

EMORY



Campus Services

GUIDE TO SERVICES



Table of contents

General Service Information	4
Customer Service Center (CSC).....	5
Invoices and Billing.....	6
Maintenance Service Agreements	7
Building & Residential Services	8
Carpet Replacement	9
Carpentry Services	10
Graphic Design.....	11
Grounds and Landscape	12
General Repairs	13
Elevators.....	14
Interior Design.....	15
Painting, Plaster and Drywall.....	16
Plumbing Services.....	17
Preventive Maintenance	18
Planning Design and Construction	19
Renovations	20
Recycling.....	21
Confidential Material Shredding Services	22
Off-Campus Recycling Drop-Off Sites.....	22
Roads and Hardscape	23
Security Systems	24
Small Appliances.....	25
Space Information Management	26
Special Events	27
Staging (Moving Services).....	28
Standards and Commissioning	29
Surplus Property	30
Tent and Stage Permitting Process.....	32
Utilities.....	34
Vehicle Maintenance.....	35
Waste Removal and Pest Control.....	36

~ Excellence is our Destination ~

Other Emory Services	37
Glossary	38
Phone List.....	39

~ Excellence is our Destination ~

General Service Information

This document serves to provide guidance regarding non-billable versus billable services, clarify what services we provide, and outline how to access these services.

Each year, through the basic education and general budget allocation process, Facilities Management (FM) receives funding to provide on-going custodial cleaning, maintenance and operational services for campus buildings and grounds. The types of services FM provides as a result of this budget allocation are referred to, hereinafter, as “**non-billable**.”

Special requests from schools or administrative units for services not considered ordinary maintenance or requests made outside the normal schedule for routine maintenance are generally billed to those units on a monthly basis. Other billable services include small project renovations, interior design services and capital construction. These services are referred to, hereinafter, as “**billable**.”

Services, both “**billable** and **non-billable**,” performed for auxiliary units or affiliates of the University are all chargeable to the customer at the time of service delivery.

~ Excellence is our Destination ~

Customer Service Center (CSC)

The Customer Service Center (CSC) is the communications hub for many of the departments within Campus Services. Regular business hours are 7:00 a.m. to 5:00 p.m., Monday-Friday.

For emergency conditions or other problems that require immediate attention, please call the CSC at 404.727.7463. After-hours calls automatically are forwarded to the Emory Police Department who contacts the on-duty FM mechanic. FM is available for these requests 24 hours a day, seven days a week.

A service request should be submitted in one of the following ways:

- Use the online Customer Request Form available on the web at (<https://webfm.fmd.emory.edu/fmit/workRequest/>)
- Fax the request to CSC at 404.727.2172
- Send an e-mail request to cscsc@emory.edu
- Mail a memorandum to the Customer Service Center, 201 FM Drive, Atlanta, GA 30322
- Telephone the CSC at 404.727.7463

How a Service Request is Processed

Many buildings and departments have facility coordinators or contact persons who work with the departments of Campus Services regularly and know the service procedures well. Please coordinate requests with the facility representative in your building whenever possible. This will help eliminate duplication. Requests for service are processed as outlined below.

1. When possible, contact the facility coordinator to inform him/her of the service request.
2. The facility coordinator contacts CSC.
3. Upon receipt of the request, the CSC will determine whether the project is billable or non-billable (routine maintenance).
4. If the request is billable, the requesting department is asked to provide an account number to which the work will be charged.
5. The CSC will provide the requesting department a work order number for future reference. Call the CSC at any time to check on the status of a work order. Please have the work order number available when calling.
6. A work order is then created and forwarded to the appropriate service unit.
7. The service unit will contact the requesting department, if necessary, and set a schedule to complete the work.
8. If the work order is considered an emergency (fire, flood, gas leak, etc.), a mechanic will be dispatched immediately to resolve the emergency.

There are four levels of priority assigned to work requests. (1) Any incident that constitutes an emergency requires immediate attention to life safety, animal quarters, classrooms, research labs, and potential building damage. It also requires customer notification within one hour following the incident. (2) Urgent – requires attention within 24 hours or less to address building occupant comfort issues such as “hot and cold” calls, bathroom clogged drains, etc. (3) Routine – requires contact with the customer within 72 hours to address or schedule minor repairs or small projects. (4) Preventive Maintenance – scheduled according to an engineered level of service to prevent major system failures and extend the life of equipment. Note: Emergency and urgent priority requests are communicated to the applicable personnel by radio as soon as the customer request is received.

Invoices and Billing

Campus Services bills monthly for all utilities and services provided, which are not a part of routine maintenance covered by the educational and general budget allocation. This includes services provided to auxiliaries or affiliates of the University.

Detailed invoice information is available on the web at <http://www.fm.emory.edu> or go to <https://webfm.fmd.emory.edu/fmit/Invoicemain/FMITLoginForm.cfm> and click on Invoices under the Customer Information header. Please sign in using the appropriate Emory Network ID and password. To request or reset an Emory Network password, call the ITD Helpdesk at 404.727.7777.

To obtain **service invoice information** click on either Invoice Number or Account Number under Billing Information\Customer Billing\Search Invoice By. The service invoice number can be obtained from the specific transaction entry within FAS. To search for a service invoice by account number, enter the six-digit FAS account number and select the appropriate month. Please direct additional questions regarding service invoice or billing information to 404.727.8888. A case number will be assigned for tracking and follow-up purposes for questions that cannot be addressed immediately.

To obtain **utility invoice information** click either Invoice Number or Account Number under Billing Information\Utility Billing\Search Invoice By. The utility invoice number can be obtained from the specific transaction entry within FAS. To search for a utility invoice by account number, the 10-digit FAS account number with sub code must be entered and the appropriate month selected. For questions regarding utility billing information please call 404.727.2722.

~ Excellence is our Destination ~

Maintenance Service Agreements

In conjunction with University Purchasing, Campus Services negotiates and administers maintenance service agreements for the campus. Services under these agreements are pro-rated as “billable vs. non-billable” based upon building occupancy per square foot.

Types of services covered by these agreements include:

- Window cleaning
- Roof management
- Pest control
- Termite inspections
- Elevator inspections
- Fire alarms
- Fire sprinkler system inspections
- Fire extinguishers
- Emergency generators
- Chilled water treatment
- Waste disposal
- Building control systems (HVACr Systems)

Contact the Customer Service Center (CSC) for questions or to request services.

~ Excellence is our Destination ~

Building & Residential Services

Building & Residential Services provides cleaning services 24 hours a day, seven days a week. By consulting with customers, a satisfactory level of cleaning is determined. This can vary depending on usage of the space (classrooms, laboratories, etc.), construction finishes (vinyl, carpet, hardwood, etc.), or customer requirements. This department champions environmentally conscious behavior by choosing to operate as a sustainable entity, committed to reducing the impact on the environment through the use of Green Cleaning methods.

Non-Billable services include:

For Academic Facilities

- Cleaning according to current codes and standards
- Daily cleaning of restrooms
- General cleaning of offices, classrooms, labs and patient care areas
- Removal of interior waste and recycling
- Maintenance of the hard floor surface care areas including dusting, damp mopping, burnishing, stripping and refinishing
- Carpet care including vacuuming, bonneting and extracting

Residential Facilities

- Daily cleaning of student community bathrooms and public restrooms in the residence halls
- Daily cleaning of common areas to include lobbies, parlors, study halls, bathrooms and kitchens within the residence halls.
- Removal of interior waste and recycling

Additional services offered by Building & Residential Services should be scheduled through the Customer Service Center (CSC). These billable services include:

- Clean-up after special events
- Refrigerator cleaning
- Microwave oven cleaning
- Work scheduled outside of normal service times or areas
- Request for cleaning services, which require additional staff

NOTE: The Building & Residential Services' Floor Care Team is specifically trained to clean and maintain all types of floor coverings at Emory University and is familiar with the special needs that each floor covering requires.

Contact the Customer Service Center (CSC) for questions or to request services.

~ Excellence is our Destination ~

Carpet Replacement

Carpet in office spaces typically lasts 10 years or more. Carpeting in other areas may last longer or wear out faster depending on the type of carpet installed and traffic pattern. Unfortunately, Campus Services is not funded to replace carpet and other flooring on a ten-year cycle. For approximately 6.5 million square feet of flooring across campus, a ten-year replacement program would require over \$2M per year in an ongoing program for our standard basic carpet and floor replacement. We do try to cover the cost of replacement flooring in emergency situations. When funding is available, Campus Services may partner with customers to share in replacement costs for carpet or other flooring.

Please contact the Customer Service Center (CSC) for questions or services.

~ Excellence is our Destination ~

Carpentry Services

Carpentry services involve repair to existing building interior architectural components.

Examples of non-billable services include:

- Repair of existing doors, doorstops and hinges
- Repair and maintenance of interior tile surfaces
- Repair/replacement of acoustical tiles in ceilings
- Repair of torn carpeting
- Repair of horizontal and vertical blinds
- Repair to moldings, baseboards and weather stripping
- Replacement of handrails
- Repair of counter tops

Billable services are those where new work or work on non-facility items are accomplished. Examples of billable services include:

- Renovations of all sizes from new counter tops to single room or multi-room modifications
- Installation or relocation of wall-mounted shelves, new chalkboards and dry wipe boards
- Assembly/disassembly or construction of furniture such as desks, computer stations, freestanding bookcases, and prefabricated partitions
- Placement of pictures, plants and minor wall items
- Construction of bulletin boards
- Installation of new doors, door conversions, door stops and door enclosures
- Repair of wooden furniture
- Installation of desks' tops
- Relocation of wall shelves

NOTE: Customers will not be billed for carpentry services, which require less than the sum of half an hour to complete.

Please contact the Customer Service Center (CSC) for questions or services.

~ Excellence is our Destination ~

Graphic Design

Comprehensive graphic design services are available to the Emory community from Planning Design and Construction.. This includes services independent of renovation and construction projects such as event graphics and special mapping or other needs. We work closely with project managers and the University Architect to coordinate our work within the framework of the Master Plan and established standards. We also shepherd the University's branding standards.

To engage the services of the graphic design staff of Campus Planning, place a Work Request with Customer Service. Products purchased for customers externally, such as sign fabrication or printing, are charged at cost to the customer's account. Hourly charges for design and coordination time do apply, typically ranging from \$55 to \$75. If desired, estimated hard and soft costs can be provided prior to beginning a project.

Examples of services provided by the Graphic Design Department include:

- Maps and diagrams
- Presentation materials
- Event signage, banners, and graphics
- Sign planning and wayfinding consultation*
- Exterior campus sign additions and changes
- Building inscriptions, memorials, and donor recognition
- Establishing and maintaining Emory signage standards
- Interior Signage

*Campus planning graphic design is responsible for implementation of the Wayfinding Master Plan under the auspices of the Wayfinding Committee.

If you have questions concerning our services, please feel free to call 404.727.0166.

~ Excellence is our Destination ~

Grounds and Landscape

The Grounds Shop maintains the aesthetics of 658 acres of landscaped areas throughout the central campus, Emory Hospital and the Emory auxiliary units located on the perimeter of campus.

Normal, routine activities for which customers are not billed include the following:

- **Turf Care:**
Grass is mowed as needed, generally on a weekly basis. Aeration is performed as required but no less than two times per year. Annual over-seeding of fescue and/or perennial rye grass is applied. Weed control is practiced when weeds present a visible problem or when weeds represent 5% of the turf surface.
- **Tree Care:**
Specimen trees on campus are monitored for structural integrity. A fertilization program prescribed by an on-site Certified Arborist is followed. Any dead wood or hazardous limbs are removed when identified.
- **Fertilizer:**
Adequate fertilizer is applied to ensure all plant materials are healthy and growing vigorously. Amounts depend on species, length of growing season, soils and rainfall. Only environmentally approved products are used.
- **Irrigation:**
Frequency of use is determined by rainfall amounts, temperature, season and demands of plant material. In an effort to continue to be a leader in environmental initiatives, water is collected from condensate and rain runoff in underground cisterns for use in irrigation.
- **Litter Control:**
Campus Services staff walk the campus to pick up litter a minimum of once per day, five days per week.
- **Pruning:**
Pruning usually is done once per season unless the species dictates more frequent attention.
- **Disease and Insect Control:**
Integrated Plant Pest Management practices are followed.
- **Floral Plantings:**
Seasonal color is maintained year-round with two major plantings each year.

Billable services include:

- Landscape enhancements
- Special event support

Contact the Customer Service Center (CSC) for questions or to request services.

General Repairs

A significant number of service requests are for general repair services. General repair work items are typically non-billable.

Examples of non-billable work items are listed below:

- Lights burnt out
- Sticking doors
- Room temperature too hot/too cold
- Odors (gas, fire, electrical, etc.)
- Water leaks
- Toilet repairs
- Internal and external graffiti removal (unless the damage can be billed directly to specific perpetrators)
- Items or issues that take less than half hour to repair

If general repair services are needed, please check with the building's Facility Coordinator prior to contacting the Customer Service Center (CSC) as the work request may already have been submitted.

Elevators

The Customer Service Center (CSC) must be contacted for all elevator trouble calls. Campus Services maintains special contract arrangements on maintenance and standby repair service for all Emory elevators. Contact the CSC who will coordinate the most expedient response.

Telephones installed in elevators are linked directly to the Emory's Police & Fire Safety Department (or other 24 hour security switchboard) who will respond in the event of an emergency.

Emergency Elevator Phone Information: Elevator Emergency Phones all call Emory Police (404 727-8005 or 7-8005) except for Emory Clinics (A & B Clinics) and the Winship Cancer Center call Clinic Security (404 778-5000 or 8-5000) and Steiner and Glenn Buildings call Grady Security (5-0425 or 5-6788).

Clinic Security, Grady Security and Emory Police refer the entrapment to Facilities Management in order to call the Elevator Service Provider.

Non-Billable services include regular preventative maintenance performed during normal business hours:

- Annual inspections (e.g. weight capacity, evaluation of speed, wait time, travel time, cables, hydraulics, etc.)
- Regular maintenance (e.g. hydraulic fluids, regular computer diagnostics and upgrades, cleaning of the pit, replacement of light bulbs in cab and buttons, etc.)

Billable services include:

- Maintenance on elevators provided to auxiliary units or affiliated departments of Emory University
- Upgrades, modernizations, or modifications to elevator cabs as requested
- Maintenance due to vandalism or deliberate damage
- At most locations, regular maintenance that must disrupt the operation of the elevator and is performed at the customer's request outside normal hours. In this case, the overtime differential only is billable.
- At most locations, the overtime differential of five year tests is billable.

Contact the Customer Service Center (CSC) for questions or to request service.

~ Excellence is our Destination ~

Interior Design

The Interior Design Department is a self-funded service in Planning Design and Construction. As an Emory department, we ensure that we'll serve you in the best interest of Emory. Services are charged at a much-reduced market rate and allow the first three (3) hours of services are at no charge.

With over 50 years of combined experience, our professional staff's knowledge can help you find the best products and services that the Emory University Community can buy.

- Programming, needs analysis, and space planning
- Space plan drawings of your space with layout ideas and suggestions
- Serving as the customer's agent to Procurement Services to push your order through the Emory System
- Setting up the installation of all furniture and finishes
- Selection of furnishings and finishes in accordance with University standards and the installation of items listed below but not exclusive to:
 - Paint /Wall covering
 - Carpet
 - Window Treatment
 - Furniture/Fixture (FFE)

Project Success Tips

To make sure that time is used efficiently; please have the following information gathered before meeting with an Emory Interior Design Professional:

- Determine your total scope of work
- Know your budget
- Know your schedule
- Be prepared to answer questions concerning the needs of the people that will be using the space

Billing Rates

Senior/Junior Designer: \$65/hr

Contact the Customer Service Center (CSC) for questions or to request service.

~ Excellence is our Destination ~

Painting, Plaster and Drywall

Maintenance painting is completed on an as needed basis to protect surfaces (e.g. wood, drywall, etc.) from deterioration. Routine building inspections are performed to assess painted surface conditions. Maintenance painting is generally performed about once every 10 years for offices, labs, etc. where traffic is light and the potential for marking and paint damage is minimal. In high traffic areas painting may occur more frequently, depending on need.

Non-billable services include:

- Maintenance painting (as described above)

Billable services include:

- Cosmetic painting of all building interior and exterior surfaces (e.g. soiled areas or marks exposed when wall-hung items or furniture is moved)
- Dry-walling, texturing and painting associated with remodels or renovations
- Furniture refinishing
- Painting or staining new furniture
- Changing color of walls, trim, cabinets and doors
- Areas that require more regular maintenance (e.g. dugouts, retail areas, etc.)

Note: Changing colors of walls, trim, cabinets, or doors may require two or more coats of new paint. Typically, if the painting is for maintenance (i.e., once every 10 years) first coat is non-billable and the customer pays for the subsequent labor and materials for additional coats.

Contact the Customer Service Center (CSC) for questions or to request services.

~ Excellence is our Destination ~

Plumbing Services

Plumbing services are provided to ensure that the campus infrastructure is properly installed to current codes. Plumbing infrastructure includes sanitary and storm drainage systems as well as water supply lines throughout campus.

Plumbing services provided as non-billable maintenance include:

- Repair and maintenance of all plumbing (pipes and fixtures) integral to the building operating system
- Repair and maintenance of plumbing components such as tanks, valves, traps, exchangers and water heaters
- Repair and maintenance of laboratory drains and fixtures
- Repair and maintenance of all plumbing systems outside of existing buildings

Billable plumbing services include:

- Maintenance of plumbing services to appliances
- Remodels or renovation plumbing
- Minor construction plumbing
- Installation of new equipment
- Repair and maintenance of laboratory drains and fixtures caused by neglect or misuse such as the disposal of dry ice
- Repair of plumbing problems related to departmental equipment (e.g. RO (reverse osmosis) water lines, etc.)
- Repair and replacement of fixtures, supply and discharge lines for laboratory gases and compressed air troubleshooting for elimination of gas odors

Contact the Customer Service Center (CSC) for questions or to request service.

~ Excellence is our Destination ~

Preventive Maintenance

The Preventive Maintenance Department inspects, cleans, lubricates and prepares building equipment units for seasonal use. Preventive maintenance is typically completed on the evening shift to be less intrusive to customer operations.

Most preventive maintenance is scheduled and provided as non-billable work. Non-billable services include:

- Changing of air filters
- Replacement of belts
- Lubrication of motors
- Cleansing of coils
- Replacement of bearings
- Maintenance and repair of air filtration systems
- Maintenance and repair of exhaust fans

The above listed services are billable to auxiliary units and affiliates.

Preventive Maintenance is scheduled based upon specific equipment needs. When a department purchases equipment that is to be maintained by Campus Services, the Customer Service Center (CSC) should be contacted to schedule frequencies and types of maintenance to be performed.

~ Excellence is our Destination ~

Planning Design and Construction

The Planning Design and Construction Department (PD&C) provides oversight project management services for all new capital construction projects and many smaller renovation projects for the University. Project managers are responsible for insuring that projects are completed on time and on budget, while protecting the University's interest with general contractors, A/E firms, and other outside vendors. The project manager acts as the liaison between the building occupant(s), design team, stakeholders and the general contractor.

Services provided by PD&C for capital projects are billable to the projects and include:

Ongoing design review

Budget management

- Construction coordination
- Commissioning
- LEED certification
- Contract negotiation and pay applications
- Building HVACr system and quality certification
- Coordination of signage
- Selection and installation of appropriate security systems
- Netcom interface
- EHSO/Abatement interface
- Coordination with Plant Operations for maintenance once construction is complete

For information on the status of a current capital construction project, go to

<http://www.fm.emory.edu/statreps.shtml>

Renovations

When possible, job order contracting (JOC) is used for small to medium sized construction, renovation or repair projects. JOC is a unit price based contract system designed to reduce cost of construction, lower design fees, eliminate contractor generated change orders and insure fast response and on-time construction. Smaller renovation projects should always be coordinated through PD&C. Often these projects have an adverse impact on building engineering systems (air conditioning, heating, plumbing or electrical), which must be considered during the design phase of any project.

Billable services for smaller projects are calculated at a rate of 7.6% of the total contract amount. Renovation services provided include:

- Developing the scope of work and plan design
- Solicitation and evaluation of competitive bids for contracted services
- Preparation of contractual documents engineering firms, abatement contractors, general contractors, etc.
- Project oversight to ensure compliance with the contract documents and applicable codes and standards
- Coordination with other Emory departments, such as Environmental Health and Safety, Network Communications, Purchasing, Transportation & Parking, etc.
- Publishing of project reports and related information to customers

For further information, contact Planning Design and Construction at 404.727.7783.

~ Excellence is our Destination ~

Recycling

Recycling services are provided for virtually all campus buildings. For detailed information regarding accepted commodities, services special events or to request recycling services or recycling container(s) please contact the Recycling Office at 404-712-8921 or the Auxiliary Services Office at 404-712-0093. You can also visit the Emory Recycles website at <http://www.fm.emory.edu/recycling>.

Recycling Containers and Charges:

- 23- gallon Slim Jim Containers --\$35 each (Set of 4 – White Paper, Mixed Paper, Aluminum and Plastic \$100)
- Desk-side Containers-- \$3

Materials collected for recycling from all campus buildings (Building Services personnel service the inside recycling containers for disposal into labeled rolling carts located on the loading dock or in a designated area outside of the building):

- White Paper
- Mixed Paper which includes magazines, newspaper, cardstock, file folders and colored paper (if you can tear it and it isn't white, it is mixed paper)
- Aluminum
- Green, clear and brown glass (collected separately)
- Plastic #1-#6
- Corrugated Cardboard

Additional non-billable recycling services include:

- Recycling of purged files or excessive volumes of recyclables - please provide 72 hours advance notice for delivery of additional containers
- Recycling of phone books on a seasonal basis - gather in a centrally located area and contact the Recycling Office to arrange for pick-up
- Pre-paid envelopes for ink jet cartridges, cell phones, pagers and pick-up of laser toner cartridges are available upon request
- Delivery and pick-up of recycling containers for special events on Emory's main campus*
(The delivery and pick-up of event recycling containers is non-billable when service is completed during regular working hours M-F 8:00am-4:30pm. This service is billable for overtime labor charges if the event falls outside of these hours, or if the request is made less than 48 hours or 2 days prior to the event.)

Billable services include:

- Special Event delivery and pick-up of recycling containers not completed during regular working hours M-F 8:00am-4:30pm, or if the request is made less than 48 hours or 2 days prior to the event.
- All recycling services for entities not affiliated with the University (e.g. CDC, CHOA, etc.)

~ Excellence is our Destination ~

Confidential Material Shredding Services

Emory Recycles also provides a secure-document shredding service for confidential material, which is subsequently recycled following shredding. This service adheres strictly to Federal Regulations regarding the disposal of confidential material. The customer receives a certificate of destruction following the shredding of their documents.

For detailed information regarding the Shredding Program please visit the shredding website at <http://www.fm.emory.edu/recycling/shredding.htm> or call 404-712-8921.

Shredding Containers and Charges:

- 95-gallon Shredding Cart -- \$35 per container
- 100 lb Shredding Cabinet -- \$45 charged monthly (serviced bi-weekly)

To request a Shredding Cart fill out a request form at:

<http://webfm.fmd.emory.edu/fmit/shredding/default.aspx>

Off-Campus Recycling Drop-Off Sites

Students living off campus, Emory's "neighbors", and the general public are encouraged to take advantage of Emory's recycling services. There are currently two, well-lit site available 24-hours per day, which are convenient for people delivering their recyclables by car.

- The Emory Village CVS/Pharmacy located on North Decatur Road - facing the CVS, the site is in the rear left of the parking lot on the left hand side of the CVS building.

The Recycling Center drop-off is located on Peavine Creek Drive down by the Candler athletic fields. The drop-off is on the right hand side before you get to the recycling building. Look for the rolling blue carts. Visit our home page at www.fm.emory.edu/recycling or contact the Recycling Office at 404.727.2052 or the Auxiliary Services Department at 404.712.0093.

~ Excellence is our Destination ~

Roads and Hardscape

The Roads and Hardscape department is responsible for the maintenance, repair and aesthetics of all exterior hardscape on campus.

General maintenance of roads and hardscape is typically a non-billable service. Maintenance is provided on hardscape items including:

- Roads
- Bollards
- Existing signage
- Benches
- Pavers
- Sidewalks
- Poles and chains
- Crosswalks
- Storm drainage and other structures
- Masonry and concrete work

Billable services provided for roads and hardscape encompass those services that are provided for the benefit of:

- Capital projects
- Major renovations
- Specific events
- New signage

Please contact the Customer Service Center (CSC) with questions or requests for service.

~ Excellence is our Destination ~

Security Systems

The Security Systems staff provides services designed to secure property and assets. The level and detail of security is based on the areas' need and type of usage. Security Systems staff is responsible for mechanical key control and electronic access control in buildings.

Security Systems works in conjunction with Emory's police and fire safety department to provide customers with an access control system and closed circuit television (CCTV) that interfaces and allows the Emory Police Department (EPD) to monitor and review an electronic recording in the event of an incident.

Non-billable services include:

- Lock repairs
- New keys for new construction or renovations
- Duplicate keys for existing locks for basic education and general budget funded spaces
- Security surveys
- Estimates for billable services
- New or duplicate access cards (swipe or proximity)

Billable services include:

- Re-keying and replacement of keys and access cards where lock cores must be replaced for security reasons
- Replacement of locks to filing cabinets, desks and other furniture
- Safe combination changes or safe repairs
- Key duplication for master keys, file cabinets and office machines
- Mechanical or electrical access systems
- Grand master key duplications, which require approval in writing by the Associate Vice President for Facilities Management.
- Installation of closed circuit television security systems

The Security Systems staff are able to assist with the purchase of security related products at favorable market rates. Products available include:

- Safes
- Fireproof fire cabinets
- Key cabinets
- Key rings and accessories
- Padlocks
- Locker locks

Please contact the Customer Service Center (CSC) for any security systems needs.

~ Excellence is our Destination ~

Small Appliances

Repair and maintenance services for small appliances are provided as a billable service.

Small appliances include:

- Stoves
- Refrigerators
- Microwave ovens
- Free standing water fountains

For information on how to obtain these services, please contact the Customer Service Center (CSC).

Space Information Management

Campus Services is the custodian of space data for the University. To ensure all building blue prints are current and accurate, all renovations or space modification projects should be reported. Types of information maintained in the space management system are space identification (room numbers), organizational owner, square footage and space type.

Non-billable services available through the computer aided design team include:

- Routine requests for drawings to building owners
- Documentation and maintenance of Emory's facilities space inventory
- Storage of "as built" drawings for campus buildings
- Documentation and maintenance of Emory's campus map (<http://map.emory.edu/>)

Billable services include:

- Request for drawings and services for groups outside of Emory (e.g., Architecture and Engineering Firms)
- Extraordinary requests that are beyond the scope of normal services provided by the Space Information Management Department. These may include rush jobs, multiple copies for the same set of plans, reprints, etc.

Definition of terms:

- **Assignable space** ~ is defined as offices, labs, classrooms, conference rooms, etc, available for assignment to an occupant or specific use.
- **Non- Assignable space** ~ includes circulation areas, public toilets, elevator shafts, mechanical spaces, stairwells, lobbies, corridors, loading docks, housekeeping, Net/Com, unassigned storage, etc.
- **Gross Sq Ft.** = Assignable + Non Assignable + Structure

For questions contact the Customer Service Center (CSC).

~ Excellence is our Destination ~

Special Events

Campus Services provides assistance with special events to campus constituents. Equipment reservations and all other special event support requests should be sent in writing to the Customer Service Center (CSC).

Non-billable services are those completed during regular working hours of 8:00a.m. to 4:30p.m. Monday-Friday and include:

- Delivery and set up of folding tables, chairs, platforms, trash cans, recycling containers, etc.*
(Please specify both recycling and trash containers if you would like to recycle at your event).
- Services requested more than two business days before the event

Billable services include:

- Event support performed on overtime (outside regular hours of 8:00a.m. to 4:30p.m. Monday-Friday)
- Requests received within 48 hours or 2 business days of the event
- Rental of additional equipment
- Special clean-up crews
- Electrical work including but not limited to new or additional power supplies
- Public address systems
- Stand-by electricians and flood light set-up

For questions about support for campus special events, please contact the Customer Service Center (CSC).

~ Excellence is our Destination ~

Staging (Moving Services)

Moving services are provided by the Staging Department. When submitting work requests customers should be very specific as to which items will be moved or set up. Personnel and time allotted for jobs are determined by the information provided by the customer.

Contract moving is required when the work exceeds the Staging Department's capability. Evaluations of all large moves are done based on the information provided to Customer Service and/or at the request of the customer. Names and telephone numbers of contract moving companies are provided upon request.

Non-billable services are provided during regular work hours of 8:00a.m. to 4:30p.m., Monday-Friday. Examples of items Staging is capable of moving include:

- Furniture (file cabinets, desk drawers, bookshelves/cases, etc. must be emptied by the customer prior to the move date)
- Laboratory equipment (must be inspected and approved for move by Emory EHSO prior to service date)
- Photocopied materials
- Boxed items
- Items to/from on-campus storage areas

Billable moving services are those performed:

- Outside regular hours of 8:00a.m. to 4:30p.m. Monday-Friday
- On weekends or holidays
- In conjunction with small or major project renovations
- By outside contracted firms
- Items to/from off campus storage areas and/or rearranging/sorting/maintaining on campus storage areas.
- Requests received less than 48 hours or 2 business days of the work to be performed.

Estimates will be provided, upon request, with a "not to exceed" amount. However, a change in the scope of original work will result in a revised written estimate with appropriate customer notification.

When placing a work order, inform the Customer Service Center if items to be moved are especially fragile or valuable. Staging may request a waiver of liability to be filed.

Staging items may be retained by customers for a maximum of ten calendar days. Items belonging to Staging should not be left outside overnight and should not be moved from their delivered location. Pick up or delivery of items during non-regular hours (as shown above) will incur an overtime charge. Damaged or missing items will be charged to the customer's account. Staging is not responsible for incidental damage to items being moved including dents, scratches, or any other damage to particle board furniture, as this type of furniture is not designed or constructed to be moved.

Contact the Customer Service Center (CSC) for questions or service requests.

~ Excellence is our Destination ~

Standards and Commissioning

All construction and major renovation on campus must adhere to a complete set of physical design standards maintained by Campus Services staff. The primary purpose of these standards is to provide uniformity to campus facilities and to give reasonable control over construction quality. This discipline for construction allows for better and more economical care and maintenance of facilities by focusing on life cycle costs rather than initial installation costs.

Commissioning is a quality assurance program for construction, which essentially provides field verification of performance requirements for Emory and project sponsors.

Commissioning is a billable service applied to all new construction and major renovation projects.

To learn more about Emory construction standards or the commissioning process, please visit our website at <http://www.fm.emory.edu/design.shtml>

~ Excellence is our Destination ~

Surplus Property

Emory Surplus supports the prudent disposition of surplus furniture, equipment and vehicles, which are property of Emory University, by facilitating the resale, liquidation, salvage or disposal of such items.

Surplus Property is dedicated to Emory's Sustainability Vision by supporting the resale of used Emory property, prolonging furniture life and decreasing our landfill waste.

It is the responsibility of the department that has ownership of Emory property to contact Customer Services and Surplus Property when planning the disposal of property. All disposal of Emory property, including sale to another Emory department, sale to Emory faculty, staff, or students, the liquidation of the item(s), the salvage of items, or the disposal of property, must be completed through the Surplus Department.

Location:

Briarcliff Campus, 1256 Briarcliff Rd. Bldg A, Ground Level, Room G65
Additional Access via Parking Lot J

Hours of Operation:

Open Tuesday and Thursday
9:00am – 11:00am
1:15pm - 3:00pm

Procedures:

To dispose of an item to Surplus, complete a Surplus Property Transfer Form by going to <http://webfm.fmd.emory.edu/fmit/esurplus/surplustransfer.aspx>

To purchase Surplus Property please visit the Surplus Property showroom during open hours or view items on the Surplus Property website. <http://www.fm.emory.edu/surplus/index.htm>

Purchased items may be picked up during open hours or a deliver (for departmental/on campus purchases only) may be arranged for a minimum \$35 delivery fee.

Delivery/Pick-up: To schedule a pick-up or delivery of an item to/from Surplus please contact Customer Service and submit a Work Request. (404-727-7463) or visit <https://webfm.fmd.emory.edu/fmit/workrequest/>

All purchased items MUST be picked up within seven days. Items can also be placed "on hold" using the Surplus website and will remain on hold for seven days, after which they will be made available for purchase by others. (Items may only be placed on hold for one seven day period by the same customer.)

Payment: Surplus Property accepts ONLY personal checks, certified checks, money orders, Emory Card (Eagle Dollars) or departmental account numbers. Certified checks or money orders are required for the personal purchase of vehicles and for all purchases totaling \$300 +
Checks are payable to Emory University and must include the purchaser's Emory I.D. number.

Out-of-state checks are not accepted.

*A \$35 service charge is assessed for insufficient funds.

All funds are credited to the Surplus Property account.

Computers: The primary responsibility for "scrubbing" computer systems before transfer to Surplus Property rests with the department that owns them. The department must ensure, through their IT support team, that all software and sensitive data is removed from computer systems before it is sent to Surplus Property.

Computer hard drives must be sanitized by using a secure file deletion program which helps ensure all information is not only deleted but is completely destroyed. See articles referenced at: <http://www.it.emory.edu/showdoc.cfm?docid=1854>. A secure file deletion program can help ensure that

~ Excellence is our Destination ~

computer information is deleted and destroyed. Non-rewritable media such as CD's or non-usable hard drives must be physically destroyed. NOTE: Deleting files or dragging them to the trash bin does NOT destroy them.

Refrigerant Containing Equipment:

In order to dispose of non-functioning equipment containing refrigerant the following process must be followed.

DO NOT place the item in the dumpster

DO NOT drop the equipment off at Campus Services HVAC Shop or Recycling Dept.

If the equipment was used for laboratory purposes call EHSO at 404-727-5922 and have the equipment decontaminated. EHSO will then place a completed decontamination form on the equipment. Call Campus Services Center (CSC) and place a work request for HVAC Shop to recover the refrigerant. Be sure to include the room number where the equipment is located, as well as your contact information. The HVAC Shop will come to your location to verify that the decontamination form is in place and signed, and will then recover the refrigerant. When the refrigerant has been recovered an orange permanent sticker will be affixed to the equipment and a work request placed to the Staging Dept. for pick-up and delivery to the Campus Services recycling center.

To dispose of non-lab use non-functioning refrigerant containing device contact Customer Service Center (CSC) to place a work request for HVAC Shop to recover the refrigerant.

If the equipment is in good condition and you wish to send it to Surplus Property for resale, refrigerant recovery is not required.

Vehicles: To Surplus Vehicles please complete a Surplus Property Vehicle Transfer Form at <http://webfm.fmd.emory.edu/fmit/esurplus/surplusTransfer.aspx>

~ Excellence is our Destination ~

Tent and Stage Permitting Process

All tents and membrane structures having an area of 201 square feet or more and canopies 401 Square feet or more must be permitted through the Planning and Development Department of Dekalb County Government.

Please notify Emory Fire Safety before application process to set-up inspection for Fire Department. Prior notice helps to allow Dekalb Fire time to plan inspection without delay. Call Fire Safety 404 727-7378.

Definitions:

Tent: A structure, enclosure or shelter constructed of fabric or pliable material supported by manner except by air or the contents that it protects.

Canopy: A structure, enclosure or shelter constructed of fabric or pliable materials supported by any manner, except by air or the contents it protects, and is open without sidewalls or drops on 75% or more of the perimeter.

Membrane Structure: An air-inflated, air supported, cable or frame-covered structure as defined by the *International Building Code* and not otherwise defined as a tent or canopy.

At this time the process includes the following:

1. Dekalb County Building Permit Application—Customer Service at Emory University Campus Services has copies.
2. Insurance Certification from Stage Company.
3. Insurance Certification from Tent Company.
4. Flame certificate from Tent Company.
5. Business License from Tent Company.
6. Business License from Stage Company.
7. Stage Specs (technical drawings related to stage)
8. Site Plan--made by Space management in Campus Service-customer service has instructions on how to obtain a site plan.
9. Authorized letter –Dean of Campus life approving permission to use land
10. Letter of Safety—Emory Police Department memo.
11. Cover letter summarizing the event, amount of spectators and safety personnel.
12. Permit is to be posted on site.
13. Building inspector and fire marshal inspection sign off.
14. Fire extinguishers and exit lighting as required by Dekalb County.

The Planning and Development office is closed on Saturdays, therefore if you are planning on having a tent erected on Saturday, you should email the Dekalb County Planning and Development officer stating the use and what type of fire protection you intend to have (number of extinguishers) and that will be all. Inspections cannot be done out of the normal work hours. Ajayi Oseni [\[otayi@co.dekalb.ga.us\]](mailto:otayi@co.dekalb.ga.us)

Specific instructions for completing the Building Permit form:

- Fill out the Dekalb County Permit Application thoroughly. The following items are very important to have completed, if not the permit will be rejected.
 1. **Job Address** – Address of specific venue location.
 2. **Owner Name** – Emory University and address should be specific SUCH AS Emory Admin or Campus Service Address.
 3. **Company Name** – Name of the contractor setting up the tent.
 4. **Business Lic #** Provided by contractor.
 5. **Authorized Agent** – Generally the point of contact “on site” could be Emory Staff or Contractor.
 6. **Type of Work** – Other note temporary tent erection
 7. **Description of Work** – *such as*, “Temporary stage and tent construction for use at Law School reception at Emory University”.
 8. **Estimated Cost** – Should be the amount of contractor estimate to erect tent and or stage. Note permit fee is a minimum of \$175.00 and should remain that amount until estimated cost reaches \$10,000.
 9. **LDP Project Name** – *example* – Emory University Law School Reception.
 10. **Additional Permits Required** – State if extensive electrical requirements are needed to accommodate this structure. “This may require providing electrical drawings or back-up power details such as generators.
 11. **Square Footage** – Tent sizes less than 200 square feet do not require permits.
 12. **Adult Entertainment** – Check NO
 13. **Print Name and Sign Document**

Permits should be submitted to the second floor of 330 Ponce in Decatur.

Utilities

Non-billable utility functions serviced by Camus Services include:

- Campus electrical infrastructure
- Campus plumbing infrastructure
- Building heating, ventilation, air conditioning and refrigeration (HVACr) equipment and associated systems (e.g. chillers, air handlers, cooling towers, etc.)
- Campus steam infrastructure for use in autoclaves (sterilizers), humidifiers and heating services.

Ancillary services provided by HVACr include the billable maintenance of:

- Water coolers
- Constant temperature rooms
- Freeze dryers
- Centrifuges

Other billable services are offered for maintenance of:

- Freezers
- Refrigerators
- Icemakers
- Stoves
- Ovens
- Incubators
- Shakers

Ultra-low scientific equipment

Glass washers and other sterilizers

Contact the Customer Service Center (CSC) for questions or service requests.

~ Excellence is our Destination ~

Vehicle Maintenance

Vehicle Maintenance provides vendor purchase orders to University departments for vehicle repairs. In order to maintain current records, please notify the Vehicle Maintenance department of all purchases, sales or transfers to surplus property pertaining to University vehicles.

A summary of non-billable services includes:

- Preventive maintenance notices sent at least twice per year to customers
- Vendor list provided for various repairs such as bodywork, mufflers, radiators, engines, tires, etc.
- Maintenance of vehicle repair records
- Issuance of insurance cards
- Repository and administration of all University vehicle titles

Billable services include:

- Registrations obtained for University vehicles
- Annual emissions testing scheduled and performed
- License tags purchased and replaced
- Requested maintenance services

Questions concerning vehicle repairs, maintenance or registrations should be made directly to the Vehicle Maintenance department at 404.712.8957.

~ Excellence is our Destination ~

Waste Removal and Pest Control

The Waste Management/Pest Control department provides campus wide solid waste and pest control services as outlined below:

Non-billable services for all solid waste needs outside of campus buildings and houses include:

- Service to trash compactors
- Hauling waste to county disposal sites
- Servicing to pitch-in litter containers
- Service Special events outdoors, occurring during regular working hours, M-F 8:00am-4:30pm. (This service is billable for overtime labor charges if the event falls outside of these hours, or if the request is made less than 48 hours or 2 business days prior to the event.) Trash containers for special events are provided by the Staging Dept. Requests for event waste removal service should be made through Customer Service Center (CSC).

Non-billable pest control services are performed on a regularly scheduled basis per the terms of the contract with Emory's contract service provider.

Billable solid waste and pest control services are those performed:

For auxiliary units and affiliates

For projects or department moves

Waste removal service for outdoor events that is completed outside of regular working hours, M-F 8:00am-4:30pm, or requests made less than 48 hours or 2 business days prior to the event. Requests for event waste removal service should be made through Customer Service Center (CSC).

Special needs or requests for additional services should be submitted to the Customer Service Center (CSC).

~ Excellence is our Destination ~

Other Emory Services

The Division of Campus Services includes the departments of Facilities Management, Campus Services Administration, Transportation & Parking Services, Police & Fire Safety, Design & Construction, and the offices of the University Architect and Campus Environmental Officer. Campus Services works very closely with other Emory departments, some of which are listed below. For information concerning services provided by these departments, please contact them directly.

Campus Life manages student development, the athletic and recreation facilities, fraternities and sororities, multicultural programs, Lesbian/Gay/Bisexual/Transgender Life, student health, counseling and other programs.

Environmental Health and Safety (EHSO), is responsible for monitoring and assuring the safety of Emory in the areas of biosafety, chemical safety, industrial hygiene and radiation safety. For more information, visit their web site at <http://www.ehso.emory.edu/>.

University Technology Services (UTS) maintains and coordinates centralized computing service on campus, including password setting, and provides enterprise-wide voice, data and video communications to Emory. For more information, please see their web site at <http://it.emory.edu/>.

Mail Services, part of Office of Business Management, handles both internal and external mail delivery services for Emory. For more information, please see their web site at <https://www.admin.emory.edu/OBM/mail/>.

The Office of Business Management provides real estate acquisition/disposal and property management services. For more information, visit their web site at <https://www.admin.emory.edu/OBM/>.

Parking and Community Services is part of Campus Services and provides traffic coordination on campus. This office also provides parking stickers and hangtags. For more information, visit their web site at <http://www.epcs.emory.edu/park/>.

Police and Fire Safety, part of Campus Services, works with Campus Services' Customer Service Center as a liaison after hours and on weekends. They also are the first responders for many emergencies including elevator entrapment. For more information, visit their web site at <http://www.emory.edu/EPD/>.

Transportation Services, part of Campus Services, coordinates the ride sharing, MARTA, and other alternative transportation programs. For more information, visit their web site at <http://www.epcs.emory.edu>

Glossary

CSC - Customer Service Center

FM - Facilities Management

Urgent - An issue requiring service within 24 hours

Emergency - An issue requiring immediate service

Routine - An issue requiring service within 72 hours

LEED - Leadership in Energy and Environmental Design

EHSO - Environmental Health and Safety Office

Facilities Coordinator - Serves as liaison between the customer and Campus Services' Customer Service Center

FAS - Financial Accounting System

~ Excellence is our Destination ~

Phone List

Many of the below listed departments also have web sites and email addresses. For more information, please check out Emory's web site at <http://www.emory.edu/>:

Alternative Transportation	404.727.1829
Auxiliary Services	404.712.0093
Billing Information (for Services)	404.727.8888
Billing Information (for Utilities)	404.727.2722
Campus Planning Services	404.727.7783
Carpentry Services	404.727.7463
Cleaning Services (Building & Residential Services)	404.727.7463
Customer Service Center (CSC)	404.727.7463
Electrical Services	404.727.7463
Emory Police Department (EPD) Administration	404.727.6115
Emory Police Department (EPD) Emergency	911 or 404.727.6111
Fire Safety	404.727.7378
Mail Services	404.712.9365
Maintenance, General and Small Appliances	404.727.7463
Painting, Plaster and Drywall Services	404.727.7463
Parking Office	404.727.7275
Pest Control Services	404.727.7463
Plumbing Services	404.727.7463
Procurement and Material Center	404.727.4332
Planning Design and Construction	404.727.7783
Property Acquisition	404.727.6011
Purchasing	404.727.6064
Recycling Office	404.712.8921
Renovation and Construction Services	404.727.7783
Surplus Properties	404.727.0545
Tree/Limb Removal	404.727.7463
University Switchboard	404.727.6123
University Technology Services (UTS)	404.727.7777
Vehicle Maintenance Information	404.712.8957
Waste Management	404.727.7463