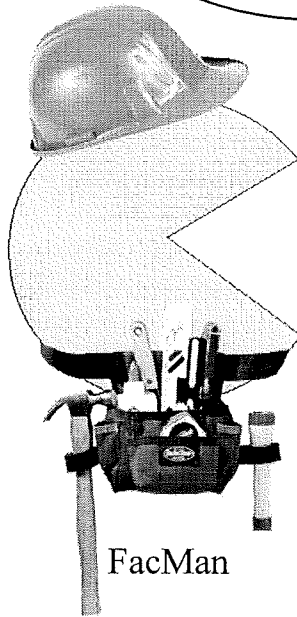
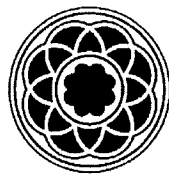


The User Guide to Facilities Management



FacMan



PACIFIC LUTHERAN
UNIVERSITY

Summary of Services

The Facilities Management department of Pacific Lutheran University encompasses the cleaning, construction, environmental, grounds, maintenance, and SurPLUs services.

Mission Statement

To develop and maintain an environment which promotes academic and life growth through quality customer service.

Services

Administrative:

Manages administrative support of the facilities management operations including construction alert publication and the work order system.

Cleaning Services:

Services all academic, support, and residential buildings, cleaning common areas, office complexes, and classrooms.

Environmental Services:

Manages solid waste collection and disposal, campus recycling, hazardous waste collection, shredded material collection, and the University SurPLUs store.



Grounds:

Manages and maintains all campus grounds and grounds infrastructure.

Maintenance:

Manages the repair and maintenance of the interior and exterior of all campus buildings, exterior lighting, and utilities.

Project & Construction Management:

Coordinates, designs, estimates, and manages construction and renovation projects.

Stage Services:

Provides planning and technical support for events staged at PLU venues. Also responsible for office moves.

Obtaining Service

For Students:

Contact your RA, CA, RAAD, or RD with the service request, being as specific as possible.

For Staff and Faculty:

To Better Serve You:

Access the work order requests on the Facilities Management web site at www.plu.edu/~fama/service-requests/work-order..html, complete the information with specifics, and click "submit form." You will receive a reply with a work order number for future reference.

-OR-

Call Facilities Management at x7380. However, you will not receive a work order number for future reference, so we suggest e-mail.

Prioritizing Service

All service requests are prioritized by the impact to life, safety, and continuance of academic study. Facilities Management handles emergencies immediately, after review of need and items, such as water line breaks, flooding, out-of-service elevators, power failures, snow and ice removal, roof leaks, and broken locks and windows that are safety concerns.

Other service requests including clogged drains, defective electrical fixtures and heating and cooling concerns are given high priority and will be looked as soon as possible.

Non-emergency service requests and routine maintenance including hanging blinds, light bulb replacement, minor plumbing repairs, bulletin board installation, ceiling tile replacement, installing signs, project estimates, surplus pickup, shelf installation, work on athletic fields, and vehicle repairs will be prioritized accordingly and taken care of in a timely manner.



Services We Do Not Provide

- Shredding
- Washers and Dryers
- Refrigerators, Stoves, and Microwaves
- Bed parts
- Telephones
- Computer/internet connections
- Cable problems
- Loaning tools and equipment
- Custom carpentry
- Personal moves

Chargeable Services for Departments

Chargeable services are those services not routinely supported by the Facilities Management operating budget. This includes:

- Stage Services in support of non-PLU sponsored events
- Gasoline
- Cleaning service in support of non-PLU sponsored events
- Painting beyond the normal maintenance schedule
- Projects beyond routine maintenance
- Replacement of recycling receptacles
- Removal of hazardous materials
- Trash support beyond routine service



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