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DOCUMENT ID/VERSION	MO-009(2)	EFFECTIVE DATE:	06/02/2025
APPLIES TO	Facilities Development & Operations		
SUBJECT	After Hours Procedure for UHS & FD&O		
RESPONSIBLE ADMINISTRATOR	Senior Director, Maintenance and Operations		

Purpose

The purpose of this procedure is to provide clear guidance for students, staff, and faculty on how to report and request facility-related services during both normal business hours and after hours. This protocol outlines the specific points of contact and reporting methods based on the nature of the service issue and whether it falls under the responsibility of Facilities Development & Operations (FD&O) or University Housing Services (UHS).

Procedure

Normal Business Hours (8:00 AM – 5:00 PM, Monday–Friday)

FD&O

- To request service issues, contact Work Control at (408) 924-1990 or submit a request through the [FD&O Service Request Portal](#).

UHS

- Fill out [Custodial and Housing Facilities Request](#) form for housing custodial, and appliance repair, maintenance and moving.
- Contact Residential Assistant (RA) or Community Desk Assistant (CDA) of your building to get temporary access to the building in case of temporary lockout.

Outside of normal business hours (Before 8:00 AM and after 5:00 PM Weekdays, Weekends, Holidays)

FD&O

- In the event of an emergency to protect life or property, such as fire alarms, elevator entrapments, large flooding events, contact the University Police Department (UPD) at (408) 924-2222.
- For urgent service issues that require prompt attention but do not pose immediate danger to life or property refer to this [guideline](#) to assess which issues warrant after hours callback of FD&O employees and which issues can be deferred until the next business day.
- RLC's in housing have access to a shared folder between FD&O and UPD to access the primary, secondary and tertiary on-call manager.
- To request non-emergency and non-urgent maintenance for an FD&O responsibility, submit a work order through the [FD&O Service Request Portal](#).

UHS

- RLC's when calling FD&O's on call manager shall provide:
 - Name of both reporting and affected party and phone numbers
 - Building and room number
 - Description of the problem or issue
 - Description of the impact to University Operations.
 - Time frame needed for response based on severity of impact
- Emergency custodial services such as biohazard cleanups (vomit, blood), large spills, and water extraction should be requested and reported to on-duty housing staff for prompt response
- Contact Residential Assistant (RA) or Community Desk Assistant (CDA) of your building to get temporary access to the building in case of temporary lockdown.

ASSOCIATED FORMS	
<i>Name of the Form</i>	

REFERENCE DOCUMENTS	
<i>Document Title</i>	
FD&O and UHS Equipment Responsibility Directive	
FD&O After-Hours UHS Support Guidelines	

VERSION HISTORY		
<i>Version</i>	<i>Approved By</i>	<i>Revision Date</i>
(1) Original	Aaron Klemm, AVP	06/02/2025
(2) Updated	Maria O'Callaghan-Cassidy	09/25/2025

FD&O's commitment to process improvement

FD&O is committed to continuous improvement and providing facilities, development & operations services to the campus. Every Administrative Directive, Standard Operating Procedure, Guideline, and Standard accepts feedback from customers, FD&O employees, and leadership to facilitate continuous improvement.

FD&O accepts feedback continuously and conducts reviews when a particular procedure receives substantial feedback and periodic reviews.

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