Facilities Management Emergency Call Center

Facilities Management's Emergency Call Center, 221-2270, will begin receiving all after hours emergency maintenance calls starting Tuesday, January 4, 2011, at 4:30pm. The Emergency Call Center will operate Monday through Friday, 4:30pm to 7:30am and 24 hours a day on weekends and holidays. Routine facilities issues should be reported through the on-line request form http://www.wm.edu/offices/facilities/workorders/index.php.

Emergency-Fire Safety	**Non Emergency-Fire Safety**
When in doubt about any fire safety equipment	Nuisance alarms
Visible smoke or fire	Discharged fire extinguisher
Smell of smoke or burning	Un-mounted fire extinguisher
Buzzing smoke detector, check battery first	Physical damage to detector
Buzzing fire alarm panel (normally located near an exterior door to the building)	
Emergency-Electrical	
Power Outages	**Non Emergency-Electrical**
Sparking/smoking outlet or fixture	Light out in student room
Lights out in stairwell or bathroom that severely restrict visibility	Single light out in hallway
Any faulty electrical appliance – if smoking or sparking	
Emergency-Plumbing	
No water	**Non Emergency-Plumbing**
No hot water (Residence Halls Only)	Clogged toilet-not overflowing
Major leaks, flooding	Dripping faucet or showerhead
Major clog with flooding	Slow drain
Clogged suite toilet where these is no access to a hall bathroom	Slow filling or flushing toilet
Continuously running toilet or shower	
Emergency-Heat & Air Conditioning	**Non Emergency-Heat & Air Conditioning**
Building (multiple rooms) a/c is out (~April 15-~October 15)	Individual room a/c is out
No heat (in cold weather)	Partial heat
Emergency-EH&S concerns	**Non Emergency EH&S concerns**
Detectable haze/cloud or odors (i.e. fumes, Vapors) indoor coupled with physical discomfort	Visible signs of mold/mildew on interior surfaces
Live feral animal (i.e. bat, raccoon) found inside building	Dead feral animal found in non-sleeping areas of the building
Dead feral animal found in sleeping area	Nuisance odors, dusts, fumes, etc.
Swarm of stinging insects (i.e. wasps or bees) inside a building, NOT outside	Insect infestation
	Unusual build-up of trash/garbage
Emergency-Locks and Doors	**Non Emergency-Locks and Doors**
Inability to lock room or exterior building doors	Door is hard to close
Inability to open room or building doors	Lock sticks but is operable
Broken door closure on building entrance	
Malfunctioning ID access system	
Emergency- Broken Windows & Glass Doors	**Non Emergency- Broken Windows & Glass Doors**
Shattered or missing glass on door or window on main or basement level	Cracked glass
Jagged glass	Missing screen
Emergency-Custodial	**Non Emergency – Custodial**
Bodily fluids in common areas	Dirty common bathroom