



Facilities Management
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KUDOS NEWSLETTER

A new school year has begun! Thank you for working so hard during the summer months to prepare campus.

DID YOU KNOW? The College of William & Mary offers many resources to their employees to assist in making the work day one of success and productivity. One of these resources is Staff and Professional Development Support Funding being offered this year. **The last day to sign up for funding is September 9th.** Please go to www.wm.edu/training/supportfund for information regarding eligibility, guidelines, and application.

Congratulations to Carla Franson for recently passing her VA Construction Contracting Officer Certification Exam!

Please check out the following article posted on wm.edu regarding awards received by Dennis Manos and our Environment, Health & Safety Office. Great job Sandra & EHS Team!
<https://www.wm.edu/news/stories/2016/manos,-office-of-environmental-health-and-safety-win-cshema-awards.php>

Multiple e-mails were received recognizing individuals and teams that went above and beyond to insure the mission of Facilities Management was upheld to the highest degree possible. We would like to thank you for your hard work and dedication.



KUDOS TO YOU!!

Chris Ashworth - "My mom and I had shampooed my carpet before coming to Williamsburg and were planning on laying it out to dry overnight, but this wasn't possible because the ceiling was still wet (after leaking). We asked Chris Ashworth, if there was somewhere he could put the carpet for the night, and without hesitation he picked up the carpet and brought it to OTP where he laid it out all night with carpet driers. The next day he gave me a call to tell me he checked in on my room and it was all dry and that he could drop off my carpet whenever was convenience for me. I've been nothing but impressed with how helpful the maintenance guys who worked in my room were, especially Chris Ashworth. Thanks so much!"

- Student in Bryan

Arch Batchelor – “Too often work goes unnoticed that laborers do on campus and I just wanted to commend a certain individual for his work done at the Western Union Building this past week. Aubrey (Arch) Batchelor from the Lock Shop did an outstanding job on our building entrance door and his skills, knowledge and abilities far outweigh any performance I have witnessed during my 21 years at the College of William & Mary. His friendly demeanor and willingness to help us out at the Military Science Department is to be commended and should be applauded by your organization. It is individuals like Arch that make it a pleasure to come to work at the College of William & Mary. Please thank Arch for us here at the Military Science Department for his fine work and attention to detail.”

- Brian M. Randall
Dept. Coordinator

Michael Mackenroth – The following was posted on the W&M Overseen social media site with Michael’s picture. “W&M maintenance going above and beyond! I was putting together some things in my room with my grandmother and came out to find Mike helping my grandfather build a bookcase, completely voluntarily. He even stayed to finish out the project even though I assured him he had already more than helped! Remember to say hello and thank the wonderful staff who help make everything run smoothly so we can be safe and happy while on campus!”

- W&M Student

John McFarlane & Grounds & Gardens Team – “Belated thanks to you and your troops for all the work during the summer on the walks in the PH garden. The new circular design in front of the Richmond Road entrance to the PH is especially wonderful and a great improvement over what was there before. Please thank whoever did the work. It’s made a big difference for the better.

- President Reveley

“I spent the morning criss-crossing campus to say hello to legacy families and hadn’t spent as much time on new campus in recent months but wanted you to know it looks better than I’ve seen it in a long time. The work your crew has done to beautify some places that had come to look tired is quite splendid and I especially think the mulch around the Green & Gold Village and Yates makes it look better than I’ve ever seen it. I’m sure there’s lots more that you have in store to get it looking as nice as old campus but wanted you to know it’s noticeably improved.”

- Matthew Lambert
VP for University Advancement

“I add my thanks to Matthew’s compliments. Please make sure your team knows their good work is noticed and appreciated!”

- Van Dobson
AVP of Facilities Management

David Tidwell & Team - "I just wanted to take a moment to share with you what an excellent job David Tidwell and his team have done in my area, the Randolph Complex. We had several major issues before, during, and throughout opening, ranging from mildewed ceiling tiles, piping issues, HVAC issues, water issues, etc., etc, in my area. David and his team did an exceptional job addressing these issues in a timely and consistent manner before, during, and throughout opening. As a result, I had little to no issues on opening and when I did have any issues come up, David and his team assessed the issues professionally and efficiently. I received very positive feedback from parents, staff, and students regarding the efficiency and professionalism of our facilities department. I am very grateful to have David as my team leader and look forward to continuing to work with him throughout the year."

- April Palmer, M.Ed
Area Director Randolph Complex/Yates Hall

Facilities Management Team –

"Your moving crew did great yesterday with Convocation. Many Thanks!"

- Steve Tewksbury, CMP
Executive Director of University Events

"I moved in some of my things on Saturday into my basement room in Bryan and it didn't take long to realize that water was dripping extensively from the ceiling. I went to the area director of Bryan, and within minutes there were 5 maintenance guys in my room working. They were nothing but helpful and understanding of the situation. Since then, maintenance guys have been checking on my dehumidifier and have been making sure nothing else is leaking. I know move-in is crazy, and there are probably a lot of negative comments you get during this time, but I've been nothing but impressed with how helpful the maintenance guys who worked in my room were."

- Student in Bryan

"The work crew that came today was absolutely amazing. They were quick, humorous, and fun to interact with. The guy in the hat (I didn't catch his name) definitely deserves a raise. Thanks for such quick service!"

- Student at Barrett

"I wanted to send a quick note to let you know I had a very positive experience last night when the AC in the basement of DuPont went out. The staff member that answered the phone was courteous, took my report seriously, trusted what I was saying, and responded fairly quickly. The staff member that responded fixed the problem and came into the CCD to give me an update on what he did and what will happen today to further address the problem. The temperature was back to

comfortable within an hour and was still reasonable this morning. I really appreciated the interaction and response.”

- Jess Raymond, M. Ed
Asst. Director for Community Development
Resident Life

“I don’t recall the lead HVAC guy but he has been great. Good demeanor and very customer oriented. I think he said he is newer in his role but he deserves a shout out.”

- John Poma
Chief Human Resources Officer