

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