Facilities Maintenance, Grounds, and Custodial
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Phone – 408 848-4705; Fax 408 846-4952

Date: June 9, 2009
To: All Gavilan Employees
From: Jeffrey A. Gopp – Director of Facilities Services
Re: Facilities Maintenance Service Request Procedures and Priorities

Facilities Maintenance receives on the average 10 - 15 e-mails daily requesting maintenance service and greater than 15 telephone calls daily. Facilities employ one Maintenance II position and one Lead Person along with various outside vendors and contractors. We will respond to all work requests as quickly as possible and endeavor to complete the work in a timely manner.

The procedure to submit a Service Request currently is simply to submit the request in the Gavilan e-mail system to:

- maintenance@gavilan.edu. On the request state the type of service requested, the location of the service, a contact name and phone number of the requestor. The Maintenance e-mail address copies Eric Inggrassia (Maintenance Lead), Jose Morales (Custodial Lead), and Jeff Gopp (Director).
- Telephone calls are answered as they are received on 408 848 4975.
- Emergency calls may be submitted directly to the Facilities Lead on 408 710 7492 or the Director on 408 710 7497. An Emergency is considered a job that requires immediate attention. Although an emergency is phoned in, a subsequent request must still be submitted. In other words telephone or Verbal requests need be followed with a written (e-mail) request.

Once a Service Request e-mail is received, an auto reply will be sent electronically to let the user know that Facilities has received your message. Response time is contingent upon each job category. Jobs will be prioritized by the following criteria:

1) **Safety and hygiene** – Some examples would be: a main sewer stoppage, no water, major water leaks, sparking, or arcing electrical line. These types of jobs are considered important and urgent. These jobs may constitute an emergency.

2) **Creature Comforts** – HVAC (Heating, Ventilation, and Air Conditioning) – These items are important but are not usually life threatening. Adequate ventilation may be achieved in an office or classroom by temporarily opening a window or a door. These types of jobs are important but under normal circumstances but not as urgent as Priority 1 jobs.

3) **Aesthetics** - Beautification efforts such as painting, replacing wood trim, or hanging whiteboards. These jobs are always important but not urgent.

All work is contingent upon work-load, parts accessibility, and work-force availability Exceptions to the above always exist but the guidelines remain the general rule.