

PIEDMONT VIRGINIA COMMUNITY COLLEGE

III – BUILDINGS, GROUNDS AND FACILITIES POLICIES

III – 1.0 BUILDINGS & GROUNDS SERVICE REQUESTS

Policy #:	III – 1.0
Effective:	10/14/04
Revised:	8/5/08
Responsible Dept.:	VPFAS

1. GENERAL

The following procedures are designed to facilitate the scheduling and tracking of Buildings and Grounds (B&G) service requests and provide feedback to customers as to the status of their service requests.

B&G service requests include maintenance, repairs, event setups, surplus property removal, light construction, cleaning, painting, moving, furniture assembly, and recycling.

2. B&G HELP

"B&G Help" is an electronic service request and tracking system maintained by the Office of the Vice President for Finance and Administrative Services. B&G Help receives and coordinates service requests and reports of facilities problems. B&G Help may be contacted by telephone, by e-mail, from the PVCC web page, or by submitting a hard copy service request.

3. PROCEDURES

There are four ways to contact B&G Help:

1. By dialing extension 208 during normal working hours. Telephone contact with B&G Help may be used to report facilities emergencies and other facilities problems, to answer questions regarding the completion and submission of service requests, and to check the status of existing service requests. A message may be left on voice mail if someone is not available to take the call. If extension 208 is not available, facilities emergencies should be reported to PVCC Security by calling extension 319 or the security cell phone (981-6362).
2. By e-mail at b&ghelp@pvcc.edu . E-mail may be used to report facilities problems, to make simple service requests, and to check on the status of existing service requests. E-mail to B&G Help will be acknowledged by return e-mail. While service requests can be made by e-mail, the preferred method for making service requests is to use the electronic "Request for B&G Service" form.
3. By submitting an electronic "[Request for B&G Service](#)" form. The form can be completed and submitted on-line. Service requests submitted electronically will be acknowledged electronically.
4. By submitting a hard copy "Request for B&G Service" form. This form is available from the Office of the Vice President for Finance and Administrative Services. It is particularly useful for complex requests such as when diagrams or attachments are included with the request.

While direct communication with B&G staff is both useful and encouraged, verbal requests made to B&G staff are not considered to be requests for service for purposes of the service request tracking system. To ensure that a request is properly logged and scheduled, B&G Help should be contacted. Otherwise, work scheduling and feedback cannot be assured.

4. TRACKING OF SERVICE REQUESTS

Service requests that are submitted by e-mail or electronically will receive e-mail or electronic

acknowledgement that the request has been received. A follow-up e-mail will be sent within two working days giving the status of the request including an estimated completion date. If the status changes, the customer will be notified as to the change. The customer will also be notified by e-mail when the request is completed.

"Request for B&G Service" forms submitted in hard copy will be logged and tracked the same as e-mail and electronic requests, and further contact with the customer will be by e-mail.

5. LIMITATIONS

Service requests are subject to operating priorities and resource constraints. If a request cannot be completed in a reasonable period of time, or if resources are not available to address the request, the individual making the request will be notified by e-mail or other means, as appropriate.