

COLUMBIA COLLEGE

Facilities Management Department

Building Maintenance Request Procedures

Introduction:

This document is designed by Facilities Management Dept. to provide procedures for requesting help on building maintenance related problems that may occur at the college.

To ensure a prompt response and efficient problem handling from the Facilities Manager and staff, employees are required to submit all building maintenance related problems using the "Task Request" function. This will allow the employee who is submitting the problem and the Facilities support staff who will be responding to the problem, to update and track the status of the problem call.

Contact Caroline Edworthy via email or Local 311 for the following:

1. dirty or soiled furniture
2. furniture that needs to be replaced
3. any major cleaning issues e.g. carpet spills
4. painting requests
5. major furniture moves from one area to another or office moves
6. telephone problems
7. security problems
8. furniture repair i.e. chairs, desks
9. whiteboard repairs
10. pin board placement or repair
11. projector screen repair or replacement
12. door repairs i.e. door stops, handles, locks
13. Any other repairs and maintenance not mentioned above

Contact Reception by dialing 0 or emailing 1Reception@columbia.ab.ca

1. photocopier problems
2. heat/air concerns
3. lights burnt out
4. washroom issues e.g. plugged toilet
5. parking concerns

Please contact the Assistant Manager Administration at extension 317 if any of your concerns are not handled in a prompt and courteous manner or if you require further clarification.