

Emergencies

Broken locks, power outage, sparks from wiring, clogged sink/toilet, gushing water (where it shouldn't be), broken windows, building access problems, and other "it must be fixed now" stuff needs to be called in immediately. During area office hours, call the area office secretary. After hours, contact security at 368-3333 and explain the situation. The next day, fill out a SEND HELP form. Remember night maintenance has only one crew doing all of the work on the entire campus; if it's not a real emergency, it will not be done.

Area Office Hours

To get in touch with the area office: Fribley @ 368-1011 or Wade @ 368-1010.

Hours: Wade: Mon-Fri 8 am – 12 midnight
 Sat. 11 am – 12 midnight
 Sun. 12 noon – 12 midnight

 Fribley: Mon-Fri 8 am – 12 midnight
 Sat. 11 am – 12 midnight
 Sun. 12 noon – 12 midnight

Housekeeping

Non-leased chapters have housekeeping services in their building. They will clean only the common areas in your house. Housekeepers spend a specific amount of time in each building. If the place is a big mess, it won't get very clean. There should be cleaning supplies available; if not, submit a SEND HELP form. It is the chapter's responsibility to make sure that members pick up after themselves. Excessive cleaning can be charged back to the chapter. Kitchens are the chapter's responsibility.

CWRUnet Services

CWRUnet Services deals with all phone, cable, and CWRUnet issues. You can drop off SEND HELP forms in the area office or deal directly with them. Make sure you have the room number and faceplate number handy when you call (during normal business hours). For computer and faceplate problems, call the help desk at 368-HELP and for phone or video problems call 368-5490.

House Manager's Manual

Want to know more about how to utilize the university staff in solving building maintenance issues? This flyer outlines everything you need to know when it comes time to solve a maintenance issue around your house. This manual covers the following topics:

- Explanation of Lease vs. Non-Lease
- Damage and Vandalism
- House Manager's Job
- Sample Maintenance Reporting System
- Follow-up
- Emergencies (Day vs. Night)
- Area Office Hours
- Housekeeping
- CWRUnet Services

Leased vs. Non-Leased

There are two housing option definitions that play an important role in house maintenance. Non-leased houses have members on individual room contracts. These buildings are treated as residence halls with regard to maintenance issues. Any maintenance submitted, that is fair wear and tear, is completed.

Leased houses have a contract between the university and the chapter for the structure. These chapters are responsible for the routine interior maintenance of their buildings, including but not limited to the following: cleaning, trash removal, pest control, window cleaning, light bulb replacement, keys, routine interior painting, and maintenance of furniture and minor appliances. The university is responsible for all exterior maintenance including but not limited to the following: exterior paint and repairs, window washing, trash removal, snow/ice removal, and landscape care. The university is also responsible for interior structural repair, including but not limited to the following: broken windows and door glass, carpeting, kitchen stove, refrigerator, freezer, dishwasher, exhaust fans, garbage disposal, plumbing, electrical, and fire alarm systems. Any maintenance work submitted that meets the lease criterion and that is fair wear and tear is completed. The university can complete work that is the chapter's responsibility, but the chapter will pay the cost involved.

Damage and Vandalism

The chapter will be charged for all damage to the building that is not normal wear and tear, whether the chapter is lease or not. Vandalism done to the building from an outside source is repaired at no cost. The chapter needs to file an incident report or security report for all vandalism.

House Manager's Job

Each chapter should elect an individual whose job is to keep the facility in good condition and make sure things get fixed. There are certain things the house manager should do to ensure that the chapter gets the best service possible. Service problems and concerns will be handled in a much more efficient and effective manner if the house manager follows these basic guidelines when performing the job:

- Have one person (the house manager) report maintenance problems to the Area Office. This is especially important for the leased houses to avoid the cost of work done by the university that is the chapter's responsibility.
- Call the Area Office or use the on-line SEND HELP form at housing.cwru.edu/sendhelp to file a maintenance request. Make sure SEND HELP forms are filled out accurately and promptly.
- Keep a maintenance log for the chapter. The log should include the date the problem was reported, location, description, work order number, and date that the problem was corrected.
- Follow up with the members to ensure that problems are corrected.
- Attend a monthly walk-through with members of the Housing and/or Greek Life staff.
- Attend the semesterly meeting with the Greek Life Assistant for Residential Services and report on the condition of the building, unfinished work orders, and other problems.
- Get to know the staff.

Sample Maintenance Reporting System

1. Gathering Information

The most important part of a successful maintenance reporting system is finding out the problems. It is essential the members are aware of how and where to report problems. The more accurate the information, the better service you'll get in return.

2. Who Should Report the Problems?

It will be much easier for the area office to respond to maintenance request if only one person per chapter reports problems. The area office secretary will receive over 100 calls per day concerning problems. It will

be more organized if the area secretary deals with only one person per chapter. This also makes follow-up on a problem easier.

3. How Should Problems be Reported?

- a. One the house manager or GLA's door, there should be two envelopes and a pen. A posted e-mail procedure can be used in place of this.
- b. The one envelope should contain the maintenance request sheets, and the other should be for depositing filled out sheets.
- c. Put only one job on each form. Make sure it is filled out accurately, completely, and neatly, or it may not be processed.
- d. Log the work order into the logbook, then take or e-mail the form to the area office. Extra SEND HELP forms are available at the area office.
- e. If the problem persists, call the Greek Life Assistant for Residential Services (Dan Haynes, 754-2286, dxh58).

Follow-Up

Work orders are assessed by the housing facility assistants. They check out the problem first. Small jobs have a turn around time of three business days. Larger projects are forwarded to plant services for completion. As house manager, you can check on the progress of any maintenance request by contacting the area office.

Every 4-6 weeks there will be a walk through of the house with a member of the housing maintenance team. If possible, attend the walk through with the staff to point out incomplete or re-occurring problems. If attending is impossible, get a copy of your log to the GLA to take along and check the progress of projects not complete. The GLA will follow up with you later on the progress of outstanding work orders. This means it is important to submit the chapter maintenance log sheet to the Residential Services GLA. (If you have specific complaints, let the Residential Services GLA know in writing.)

There are only so many people on the staff to serve you. Most of the time they are doing the best they can to complete the tasks at hand. Please try to remember this when you think the world is going to stop if the problem you are having isn't fixed right now. Sometimes people are slacking; this has been known to happen. When you observe this, please document it in your chapter maintenance report. When you have gathered some facts (time, date, place, person, etc.), the issue may be pursued further.