major projects for repairs, furnishings replacement, remodeling, alterations, and improvements are funded from Housing's capital accounts. Based on input from Facilities, Residential Dining Services, Family Housing, Resident Education, Security and Executive Administration, funding decisions are generally made as part of a formal process conducted each fall for projects to be undertaken during the upcoming calendar year. Recognizing that priorities can change and that some needs are unforeseen, a portion of the available capital funds are held in contingency. Staff members are therefore encouraged to inform their respective Department Head and Associate Director of Housing of any high priority needs that may arise between funding cycles.

## Accessing Project Listing

(on K: Drive)

At any given time, there are hundreds of active projects in Housing that are being managed by the Facilities Department. The department therefore maintains an online database that provides an overview of all active projects, including those in progress and those recently approved for next year. The listing is frequently updated and accessible to you via Housing's network at *k:\data\hsg\_fac\projects.xls*. Contact the Housing Information Technology Office (HITO) at 764-5251 if this folder or file is not available to you.

The active projects listing includes Project Status and name of staff member coordinating the project.

## Housing Design Service

**Phone: 763-0334**

The Housing Design Team provides the following services

- Project design, management, and coordination for funded capital improvement, remodeling, and renewal projects.
- Technical and consulting support in the areas of architecture, engineering, and interior design. Consulting time is typically four hours or less and can include:
  - On-site consultation and reviews;
  - Cost estimates;
  - Preliminary layouts and sketches;
  - Construction code compliance studies;
  - Trouble-shooting and investigation of building systems and components;
  - Warranty follow-up;
  - Retrieval of blueprints or historical files;
  - Location of resources;
  - Past project follow-up for information;
  - Program assistance, such as support for preventative maintenance and energy management.

## Student Employment

- Temporary student employment opportunities are available year-round.
- Interested students should pick up application forms, fill them out and send/deliver them to 3261 Baxter Rd., or apply via the Facilities website at: <http://www.housing.umich.edu>.
- Locations to obtain applications in the residence halls are the Building Facilities Manager's office and the Front Desk. Application forms are also available at 1500 SAB (office hours: 8:00 a.m.-5:00 p.m., Monday-Friday).
- Completed application forms are forwarded to requesting managers for hiring.
- Managers/Supervisors will interview applicants, hire as necessary, assure completion of all necessary employment forms.
- Information on summer temporary employment opportunities should be posted in residence halls by late February.

## Facilities Staff Will Clean and Maintain the Building, Including:

- Clean and disinfect bathrooms and fixtures daily (Monday-Friday).
- Surface clean bathrooms on weekends.
- Clean and disinfect showers at least twice weekly.
- Remove all trash and recycled materials daily.
- Vacuum hallway corridors three times weekly.
- Repair and maintain building systems and components.

## Available at the Front Desk or the Facilities Office:

- Vacuum cleaners, cleaning supplies, broom and dust pan.

## Weekend and After-Hours Coverage:

After-hours and weekend housekeeping services are performed only on a limited basis. We surface clean bathrooms and stock paper products as needed. We also remove trash, service dining rooms, entrances and public restrooms. Routine housekeeping requests should be made by dialing **FIXIT (76-FIXIT or 763-4948)** or contacting your Building Facility manager during normal work hours (7:30 a.m.–4:00 p.m. Monday–Friday).

## Resident Responsibility:

Residents should be aware that unnecessary abuse or vandalism adds to the workload of Facilities staff. This impairs the staff's ability to meet the standard service levels listed above. Residents are expected to do their part in helping maintain the residence halls by:

- Calling FIXIT (763-4948) to report any maintenance problems.
- Disposing of trash only in designated areas.
- Sorting recyclable items by following the instructions on the posters in the waste/recycling areas.
- Cleaning up after themselves, including in the event of illness.
- Placing all litter and other debris into trash cans, not in the corridor or other public areas.
- If a resident is abusing the facilities, consider approaching him or her about the behavior. If you are uncomfortable doing this yourself, contact an RA or Hall Director.
- Properly disposing of all Sharps (syringes and blood-testing lancets). For information about our Sharps collection program, please refer to the Housing Facilities section in the Housing website: <http://www.housing.umich.edu> or contact your Hall Director.

The department has produced a wide range of Housing-specific brochures, guides, and manuals that are available to support staff.

## Brochures

- Asbestos Awareness
- Asbestos Locator Chart
- Access and Key Control
- Environmental Hazard Management
- Equipment Lock-Out/Tag-Out Procedures
- Lead-Based Paint
- Lead Locator Chart
- Parking Guidelines
- Personal Protective Equipment
- Pest Control Program
- Sanitary Sewer: Your Guide to What Can Go Down the Drain
- Sharps Program
- Soil Erosion Control
- Staff Training and Development
- Working in Confined Spaces

## Guides, Manuals, and Reports

- Capital Improvements and Renewal Guide
- Council Handbook
- Financial Manual
- Purchasing Guide
- Residence Hall Turnover Checklists for Housekeeping and Maintenance
- Staff Guide to OSEH Requirements and Regulations
- User's Guide to Housing Facilities Department
- User's Guide to Housing Design Service
- Facilities' annual report
- Monthly and quarterly reports
- Program-specific brochures and guides
- Real-time status and expense data on work orders, service requests, and projects

Copies of reports, brochures, and guides are available upon request from the department (phone: 763-3175; e-mail: [vhuetter@umich.edu](mailto:vhuetter@umich.edu)). Data on work orders and projects are available electronically.

# STAFF PHONE DIRECTORY

## FACILITIES ADMINISTRATION

Director .....763-3175  
Secretary .....763-3175

## ADMINISTRATIVE SERVICES

Manager .....647-1018  
Office Assistant, Projects .....763-4333  
Office Assistant, Operations .....647-1021  
Office Assistant, Contracts & POs ..647-1023  
Administrative Assistant .....763-4333  
FIXIT Operator .....763-4948

## DESIGN GROUP

Assistant Director .....763-6457  
Office Assistant .....763-0334  
Architect .....763-0334  
Engineer .....763-0334  
Interior Designers .....763-0334

## OPERATIONS GROUP

### Hill & North Area Residence Halls

Assistant Director .....764-1152  
Area Maintenance Coordinator .....764-1152  
Secretary .....936-7908  
  
Baits Facilities Manager .....764-4490  
Bursley Facilities Manager .....763-1132  
Couzens Facilities Manager .....763-3544  
Lloyd Facilities Manager .....764-1170  
Markley Facilities Manager .....764-1144  
Mosher-Jordan Facilities Manager ...764-1199  
Stockwell Facilities Manager .....764-1186  
Manager, Skilled Trades .....936-2202

### Central Area Residence Halls

Assistant Director .....763-2472  
Area Maintenance Coordinator .....763-2472  
Secretary .....647-5716  
  
Barbour Facilities Manager .....764-0179  
East Quad Facilities Manager .....764-0104  
Fletcher Facilities Manager .....764-0141  
Law Club Facilities Manager .....764-1119  
Martha Cook Facilities Manager ....763-9083  
Newberry Facilities Manager .....764-0179  
Oxford Facilities Manager .....763-9701  
South Quad Facilities Manager .....764-0141  
West Quad Facilities Manager .....764-0179  
Manager, Skilled Trades .....936-2202

### Family Housing Facilities Services

Assistant Director .....763-4333  
Area Maintenance Coordinator .....763-4333  
Family Housing Facilities Managers ..763-4333  
Housing Grounds Services .....764-0507  
Manager, Carpentry & Masonry ....763-4333  
Office Assistant .....615-2743

### Campus-Wide Services

Housing Occupational Safety Mgr ...763-5641  
Information Systems Coordinator ...763-4333  
Management Systems Coordinator ..763-5675  
Assistant Director .....763-4333  
Manager, Skilled Trades .....615-2743  
Materials Coordinator .....764-4145

# AREA RESPONSIBILITIES

## Contact Chart

SUBJECT	PRIMARY	SECONDARY	OTHER
<b>Accessibility</b>	Doug White	Libby Uher	
<b>Building Condition and Cleanliness</b>	Bldg Facilities Mgr	Vicky Hueter	
<b>Cable Repair</b>	Comcast 1-800-COMCAST		
<b>Environmental Hazards</b> Asbestos Batteries Bloodborne Pathogens Carbon Monoxide Chloroflourocarbons (CFCs) Copper, Chromium, Arsenic (CCA) Treated Lumber Lead-Based Paint Light Bulbs, Used Mercury Mold Pests Polychlorinated Biphenyls (PCBs) Radon Sanitary Sewer System Discharges Sharps Soil Contamination	Patrice Berlinski	Vicky Hueter	Danielle Sheen
<b>Energy Conservation</b>	Vicky Hueter		
<b>Furniture Problems</b> Bed Chair Desk Mattress	FIXIT (763-4948)	Bldg Facilities Mgr	Vicky Hueter
<b>Green Lights Program</b>	Bob Prusak		
<b>Groundskeeping, Litter, and Outside Trash</b>	Roy Christian	Bldg Facilities Mgr	
<b>Heating and Ventilation</b>	FIXIT (763-4948)	After Hrs Emergency (647-2059)	Vicky Hueter
<b>Housekeeping</b>	Bldg Facilities Mgr	Vicky Hueter	
<b>Maintenance (routine)</b>	FIXIT (763-4948)	Bldg Facilities Mgr	Vicky Hueter

<b>SUBJECT</b>	<b>PRIMARY</b>	<b>SECONDARY</b>	<b>OTHER</b>
<b>Maintenance Emergencies</b> Electrical Power Gas Odor Flooding Leaks Lockouts Door Problems Elevator Problems Cold Water Supply Hot Water Supply Steam Supply Toilet Shower	FIXIT (763-4948)	After Hrs Emergency (647-2059)	Vicky Hueter
<b>Pest Control</b> Birds Bats Bees Insects Mammals	FIXIT (763-4948)	Bldg Facilities Mgr	Vicky Hueter
<b>Phone Repair</b>	UM Information Technology Communications Services (IT Com) (647-8888)		
<b>Sustainability</b>	Jeff Schroeder	Vicky Hueter	
<b>Trash Removal/Recycling</b>	Bldg Facilities Mgr	Vicky Hueter	

## Contact Information

### Patrice Berlinski

Housing OSEH  
 Representative  
 Occupational Safety and  
 Environmental Health  
 Phone: 763-5641  
 E-mail: pberlin@umich.edu

### Roy Christian

Associate Director of Family  
 Housing  
 Housing Groundskeeping  
 Services  
 Phone: 764-0507  
 E-mail: rwc@umich.edu

### Vicky Hueter

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### Jeff Schroeder

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### Danielle Sheen

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### Libby Uher

Architect  
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August 2005 800



Printed on recycled paper

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## Feedback and Concerns

Feedback and concerns related to our services are an essential source of management information for us. We encourage and need your input, which may be forwarded to the Director of Housing Facilities (phone: 763-3175; e-mail: [vhuetter@umich.edu](mailto:vhuetter@umich.edu)); or called in to FIXIT (phone: 76-FIXIT or 763-4948).