

Housing - Residence Halls

Facilities Management - Operations

Operations and Work Request Prioritization

High Priority/High Risk		
Immediate threats to safety and health (Fire Detection, Equipment, Dangerous Conditions)	*1-2 Days	
Uncontrolled spills of fuel, chemicals, or bodily fluids		
Compromised building security (Unable to lock, Unable to close doors)		
Interruptions or loss of food service capabilities		
Inoperable or malfunctioning toilets, showers, or sinks		
Inoperable or malfunctioning elevator		
Loss of heating or hot water		
Failed critical lighting or infrastructure		
Critical flooding including leaking pipes, fixtures, or roofs		
Moderate Priority/Minimal Risk		
Damaged furniture, fixtures, or flooring (non-safety related)	*2-4 Days	
Pest control issues (Stinging or biting insects, rodents)		
Minor flooding, leaks, or water issues		
Failed non-critical lighting or electrical infrastructure (non-safety related)		
Damaged flooring, carpeting, or pavement		
Malfunctioning or inoperable washing machine or clothes dryer		
Damaged or malfunctioning doors and windows (non-security related)		
Low Priority/Low Risk		
Non-critical repairs to blinds or fixtures	*3-5 Days	
Non-critical lighting repairs/replacement		
Squeaking or sticking hardware or furnishings		
Non-critical painting or cosmetic repairs		
Non-critical lock and key requests		
Cleaning or repairs to vandalism		
Non-critical furniture repairs		
Malfunctioning cabinetry/fixes furnishings (MTU Property)		
Non-critical pest control issues		

* Targeted Response time, based on the receipt of a work request to completion/resolution.