



THE CLAREMONT COLLEGES SERVICES

## CENTRAL FACILITIES SERVICES

# SUBMIT A WORK ORDER:

### There are three ways to request services:

1. Email your request to [CFS@services.claremont.edu](mailto:CFS@services.claremont.edu)
2. Call (909) 621-8051, and a representative will assist you.
3. Log into the [Azzier](#) service portal. If you need an Azzier account, please email [cfs@services.claremont.edu](mailto:cfs@services.claremont.edu) for assistance.

### Priority Guidelines

Work Orders are prioritized according to the scope of work with a priority level ranging from one to five. The priorities outlined serve as a guide for the appropriate response time.

#### Priority 1 - Emergency

Imminent threat to life, property, security, or environment. Emergencies receive immediate responses and are mitigated until a permanent repair can be made. Examples are an electrical power failure, an overflowing toilet, inoperable elevators, chemical odors, flooding, critical failures of building HVAC systems, lockouts, or broken windows that pose an imminent risk. These requests take precedence over other requests. Emergency requests will be responded to within one hour.

#### Priority 2 - Urgent

A situation poses a potential threat of personal injury, equipment damage, or serious disruption to university operations. Examples are malfunctioning heating and cooling systems, plumbing, graffiti, flickering office lights, and problems affecting the security of facilities. Urgent requests will be responded to within 24 hours during normal business hours.

#### Priority 3 - Routine

Non-emergency repairs that do not pose an immediate risk to facilities, systems, equipment, or components. Examples are repairing or replacing door hardware; patching and repainting; checking, inspecting, servicing, and adjusting system components; pruning, trimming, mowing, and fertilizing grounds; repairing or replacing obsolete, worn, broken, missing or damaged ceiling tiles; and systems or components that don't immediately interfere with the university's mission. Routine requests will be scheduled within 5 business days and completed within 15 business days.

#### Priority 4 - Scheduled

Maintenance or service that does not pose an immediate risk to facilities, systems, equipment, or components. Examples are projects, events, improvements or enhancements to existing infrastructure/equipment/assets, and accommodations for campus shutdowns or prior to semester return. These requests will be scheduled to begin within 90 days of the request.