

- I. The Facilities Office, located in the Physical Plant building, provides maintenance and custodial services to enhance the overall mission of the College. Every effort will be made to provide services as promptly and efficiently as possible.
- II. The maintenance staff provides routine building maintenance services, renovation and repair capabilities, response to emergency conditions on a 24/7 basis, and design and consultation services for ADA, Life Safety, OSHA and other regulation compliance. The maintenance staff also provides support for special events and programs in the form of set up and break down services. Basic custodial services are primarily provided through outside contractors and are coordinated through the Facilities Office.
- III. Staff and faculty who need the services of the maintenance or custodial staff for specific jobs must complete a service order request.
 - A. This request may be submitted via the service request link on the Facilities webpage.
 - B. Non-emergency requests for specific services should be made at least two weeks in advance to allow for proper scheduling of personnel and materials.
 - C. Call in urgent/emergency requests to the Facilities Office between 7:00 a.m. and 4:30 p.m. at 694-6618
 - D. After hours emergency situations should be directed through the Safety and Security Office on the Pellissippi Campus at 694-6649.
- IV. Requests for room reconfigurations, alterations or any physical change in any building structure must be requested in advance to allow for review for compliance of ADA, Life Safety and other regulations pertaining to the change requested. Plans and/or drawings should be submitted with the request to facilitate the review process. The Facilities Office is responsible for expenses incurred in maintaining buildings and structures in their present configuration. The cost of renovations and reconfigurations in rooms and structures to accommodate the needs of a specific department may be charged to that department's budget.
- V. Event setup and takedown requests and associated custodial services should be scheduled via 25Live.

Approved: Executive Council, March 4, 1991

Approved: President Allen G. Edwards, October 29, 2001

Reviewed and Recommended: President's Staff, December 11, 2006

Approved: President Allen G. Edwards, December 11, 2006

Reviewed/Recommended by President's Council, September 28, 2015

Approved by President L. Anthony Wise, Jr., September 28, 2015