

Facility Services - Service Priority Matrix

Priority #1 – Immediate/same day response	Priority #2 – 48 hour response	Priority #3 – 5 to 10 working days response	Priority #4 – Date sensitive jobs & project work	Priority #5 – 3 month response
<ul style="list-style-type: none"> Smell of gas / smoke Flood or major water leaks Live faulty electrical fixtures or devices Fire or explosion Power outage to an entire building, wing or floor Faulty locking mechanisms not allowing exit or entrance to an area Mechanical system failures on a building wide level Elevator entrapment Accessibility Issues Computer server rooms overheating Building heating systems – more than 5°C above from set point <u>Room Temperature</u> – <ul style="list-style-type: none"> Summer temp < 18°C or > 30°C Winter temp < 15°C or > 25°C Fume hood systems (group systems) in alarm Underground service breaks Building automation control failure Safety issues with utilities services Severe abnormal operating noises in fans / pipes Thermostats are hissing Emergency clean up of bodily fluids Unlocking of exterior building & classrooms Pest control Removal of snow/ ice conditions Broken irrigation line Downed tree or broken limb Hazardous grounds related request Offensive graffiti Deliveries of perishable items associated with research, items required for teaching & instructional courses, and Health & Safety requirements <p>The following items will also elicit an immediate response in order to render a situation safe or secure</p> <ul style="list-style-type: none"> All fire safety device malfunctions Damaged door posing security risk Broken glass Fixtures in danger of falling and causing personal injury Items having a significant effect on classroom or examination 	<ul style="list-style-type: none"> Clearing of hanging ice and snow accumulations Localized power outages Elevator malfunctions Items having a minor affect on a classroom, or student commons areas Manholes backed up Bike lock cut Bowing ceiling tiles from visible liquid Water fountains filters yellow /red E Phone repairs Toilets or urinals constantly flushing Plugged or leaking washroom/bathroom fixtures Water pressure low in building Reverse Osmosis repairs <u>Room Temperature</u> – <ul style="list-style-type: none"> Summer temp between 26°C -30°C Winter temp between 15°C - 19°C Individual fume hood malfunctions Moderate abnormal operating noises in fans / pipes Modifying operating schedules for supply fans Poor air quality in rooms Loss of water Thermostat covers are damaged Washroom conditions Public space waste collection Urgent set up requests Emergency light requests General cleaning service request Bulk mail pick up for campus. 	<ul style="list-style-type: none"> Replace faulty toilet or faucet batteries Broken toilet seats Missing or malfunctioning soap, paper towel or toilet paper dispensers Broken or bent keys Key re-cuts Door closers and other door malfunctions Washroom stall door / lock issues Malfunctioning light fixtures Localized mechanical system failures Ceiling tiles with black mould. Sump pump repairs (non-urgent) Broken Autoclaves or fume hoods, unless urgent for student learning or safety Utility underground locates 	<ul style="list-style-type: none"> Work planned for a specific date Estimates Event set ups Requests for project cleaning Renovation clean up Confidential waste pick up Compost box & liner delivery only Furniture moves Litter collection Centre core drainage issues Irrigation locates Graffiti removal Pruning of hedges Grass cutting All non-hazardous grounds service requests Special requests for exterior functions i.e. extra waste bins, help with exterior setup etc. Delivery / pickup of equipment & machinery Heavy waste removal Bio waste removal Supplies for air handling units in all buildings Delivery Cleaning supplies to all buildings Large delivery requirements from general receiving Off campus & out of town pick up / deliveries 	<ul style="list-style-type: none"> Aesthetics conditions, that are not safety related Flooring repairs Painting Repair window coverings Light grid replacement Missing ceiling tiles